

ACT Roof Reports

How to Order Roof Sketch & Measurements

Who can Use this ACT Service?

Any adjuster registered with ACT can order reports thru the portal. You will be invoiced directly to your CC at order time unless you are 1) using a company portal that has a contract with ACT, that also pays for all the orders thru their portal or 2) You have a contract arrangement with ACT to be invoice periodically.

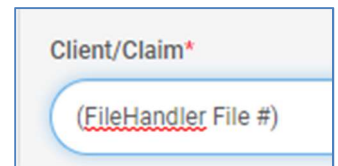
HOW TO ORDER A ROOF REPORT

Use this link to access ACT's website.

<https://act-orders.azurewebsites.net/login/>

In the "Orders: Place an Order" window, under "Client/Claim" field, enter your reference for this order; it can be a risk's name, claim #, file ID or anything else you or your firm use internally to reference your project

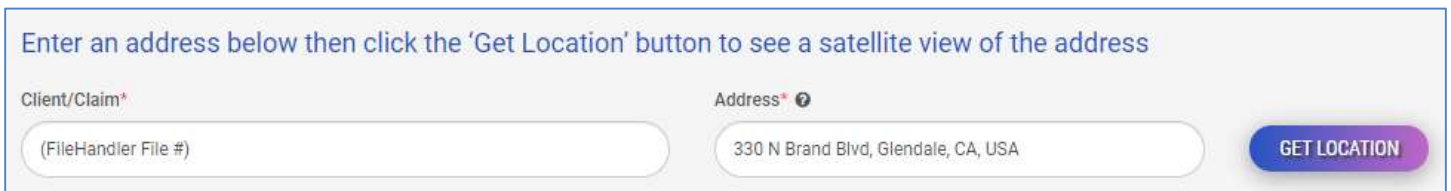
E.g., **C0099999**



A screenshot of a web form field labeled "Client/Claim*" with a red asterisk. Below the label is a rounded rectangular input box containing the text "(FileHandler File #)".

Avoid special characters, such as "-" (dash) or "#" (pound) in this field.

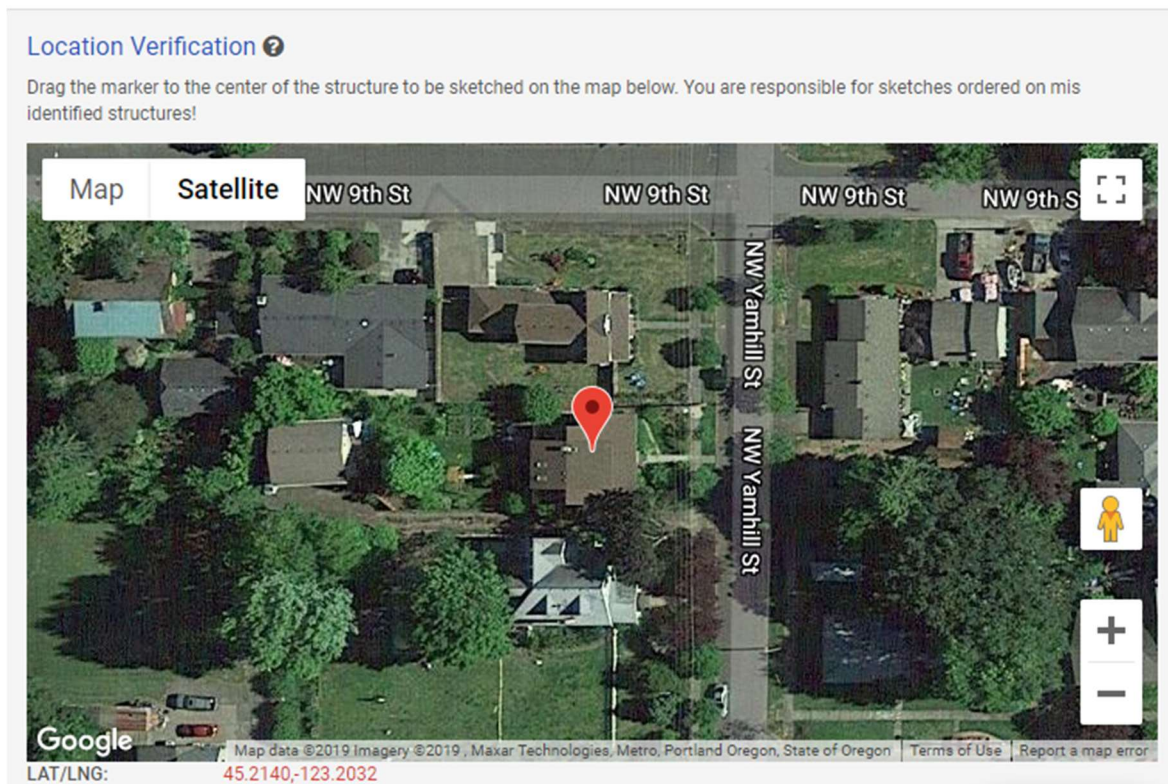
Enter the loss location address in the "Address" field:



A screenshot of a web form with the instruction "Enter an address below then click the 'Get Location' button to see a satellite view of the address". The form contains two input fields: "Client/Claim*" with the placeholder "(FileHandler File #)" and "Address*" with the example text "330 N Brand Blvd, Glendale, CA, USA". To the right of the address field is a blue button labeled "GET LOCATION".

Click GET LOCATION.

Look at the Google map displayed. If the Map finds the wrong address (which does happen), you can drag the red marker to the right address:



ACT has all Level III certified 'draftsmen' who are sketching from the aerial views. Measurements are based on satellite images and Google street views when available.

The adjuster still needs to take photos, inspect for damages, and compare their data to the ACT report. The adjuster has to be able to state the condition of the roof, damages observed, likely cause of damages, etc. You cannot solely rely on a roof report.

RED MARKER – Position Correctly

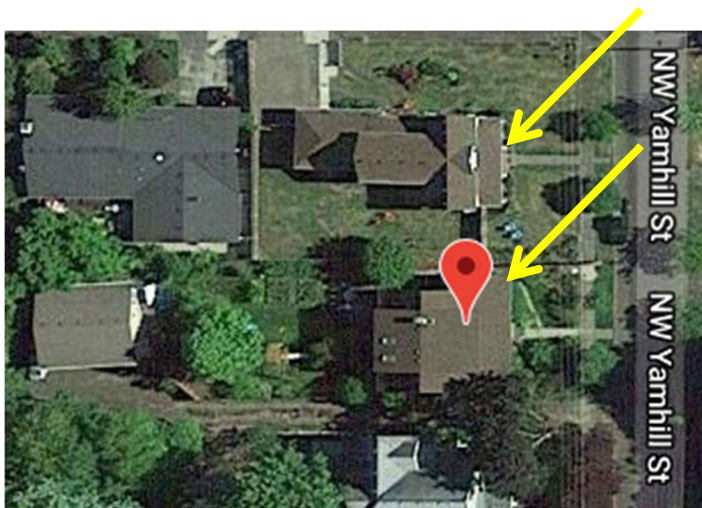
The RED Marker is very important. It needs to be in the MIDDLE of the loss location

If the Google Maps marker points to the wrong property (like this sample), MOVE the marker before submitting your order.

Incorrect Marker Position:



Correct Marker Position.

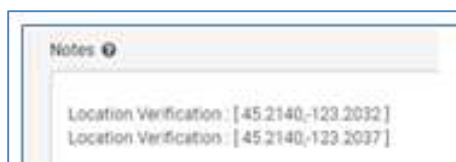


*** Do not move marker repeatedly if possible. Figure out your structures first then move the marker.

For OTHER STRUCTURES / out buildings, drag the marker again to point to the other structure(s) IF YOU NEED THE OTHER STRUCTURE included in ACT's roof report. On this sample, the main house is up close to NW Yamhill St., but at the far end of the property lot, there is a detached garage. In this sample, the marker has been dragged over the detached garage.

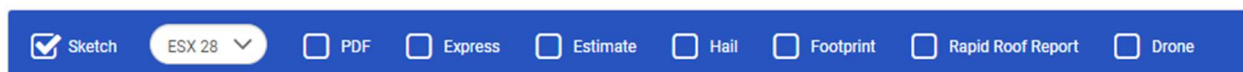


In NOTES window, the Location Verification (latitude/longitude) shows both the front main house, and the back detached garage.



Use the Task BAR to Select Service being Ordered

At this bar, only "SKETCH" is checked by default. You get an ESX file emailed to you.



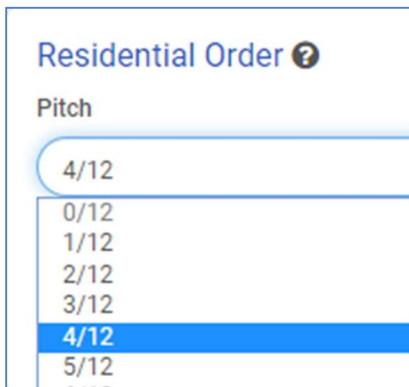
Up to 2 Other Structures is no add'l charge, more than 2 is an upcharge of \$10.

PDF, EXPRESS, ESTIMATE, HAIL are sketch options at an additional cost!



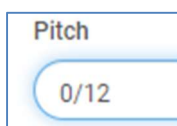
PITCH and FACETS

Under “Pitch,” fill in the pitch to increase accuracy by ACT.



A screenshot of a web form titled "Residential Order" with a help icon. Under the "Pitch" label, there is a dropdown menu. The menu is open, showing a list of options: 4/12, 0/12, 1/12, 2/12, 3/12, 4/12 (highlighted in blue), 5/12, and 6/12.

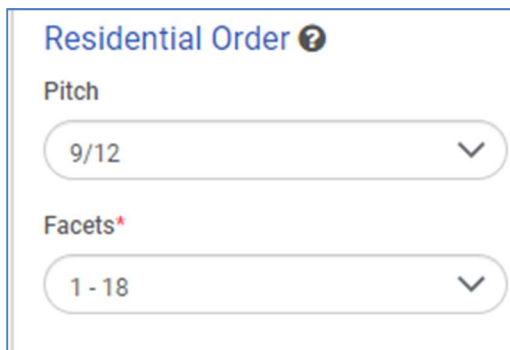
Do not leave it set to 'no pitch' or "0/12" pitch.



A close-up of a "Pitch" dropdown menu. The selected option is "0/12".

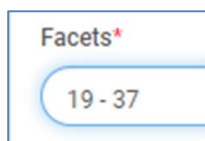
Enter your best guess on pitch.

Under “Facets,” leave the Facets set to ‘1- 18’. The draftsman will use the aerial views to determine the facets.



A screenshot of a web form titled "Residential Order" with a help icon. Under the "Pitch" label, there is a dropdown menu showing "9/12". Under the "Facets*" label, there is a dropdown menu showing "1 - 18".

NOTE: For anything over 19 facets there is an upcharge of \$7 or more.

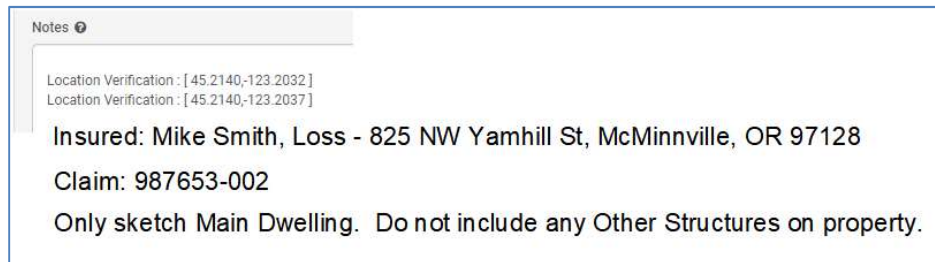


A close-up of a "Facets*" dropdown menu. The selected option is "19 - 37".

NOTES window

To identify the Claim and job you're working, **manually type the Insured Name and claim # in NOTES field.**

Sample:



Notes ⓘ

Location Verification : [45.2140,-123.2032]
 Location Verification : [45.2140,-123.2037]

Insured: Mike Smith, Loss - 825 NW Yamhill St, McMinnville, OR 97128

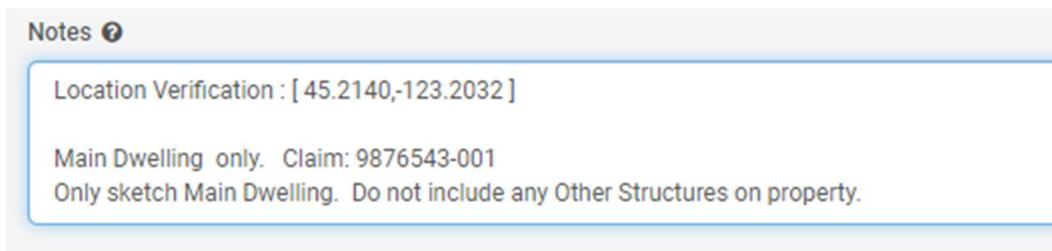
Claim: 987653-002

Only sketch Main Dwelling. Do not include any Other Structures on property.

You can say anything in NOTES that would help get the Roof Sketch correct.

IMPORTANT: YOUR Notes MUST ALWAYS SAY TO NOT INCLUDE OTHER STRUCTURES unless you want them included. If you fail to say "Do not include other structures," they will be included.

Put this in Notes: "Only sketch Main Dwelling. Do not include any Other Structures on property."



Notes ⓘ

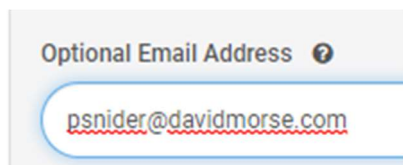
Location Verification : [45.2140,-123.2032]

Main Dwelling only. Claim: 9876543-001

Only sketch Main Dwelling. Do not include any Other Structures on property.

Send a Copy to another Email Address

Under 'Optional Email Address,' if you want another person to be copied on the ACT Roof Report, add their email here:

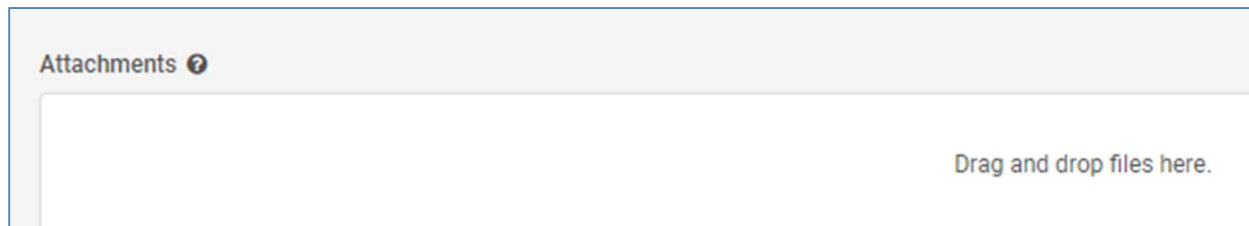


Optional Email Address ⓘ

psnider@davidmorse.com

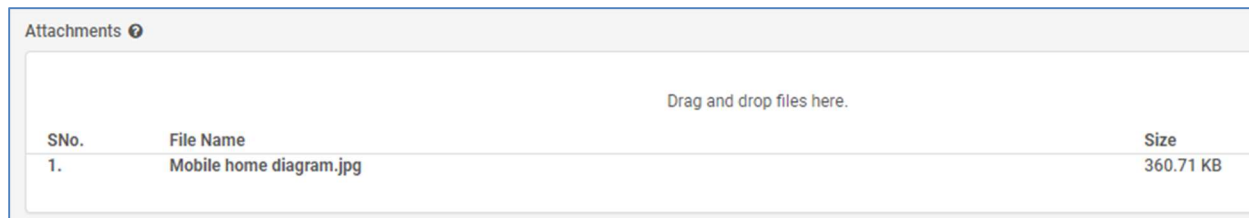
ATTACHMENTS:

If you have a photo(s) that would be helpful, like elevation photos, a tree blocking the roof, etc., you can UPLOAD those .jpgs to ACT's site.



Attachments ?

Drag and drop files here.



Attachments ?

Drag and drop files here.

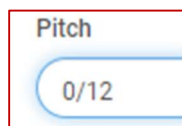
SNo.	File Name	Size
1.	Mobile home diagram.jpg	360.71 KB

Size limit for upload is _____

If too large, contact ACT Tech Support. We might email to them instead of upload. Communicate to this address: Support@act.claims

REVISIONS:

You can ask for revisions. If you enter the wrong pitch, for example, and the roof report from ACT is already done, you can go back to ACT and ask them to correct the Sketch and Roof Report. There may be a charge for this; possibly a \$5 fee. But that's only if leave put "0" pitch in your original request.



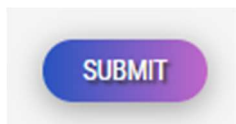
Pitch

0/12

Never leave Pitch at

WHEN READY TO SUBMIT REQUEST:

Click SUBMIT



You get this confirmation window:

Please confirm the details of your order below.
Click OK to submit and Cancel to correct.

Contact Information :

Name: Mike Smith
Phone: 8006497602
Email: msmith@davidmorse.com

Order Details :

Client: DOC 000999
Address: 825 NW Yamhill St, McMinnville, OR
LatLon: 45.2140,-123.2032

Sketch Residential Order!

Version: [ESX 28], Pitch: [4/12], Facets: [1 - 18]
PDF: FALSE Express: FALSE
Estimate: FALSE Hail: FALSE

Notes: Location Verification : [45.2140,-123.2032]

Main Dwelling only. Claim: 9876543-001
Only sketch Main Dwelling. Do not include any Other Structures on property.

Total: \$ 19.99 (Member discount applied)
Please note that additional sketch charges may apply for multiple structures
or when a structure exceeds 300 squares.

Cancel OK

If needed you can click CANCEL now.

Look in the confirmation window and verify the TOTAL COST shows as \$19.99. If not, CANCEL and fix the order..... unless you have intentionally added up charges.

If any other price shows, you need to have gotten pre-approval for the extra costs, or you clicked additional requests by mistake which triggered up charges.

RECEIPT OF EMAILED 'ESX' FILE

DO this BEFORE YOU START WRITING Line Items in your project.

When you get an email from ACT with the ESX file roof report, do this:

1. SAVE the ESX file to your desktop computer.
2. In Xm8, DRAG the ESX file into your Xactimate Projects list.
3. Open your PROJECT (not the ACT sketch project).
[E.g., Open the USAA project you got from the DMA USAA Unit.]
4. Click the "PROJECT" Tab on top left corner of Project window,
5. Select "COPY From Project." In that window, type in the name of the ACT ESX project.
6. In boxes, check only SCOPE.
7. Click COPY.

DO NOT use the "Merge" feature in Xactimate to bring this sketch into your project. That can cause corruption.

Contact Info Tel: 1-844-475-3824

Email inquiries: Support: support@act.claims Other: info@act.claims

Paula Snider

COO

January 13, 2020