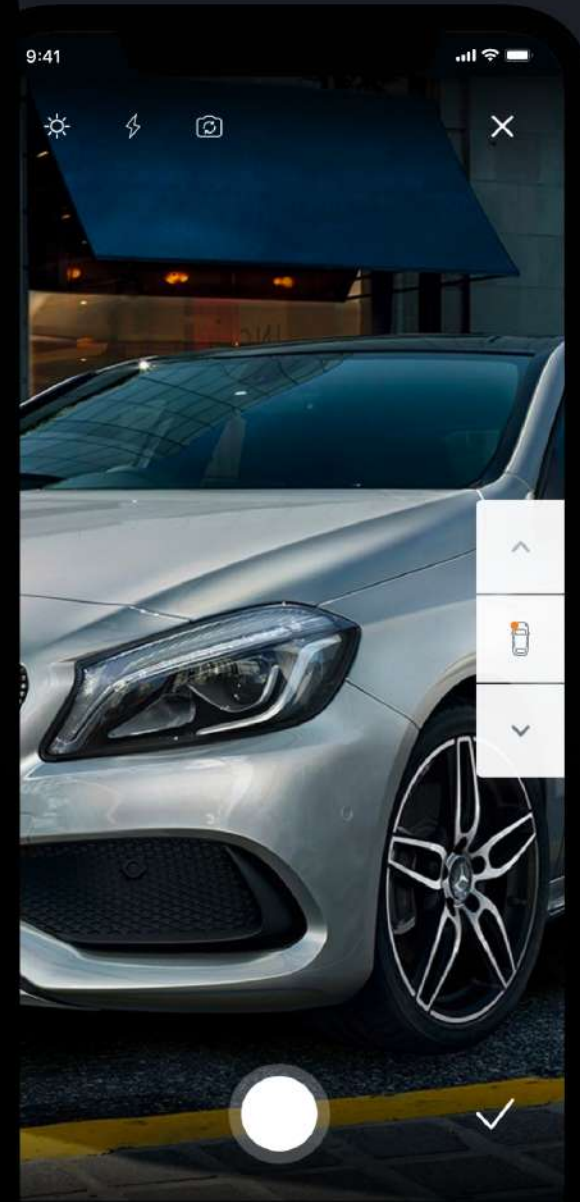
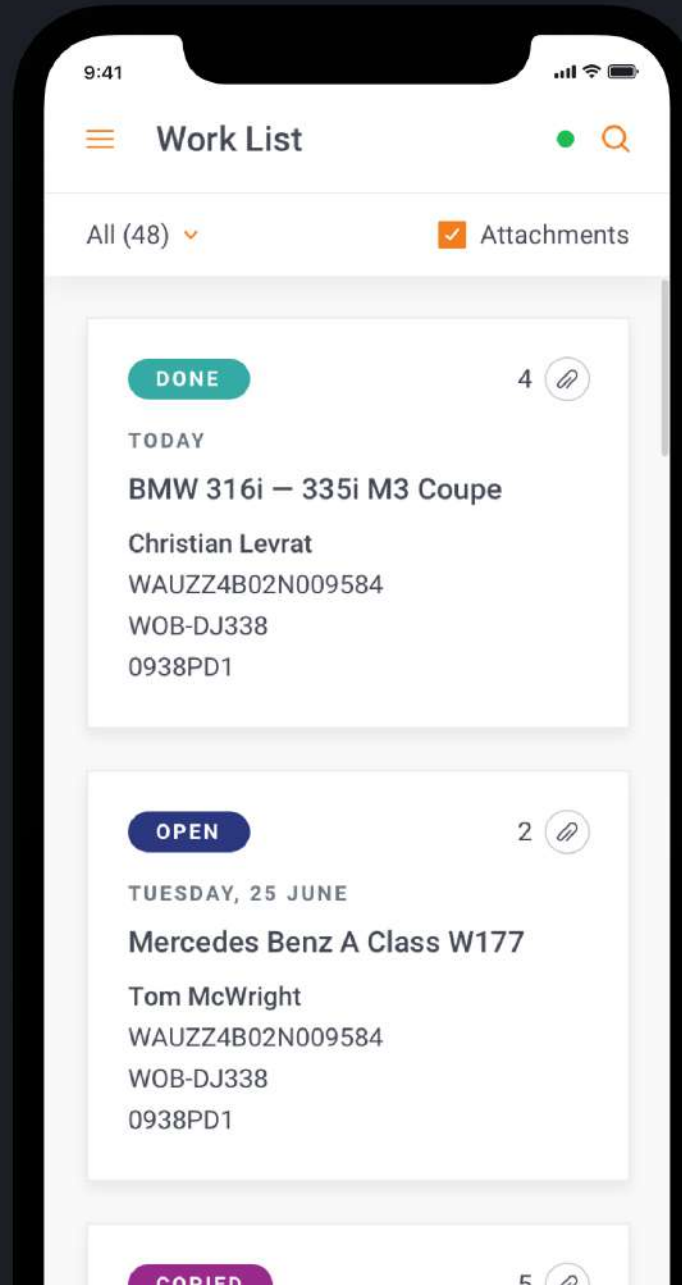




User Guide

Qapter Sync



1. AUTHENTICATION

- 1.1. Welcome and country selection screens
- 1.2. Legal information and login

2. MENU

3. WORK LIST

- 3.1. Overview
- 3.2. Filtering and search
- 3.3. Claim creation

4. CLAIM DETAILS

- 4.1. Claim details overview
- 4.2. VIN number editor
- 4.3. VIN number OCR
- 4.4. Walk around
- 4.5. Photo and video capturing
- 4.6. Photo viewer and editor
- 4.7. Photo manager
- 4.8. Photo grouping

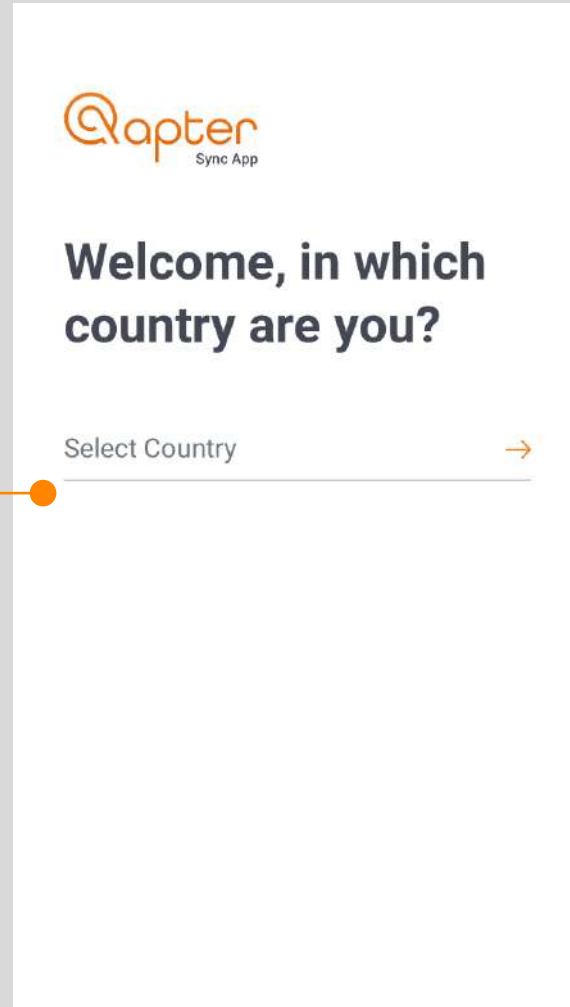
5. SETTINGS

1.1. WELCOME AND COUNTRY SELECTION

To login in the application user will be prompted to select his country, acknowledge legal documents and provide his credentials

System checks preselected language on the device and uses same one within the application. If selected language is not supported by Qapter Sync, then English is used as default.

Displays a welcome message to the user and guides on the next steps of authentication process

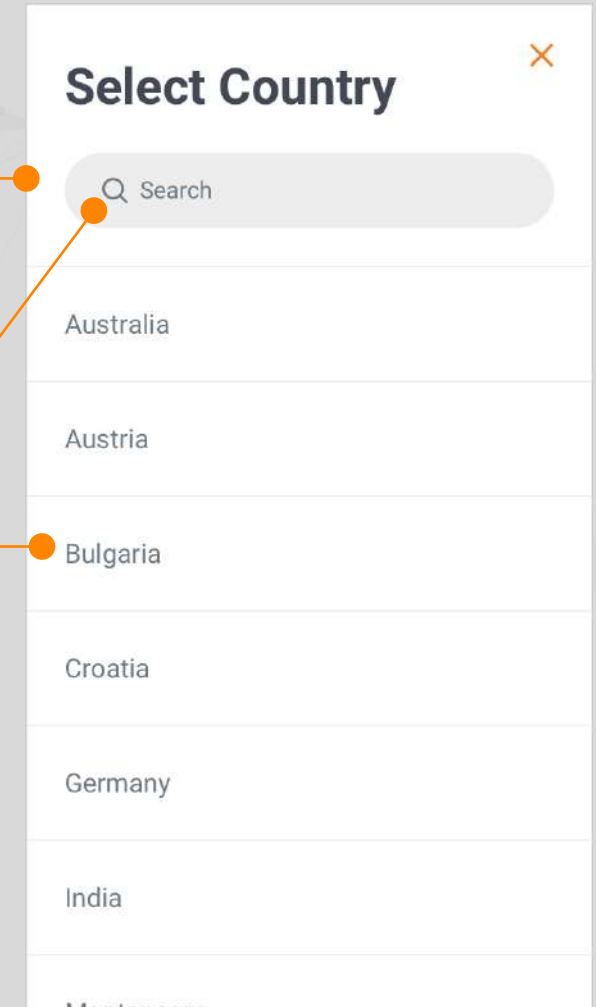


Displays the list of countries that user is able to connect to

For example, if user works in Germany, he should select it. After choice is done, application will authorize user against servers located in Germany

Country search

Country list



1.2. LEGAL INFORMATION AND LOGIN

Provides info about legal documents that regulate user interaction with the application

Qapter
Sync App

Disclaimer

In order to use this application, I hereby confirm I have read and accept each of the following:

- Privacy Policy
- Legal Agreement

ACCEPT

Change Country: Austria

Set a checkmark if you have read and acknowledged legal document

Link to the legal document

Screen where user can fill in his credentials to authenticate in the application

Qapter
Sync App

Image Capture, faster than ever.

Username

John.Anderson

Password

.....

Keep me signed in

LOGIN

Change Country: Austria

Login and password input fields

Keeps user logged in, until user token expires

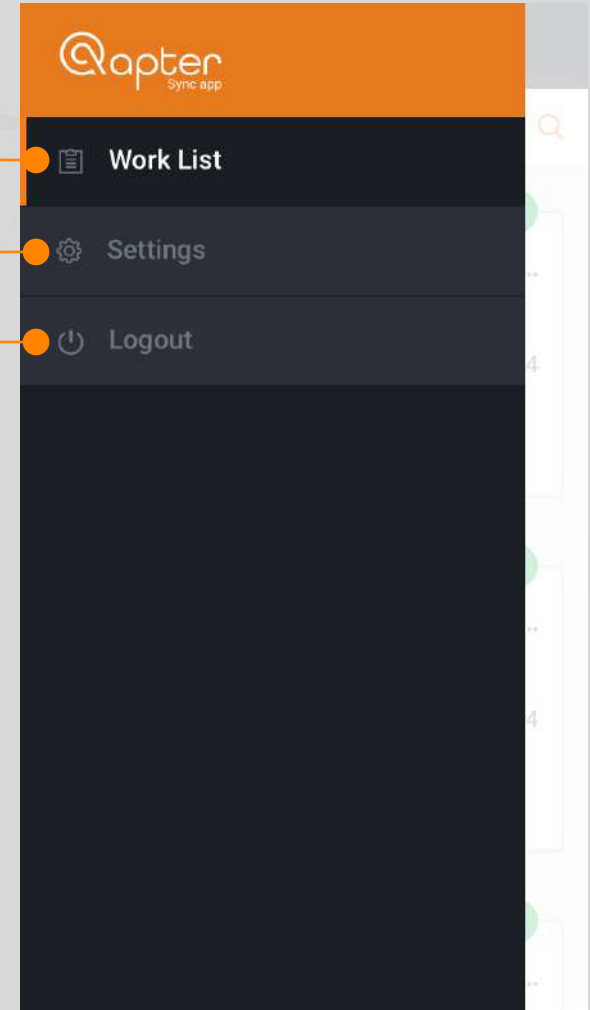
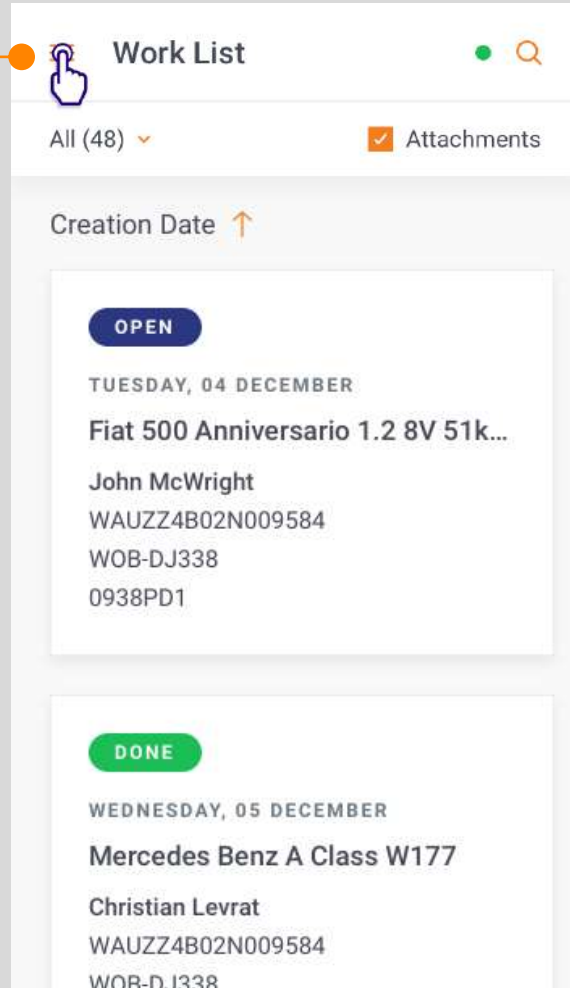
- Applicable when screen password protection on device is enabled
- Token expiration time is set in platform configuration

Shows selected country and allows to change it

2. MENU

Navigation panel of the application

Clicking on this icon will open application menu presented on the right side of this slide



Gets user to the work list

Navigates user to the settings screen

Logs user out

* When user manually logs out all information that is not synced to the claim management system will be lost

3.1. WORK LIST OVERVIEW

On this screen user will see cases that he can work with
Access permissions are set on the platform side for specific user and are not controlled by Qapter Sync. User can see claims in OPEN, COPIED, CLOSED statuses only

Menu

Case status filter
All (48) ▾

Attachments

Claim search

Claim creation
* Disabled by default configuration. For more details check user guide section related to this feature

Creation Date ↓

Claim sorting
Sorts worklist either by update date or by creation time

Preview of the claim in form of a card

When phantom vehicle information is saved on the platform side, then original manufacturer, model and sub-model will be substituted with phantom ones. For more details on phantom vehicle naming functionality consult with platform team

Synchronization status

Claim status

Amount of attachments in claim
Types of attachments included in calculation is configured on the platform side. Functionality is disabled by default on country configuration level

Creation date
Car manufactures, model and sub-model
Vehicle owner name
VIN
License plate
Claim number

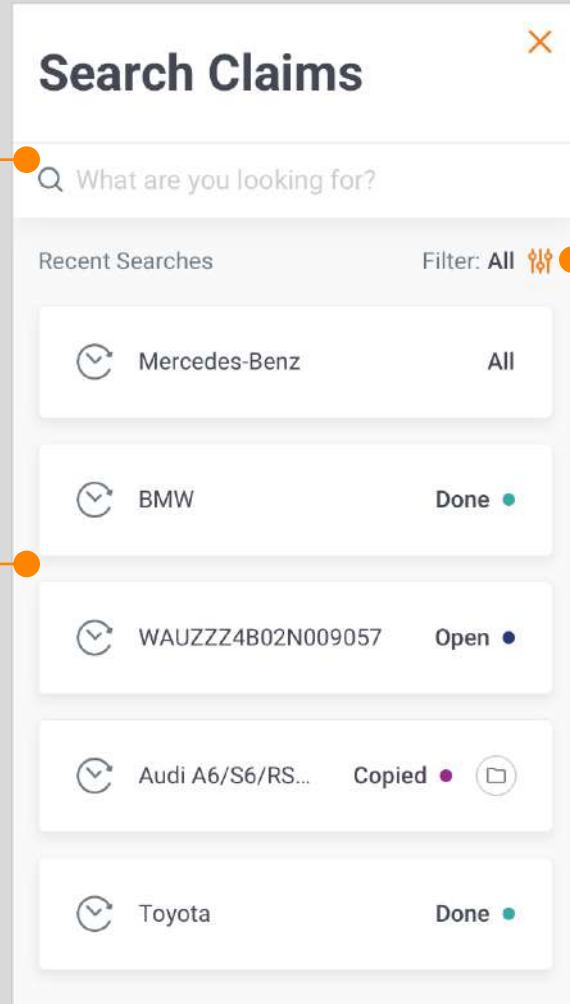
When offline, you will be able to access only claims shown on the worklist. Sorting and filtering features will still work, but only to uploaded list of claims

| | |
|--|----------------------------|
| Creation date | TODAY, 10 SEPTEMBER |
| Car manufactures, model and sub-model | Mercedes Benz A Class W177 |
| Vehicle owner name | Christian Levrat |
| VIN | WAUZZ4B02N009584 |
| License plate | WOB-DJ338 |
| Claim number | 0938PD1 |

| | |
|--|------------------------|
| Creation date | TUESDAY, 2 SEPTEMBER |
| Car manufactures, model and sub-model | Audi TT 3.2 V6 Quattro |
| Vehicle owner name | John McWright |
| VIN | WAUZZ4B02N009584 |
| License plate | WOB-D.J338 |

3.2. FILTERING AND SEARCH

Search feature allows user to find cases in a snap of a finger
Works online only



Search input field

List of last 5 searches

User is able to select one of them and initiate search with saved parameters

Close filtering menu, discard filter changes made

Opens filtering options

Filters search results by claim status

Shows in search results cases assigned only to me

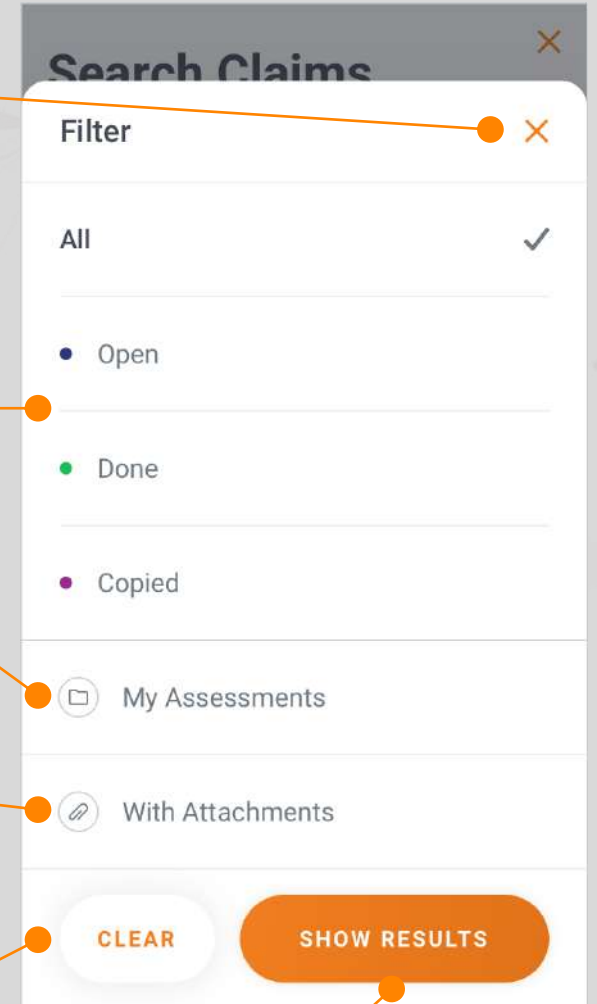
Available when feature is enabled in the application settings

Searches only claims that have attachments

Functionality is disabled by default on country level. To enable it please contact support

Clears filtering options

All cases will be shown for the search screen and all opened one for the work list



Initiates search

3.3. CLAIM CREATION

On this screen user will be able to create a claim online and upload it to Qapter Claims
This feature is disabled by default on country level and can be enabled on demand. Some configuration efforts are assumed to map required fields for the claim creation form and set a list of available claim types

Filling the form

User is able to fill in required for claim creation information on the first step. Required fields are preconfigured individually on country level on Qapter Sync side

Solera Inc. 9:41 AM 100%

New Claim

Claim Type *
Osago

Claim Number *
RU-TR8934MX

Date of Creation *
March 8, 2017 at 4:30 PM

First Name *
Charles

Middle Name
John

Last Name *
V

CREATE CLAIM

Date of Accident *

Confirmation

On this step user can review filled in information and confirm claim creation. When created he will be navigated to the claim details screen

Solera Inc. 9:41 AM 100%

New Claim

Claim Type *
Osago

Claim Number *
RU-TR8934MX

Date of Creation *
March 8, 2017 at 4:30 PM

First Name *
Charles

Middle Name
John

Last Name *
V

CANCEL **CREATE CLAIM**

Date of Accident *

4.1. CLAIM DETAILS OVERVIEW

Main screen for viewing claim details information and starting point for performing damage capturing

The screenshot shows a mobile application interface for 'CLAIM DETAILS'. At the top, it displays the manufacturer and model 'AUDI TT (8J) Coupé 3.5...' and the sub-model 'Submodel W177 Edition 2018'. A 'Merge Claim' button is visible. Below this is a table with claim information: Creation date (September 8th), Claim ID (493829), License plate (WOB - DJ338), and Reference N° (52SD9DD0). The VIN section shows 'VIN WAUZZZ4B02N009584' and 'Paint Number: LZ5T/LZ5T NOK/HE'. There are sections for 'Photos' and 'Videos'. At the bottom is a large orange button labeled 'FINISH THE CLAIM'. Annotations with orange dots point to various elements: 'Manufacturer and model' points to the car name; 'Sub-model' points to the submodel text; 'Synchronization status' points to a green dot; 'Merge claim' points to the 'Merge Claim' button; 'Assigns specified claim to the user...' points to the 'Merge Claim' button; 'Cards with legal information about the claim' points to the 'CLAIM DETAILS' table; 'Available cards are dependent on user configuration...' points to the table; 'VIN number and vehicle color and paint code (if available)' points to the VIN text; 'Can be disabled on a country level' points to the VIN text; 'Open VIN editor' points to a square icon; 'Scan VIN number' points to a camera icon; 'Attached photos will be shown in this widget' points to the 'Photos' section; 'Attached videos will be shown in this section' points to the 'Videos' section; 'Attach new photo' points to a camera icon; 'Attach new video' points to a video icon; 'This block is shown only for iOS. Videos are stored locally and are never synced to the platform. Can be disabled on a country level' points to the 'Videos' section; and 'Sends claim to specified in settings recipient. Feature can be enabled on country level. Check settings chapter for more info on how to setup recipient ID' points to the 'FINISH THE CLAIM' button.

Manufacturer and model

Sub-model

Synchronization status

Merge claim

Assigns specified claim to the user, so that he can perform damage capturing session. To work correctly configuration needed on the platform side

Cards with legal information about the claim

Available cards are dependent on user configuration and available info (claim details, vehicle owner, claimant, assessor, insurance company, body-shop, repairer, inspection, etc.)

VIN number and vehicle color and paint code (if available)

Can be disabled on a country level

Open VIN editor

Scan VIN number

Attached photos will be shown in this widget

Attached videos will be shown in this section

Attach new photo

Attach new video

This block is shown only for iOS. Videos are stored locally and are never synced to the platform. Can be disabled on a country level

Finish the claim

Sends claim to specified in settings recipient. Feature can be enabled on country level. Check settings chapter for more info on how to setup recipient ID

4.2. VIN NUMBER EDITOR

Qapter Sync allows user to manage VIN number for the claim using manual input or built in OCR services

Managing and VIN recognition is available online only

The screenshot shows a mobile application interface for editing a VIN number. At the top, there is a back arrow and the title "VIN". Below this, there is a "VIN photo" section showing a blurred image of a VIN plate with the text "r WMWRF32070TF56339". Underneath is a "VIN number input field" containing the text "VIN T M B E R 2 1 U 7 3 8 6 8 3 4 4 ...". To the right of the input field is a small orange square icon with a white 'X' inside. Below the input field is a circular icon with a camera symbol. At the bottom of the screen is a large orange rounded rectangular button labeled "SAVE".

VIN photo
The system shows one if it was saved previously

VIN number input field
User can manually enter VIN number and check it against database

Saves results
Prior saving VIN number to the claim system verifies it against VIN numbers database. If VIN is correct, then claim information about car manufacturer and model will be updated

Saving unrecognized VIN
Starting from QSync version 20.05 it is possible to save VIN, which is not recognized by identification services. This feature is disabled by default, but can be enabled by request on a country level

Clears VIN number

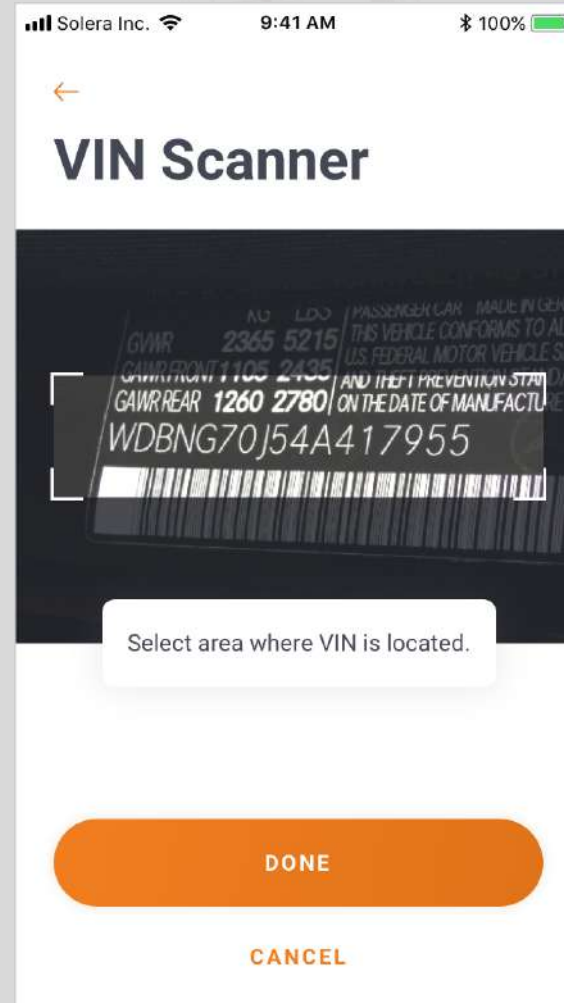
Opens VIN scanner

4.3. VIN NUMBER OCR

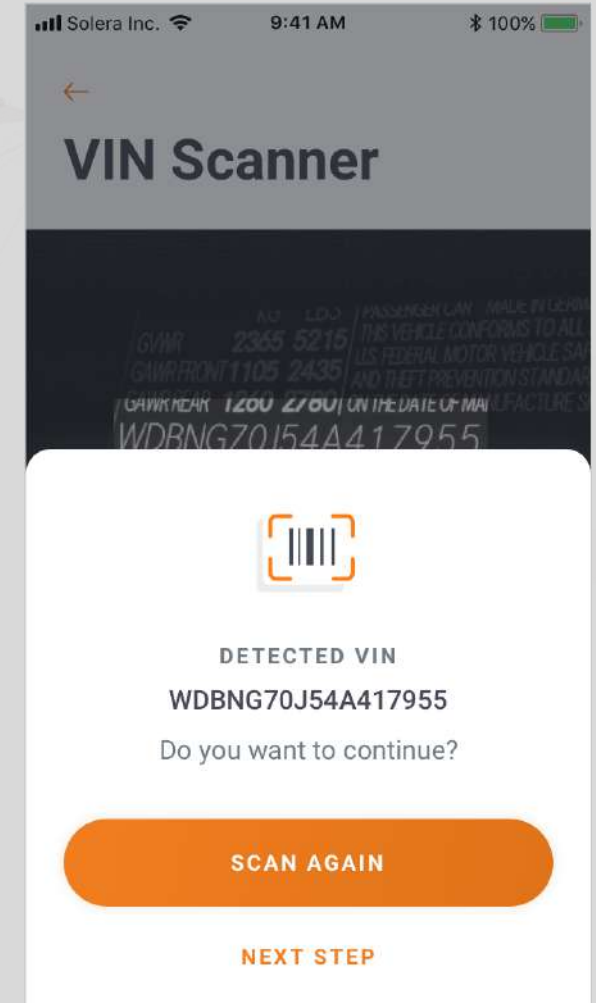
For easy use Qapter Sync has built in OCR service that allows to recognize a VIN from a vehicle or registration paper
 Managing and VIN recognition is available online only



First user takes a photo of VIN number from vehicle or registration paper



Second user crops photo, by dragging corners of selected area, to the place where VIN number is located



Third user gets the result of VIN recognition and can proceed with manually adjusting it or retrying OCR again

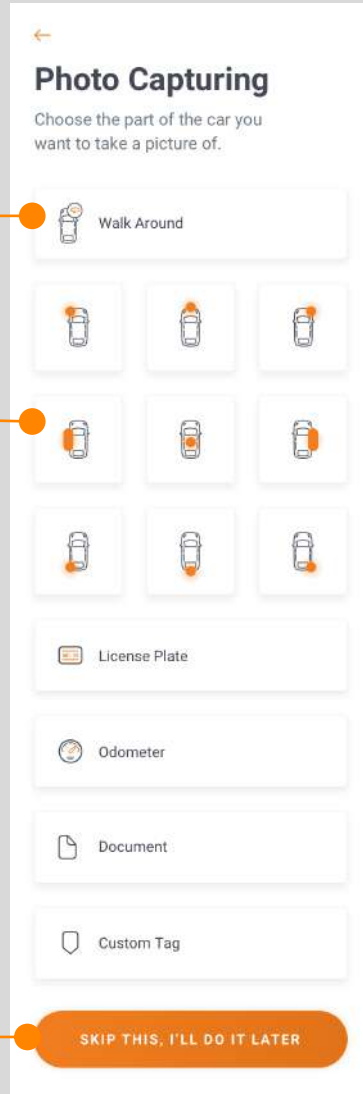
4.4. WALK AROUND

Feature that allows capturing and assigning tags (eg. vehicle zones) at once

Starts walk around process

Captures photos for specific zone selected

Starts photo capturing without assigning tags

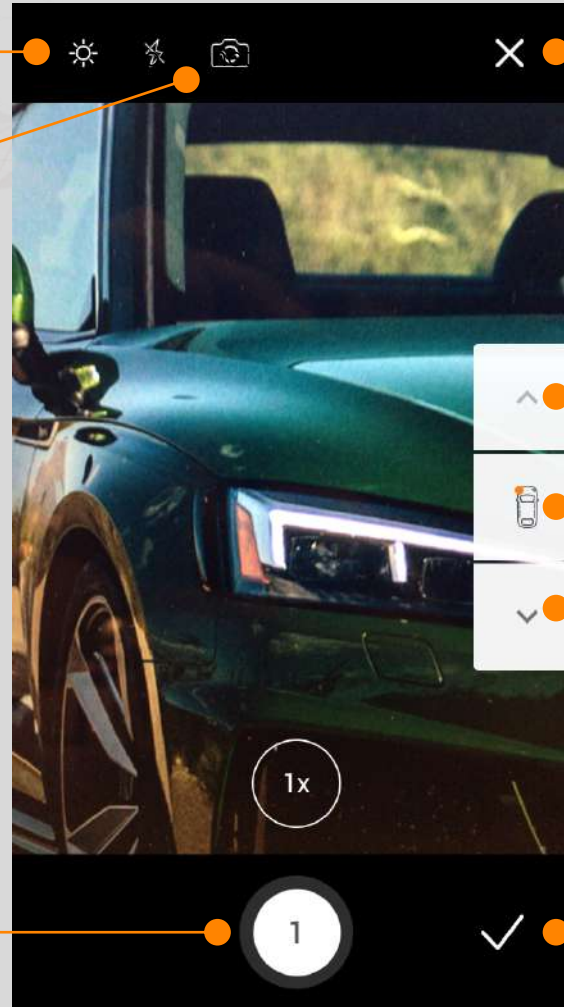


Flash light ON/OFF

Turns on frontal camera

Takes a photo and shows amount of photo taken for specified tag

Maximum 20 per tag per walk around



Discards damage capturing progress

Selects previous tag in the list

Shows name of tag selected

Selects next tag in the list

Saves results to the claim

4.5. PHOTO AND VIDEO CAPTURING

Screens describing photo and video capturing capabilities of Qapter Sync
Video capturing is available for iOS only. Videos are stored locally and are never synced to the platform

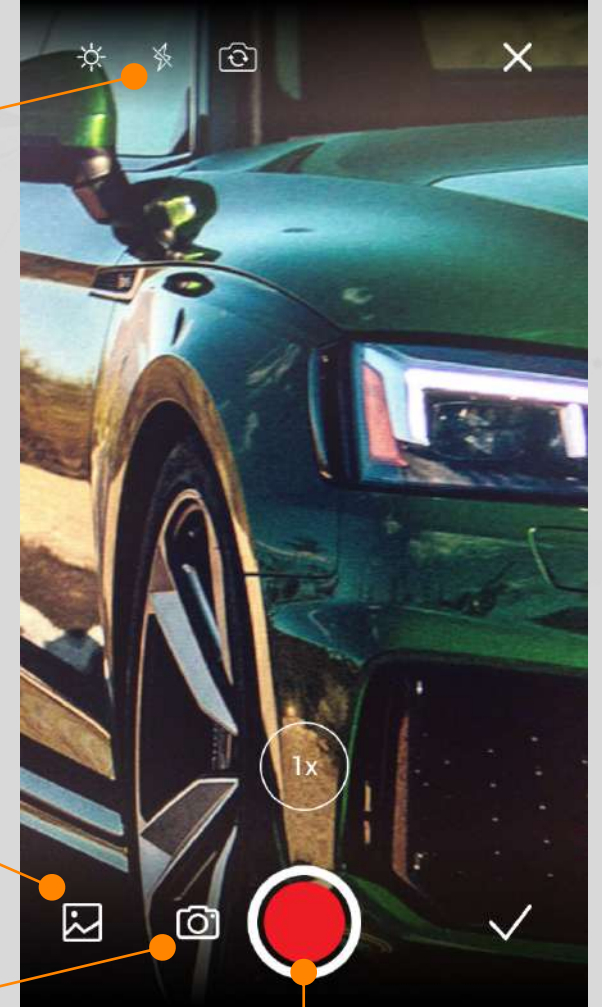
Adjusts image lightening



Switches to frontal camera

Discards results

Flash light settings



Adds photo from gallery

Saves results

Adds video from gallery

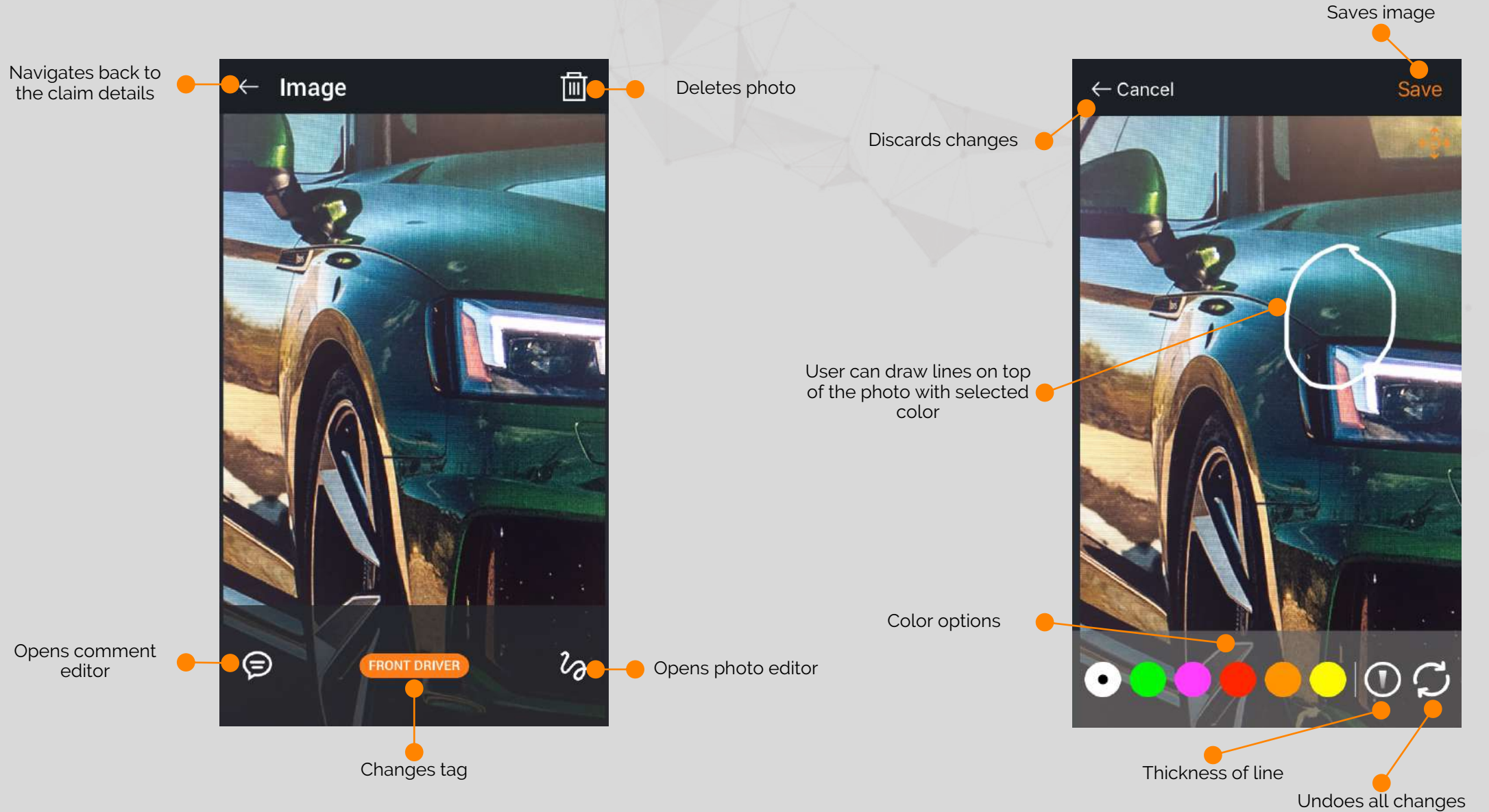
Switches to photo camera

Takes a photo and shows amount of photos taken

Starts / Stops recording a video

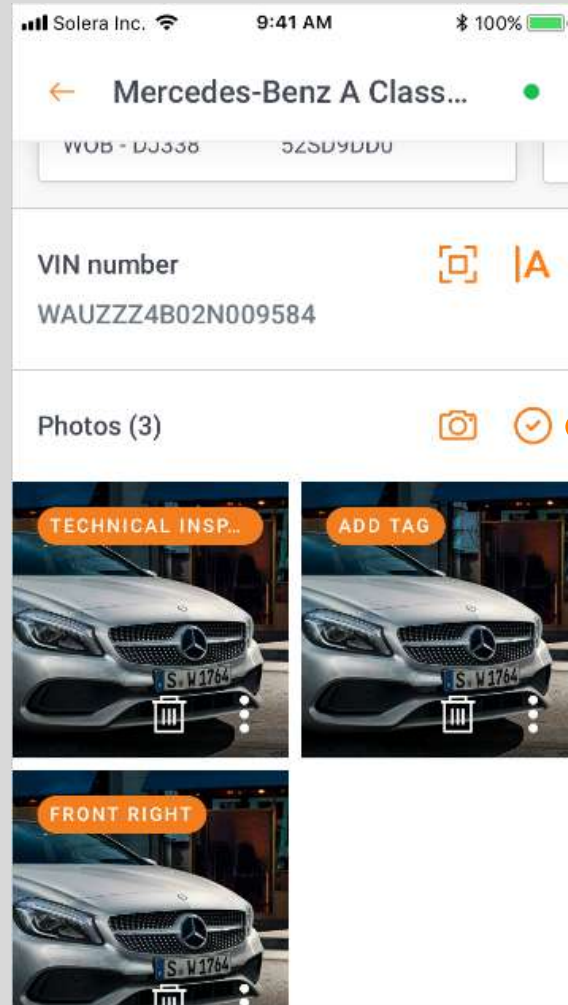
4.6. PHOTO VIEWER AND EDITOR

If there is a need to point something out on the photo, drawing capabilities are there for you, available via image editor

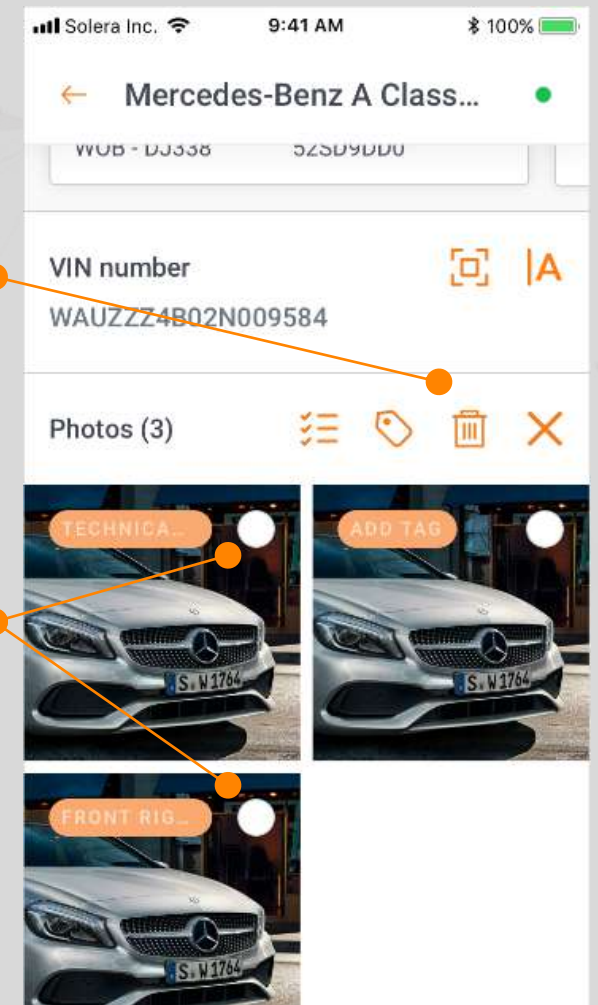


4.7. PHOTO MANAGER

In this section user is able to see and manipulate different photos attached to the claim
For bulk operations on photos multi action capabilities are available at your hand



Enabling multi selection option



Multi selection options to change tag, comments and bulk delete

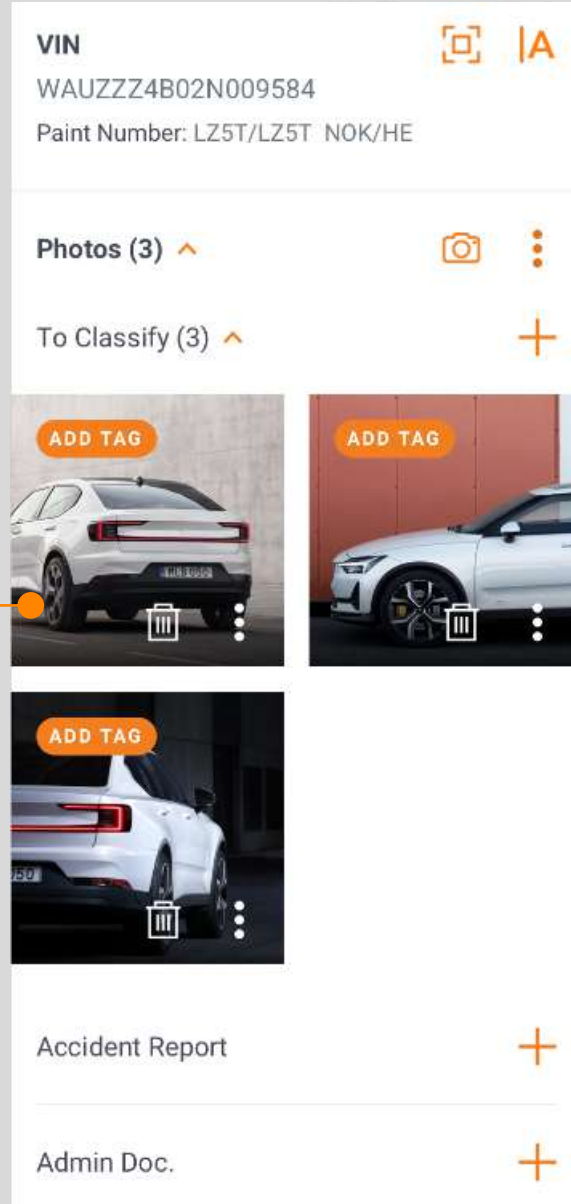
Selecting/deselecting photos

4.8. PHOTO GROUPING

Enabled grouping feature sorts photos according to their assigned group. When feature is disabled all photos will be shown under general "Photo" category

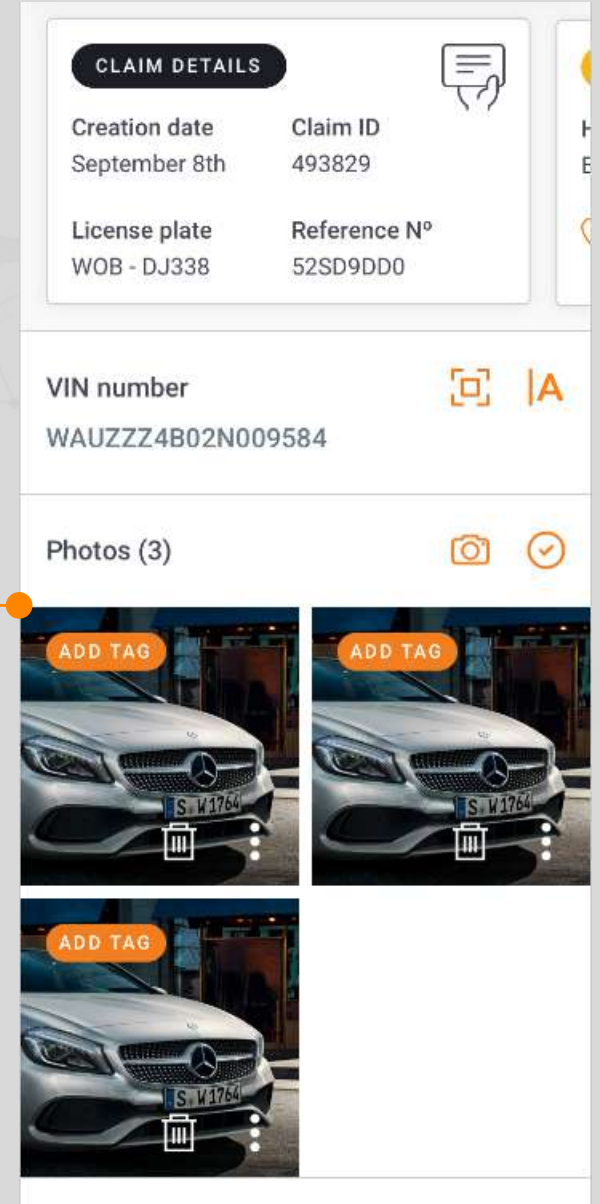
Claim details view when grouping feature is enabled.

Attachments are shown under their assigned groupID.



Claim details view when grouping feature is disabled.

All attachments are shown under "Photo" section.



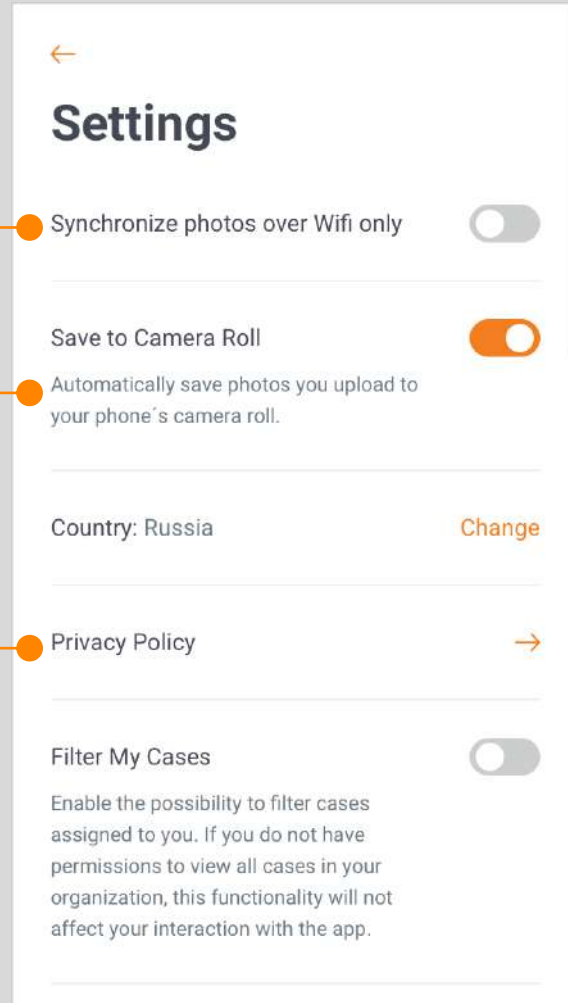
5. SETTING

Settings screen allows user to configure the application for themselves

When enabled allows to synchronize attachments only via Wi-Fi

When enabled the application saves photo and video to the device gallery

Navigates user to the legal documents



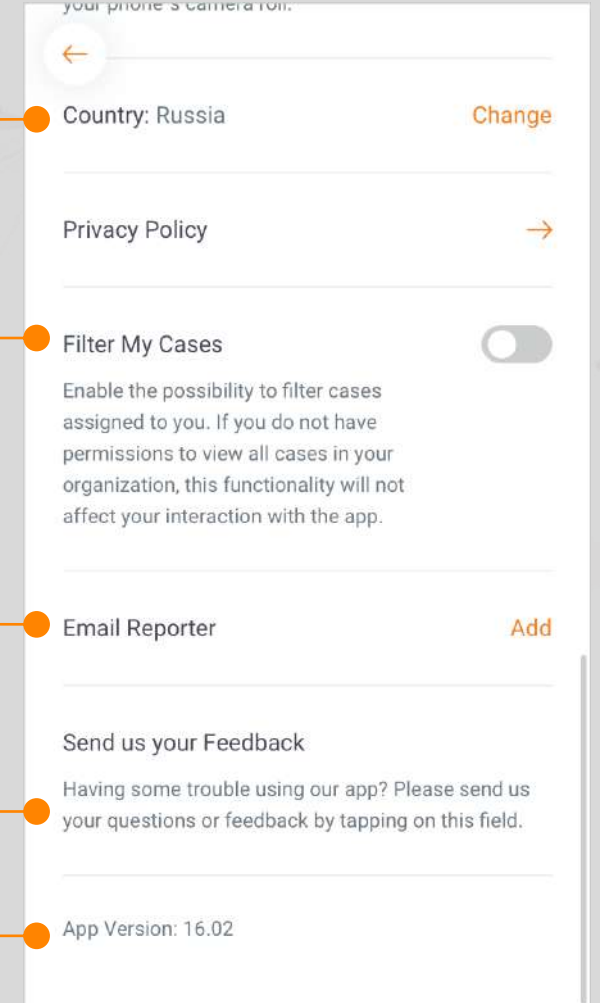
Shows country (or environment) user is connected to and allows to change it

When enabled, the application shows "My cases" filter within filtering options available on the work list and claim search screens

User can setup recipient ID for finish case feature (lets user send claims from claim details screen to specified in settings recipient). Check "Claim details" chapter for more info

Opens default email client to send a feedback

Installed application version





Version control ^{*}for internal use

| Date | Version | Author | Changes |
|------------|---------|------------------|--|
| 09.04.2019 | 1.0 | Maksim Kazlouski | Initial draft |
| 06.05.2019 | 1.1 | Maksim Kazlouski | Texts review |
| 03.06.2019 | 1.2 | Maksim Kazlouski | Updating screenshots |
| 12.07.2019 | 1.3 | Maksim Kazlouski | Updating texts based on Helen comments |
| 08.08.2019 | 1.4 | Maksim Kazlouski | Updating texts and adding new images |
| 23.09.2019 | 1.5 | Maksim Kazlouski | Work list pagination and sorting |
| 24.09.2019 | 1.6 | Maksim Kazlouski | Merge function added |
| 11.11.2019 | 19.10.1 | Maksim Kazlouski | Finish claim feature added Cropping feature added Fixed text issues, updated context links |
| 17.12.2019 | 19.12 | Maksim Kazlouski | Claim creation feature added on separate screen and on work list as a plus icon |
| 05.04.2020 | 20.03 | Maksim Kazlouski | Photo manager and photo grouping sections added |
| 26.05.2020 | 20.05 | Maksim Kazlouski | Addin info about unrecognized VIN |