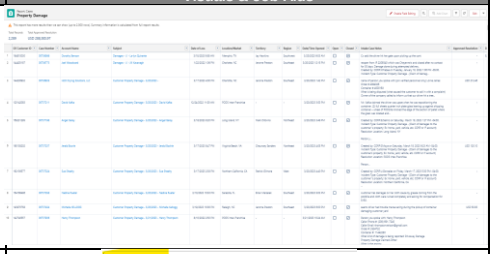
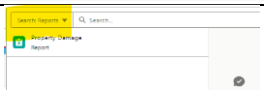
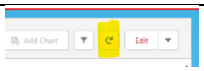
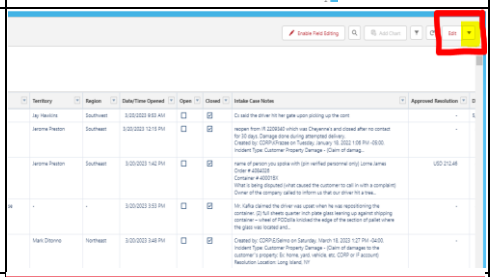
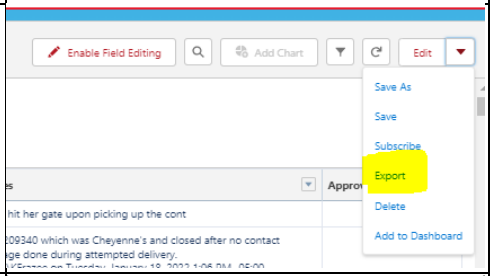
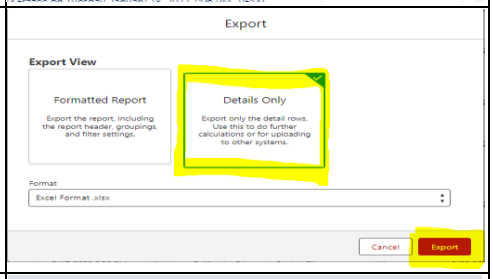
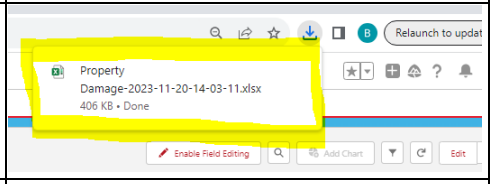
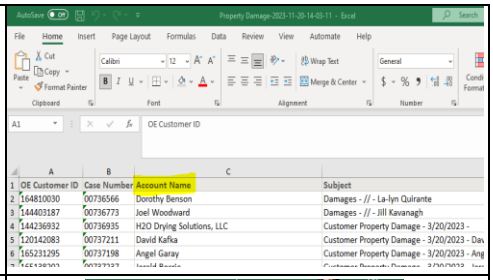
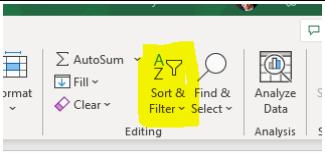
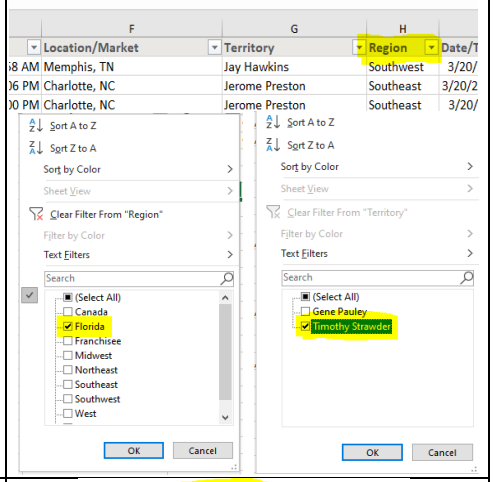
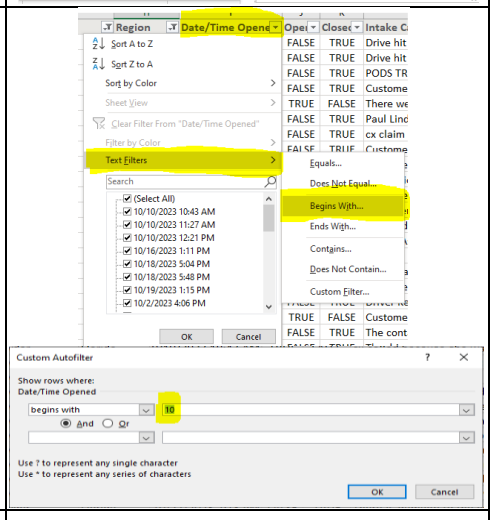
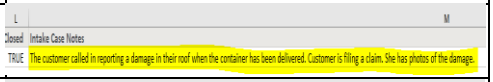
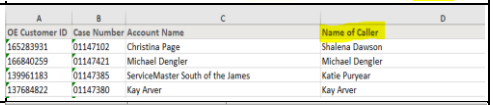
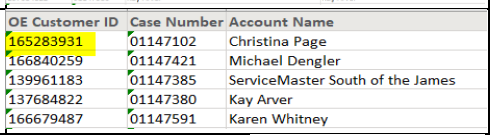
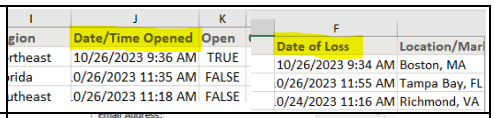
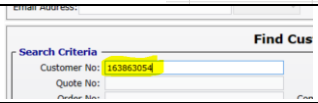
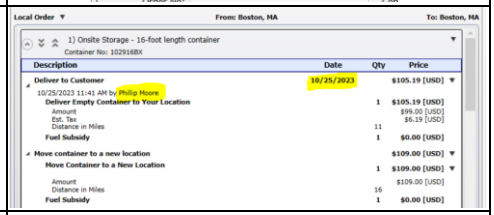
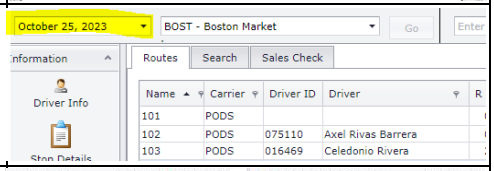
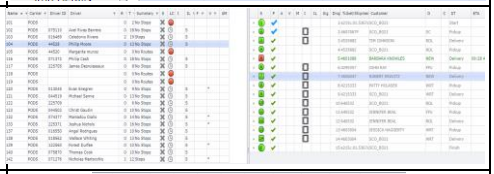
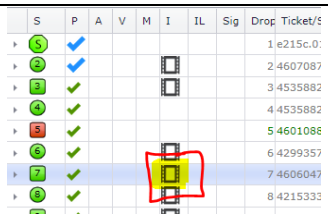
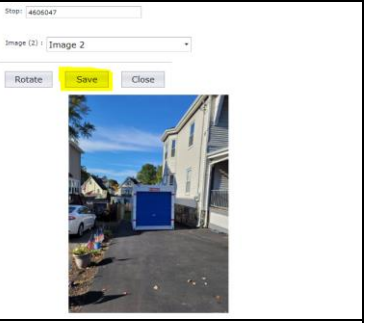
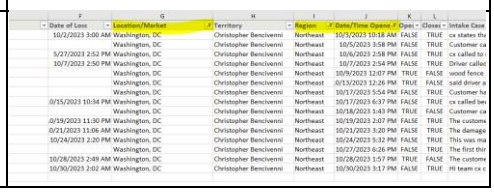
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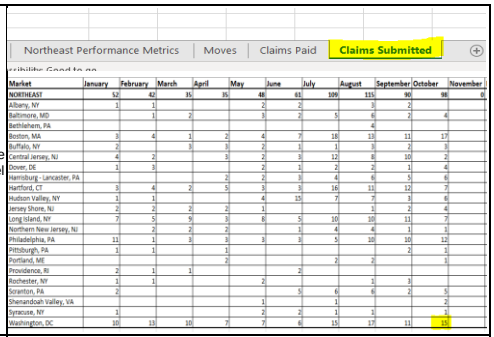
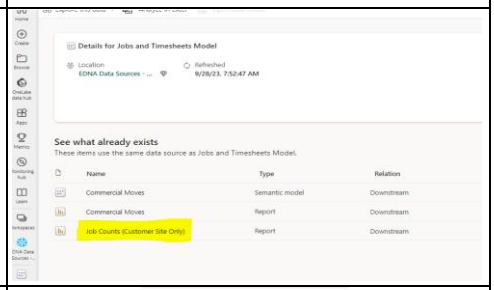
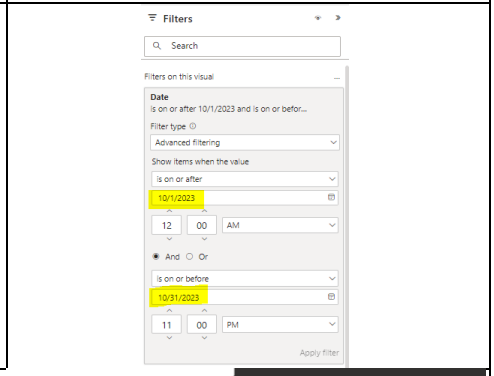
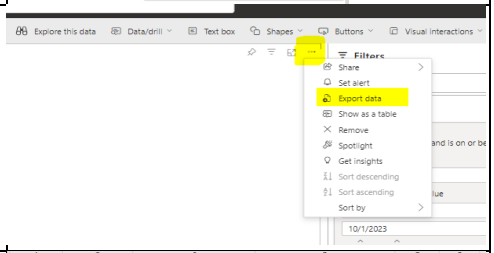
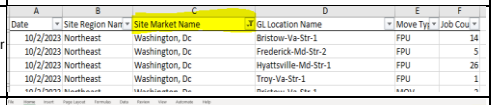
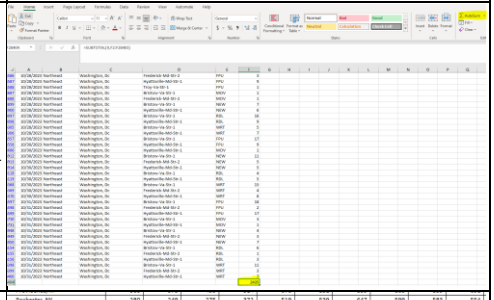
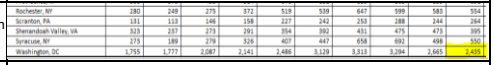
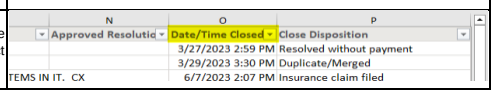
PODS Moving & Storage	**Core Process - Property Damage Improvement**	Date Created:	12/1/2023
		Version #	1
		Date Revised:	N/A
		Revison #	0
	Process Name: Property Damage Claim Review	Leadership Sponsor	Rich Schwartz
		Process Owner:	Vice President Operations & Business Strategy
		Reporting Owner:	Regional VP

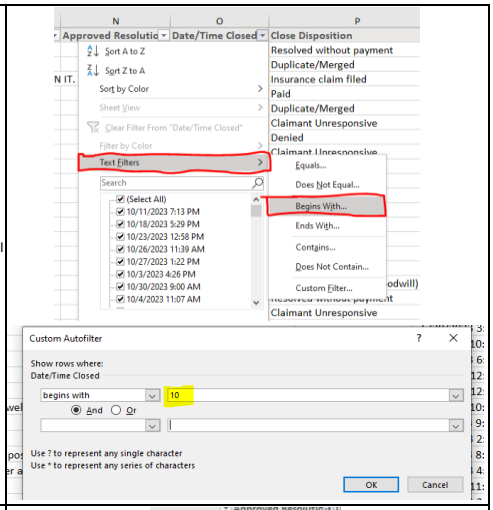
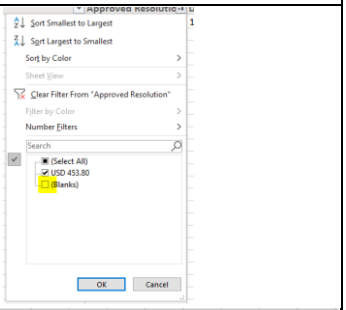
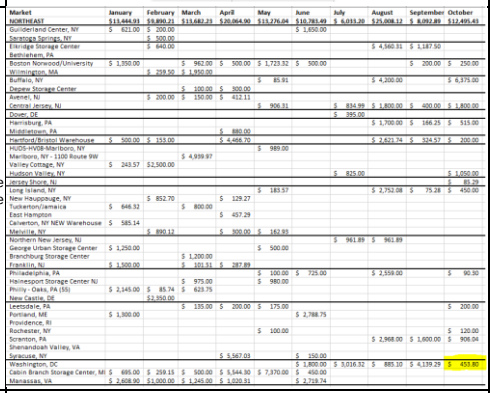
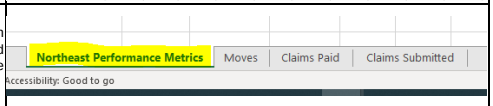
	Step		Key Points & Background	Visuals & Job Aids
1	**Gather Property Damage Claims Raw Data** - This report will list all Property Damage claims that have been filed since Salesforce went live in March2023. This report will include all information relative to the claim as identified by the column headers. Further details of the claim not identified in this report can be found by reaching out to the Advocacy Team.	1.1	Property Damage Claims Report can be found here	
		1.2	If unable to access directly, you can copy the link and paste into an already open Salesforce window or search for "Property Damage" Report in the Salesforce search bar. Make sure you change Search: to "Reports"	
		1.3	Hit "Refresh" icon for most up to date report	
2	**How to export claims data to Excel**	2.1	In the top, right corner of the report, click on the down error next to "Edit"	
		2.2	Select "Export"	
		2.3	Select the "Details Only" bos. Hit "Export"	
		2.4	Select document once download is complete	
		2.5	Document will open in Excel	

3	**Researching Data**	3.1	Within the Excel Document, select the header of any column.	
		3.2	Select “Sort & Filter” on the toolbar and then “Filter”. Each column can now be filtered to each item within that column.	
		3.3	Scroll to “Location/Market” or “Territory” or “Region” to filter to specific geographic area of choice.	
		3.4	To select a date range, scroll to the “Date/Time Opened” column and select “Text Filters” and “Begins With” and enter the month you choose. (Ex. 10 for October)	
		3.5	You can also chose to filter by closed, reasons for claim being closed, but also review information like the Intake case notes, customer (Account Name), the “Approved Resolution” amount, and potential driver name (“Name of Caller”) if the incident was driver reported.	
		4.1	First review the claim’s “Intake Case Notes” to determine the reason for claim being submitted	
		4.2	Review the “Name of Caller” to determine if claim was driver submitted or customer.	
		4.3	Identify the Customer ID	

OE Customer ID	Case Number	Account Name
165283931	01147102	Christina Page
166840259	01147421	Michael Dengler
139961183	01147385	ServiceMaster South of the James
137684822	01147380	Kay Arver
166679487	01147591	Karen Whitney

4	**Researching claims and coaching opportunities**	4.4	Identify the "Date/Time Opened" (fyi – this is typically the date incident occurred, or at least very soon after, which helps when reviewing within Cheetah. Also identify "Date of Loss" for further guidance.	
		4.5	Open OE and enter Customer ID	
		4.6	Determine date of actual move in question occurred based on information available. If exact date can't be determined, you should research all dates possible identified within OE. Also identified here is the driver who timestamped job for completion.	
		4.7	Open Cheetah and navigate to the date of consequence	
		4.8	Select Driver's route and Customer job	
		4.9	Click on "image" icon to review pictures	
		4.10	Save picture for zoom in abilities	
		5.1	1.Ensure you have open the following documents a.Salesforce Property Damage Report (Excel) b.Your region performance (Excel)	
		5.2	Filter Property Damage Claims Document to your area of responsibility (see previous steps)	
		5.3	To update # of claims submitted, take the following steps	
		5.3.1	Filter all claims using the "Date/Time Opened" column to October	

		5.3.2	Take the number of claims listed here (ie. 15) and enter in the respective month on the "Claims Submitted" Tab of you "Region Performance" Excel document	
		5.4	To update the number of jobs completed, take the following steps	
		5.4.1	Access the Job Counts Report (Customer Site Only) here	
		5.4.2	Change filters to include only the dates needed (ie. October in this case)	
		5.4.3	Export data to an excel document by clicking on the 3 dots and "Export Data"	
		5.4.4	Once document is open, create a filter for each column, and filter to your respective area of responsibility. This will list every job for the entire month.	
5	**Updating Key Metrics** - *We will update Washington DC for the month of October for this exercise You will be updating metrics using the following raw data points: •# of claims submitted •# of jobs completed •$ paid out	5.4.5	Scroll to the very bottom of the text and select the cell underneath the last number in column F. Then hit the "AutoSum" bottom on the toolbar. Hit Enter.	
		5.4.6	Take this number and enter it into the "Moves" Tab of the "Region Performance" Excel Document for the month	
		5.5	To update the amount of claims paid, take the following steps	
		5.5.1	Referring back to the Salesforce "Property Damage" Excel document, ensure all filters have been removed. Scroll to the "Date/Time Closed" column, select "Text Filters" and "Begins With…"	

		5.5.2	Enter the month in number form (Ex. 10 for October). Hit “Enter”. This will provide all claims that were closed in the month.	
		5.5.3	Select “Approved Resolution” filter, scroll to the “Blanks” check box and select to remove all blank fields from the data. This will list all claims closed and paid in the month.	
		5.5.4	Take the total amounts listed and enter in the corresponding cell in the “Region Performance” Excel document on the “Claims Paid” Tab for the month. (Ex. $453.80 for October in the Washington DC market).	
		5.6	Now that you have collected and entered the 3 key raw data points, you can measure the 3 key metrics, with the following formulas already being entered in the “Region Performance” Excel document, which can be viewed on the “Region Performance Metrics” Tab.	
		5.6.1	a.Avg Claim Paid = Amount of paid claims / # of claims submitted b.Claims per 1K Jobs = 1000 / (# of Jobs Completed / # of Claims Submitted) c.Amount paid per job = Amount of paid claims / # of Jobs Completed	