

Centralized Vendor Management

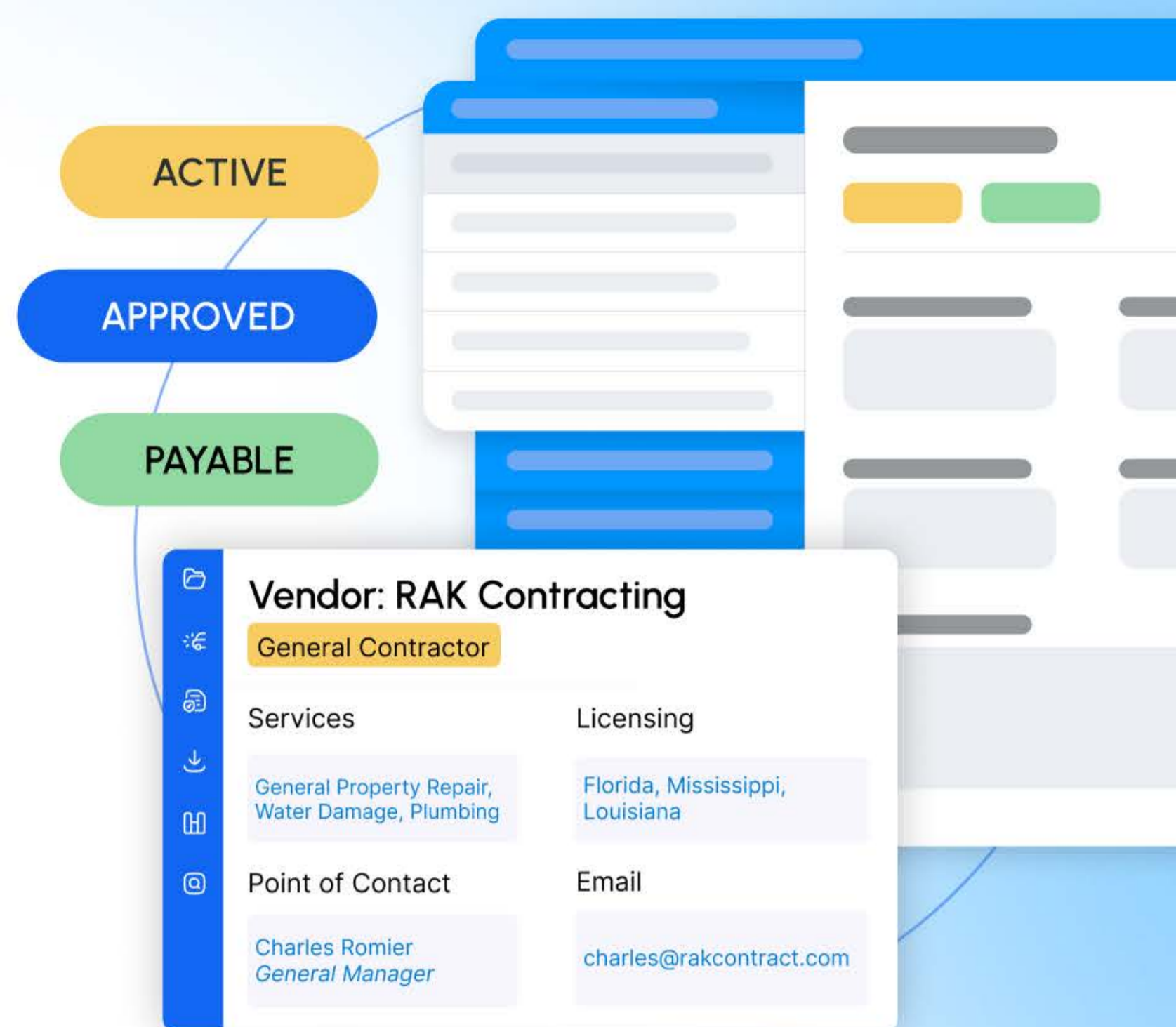
Stop juggling vendors and start coordinating them.

Verify credentials, assign work, track progress, and monitor SLA adherence right where your claims live.

Vendor management may be part of internal operations, but it directly affects the external policyholder experience. When customers are promised a 4-day turnaround for their repair that turns into weeks—or a homeowner takes the day off work to meet a contractor that never shows—the claim experience suffers.

When adjusters are searching, vetting, assigning, and coordinating communications with vendors across spreadsheets, disconnected systems, and multiple communication tools, dropping that ball is inevitable.

The centralized vendor system within the Snapshot Claims Platform gives adjusters the digital catalog, intelligent automation, task orchestration, and integrated communications to spot risks, close gaps, and catch errors long before they become policyholder issues.



Fast, intuitive access to full vendor profiles

Adjusters can search vendor profiles, preview past and active assignments, and confirm licensing and insurance status directly in the platform without jumping tools, toggling tabs, or manually updating multiple systems.



Full control over work assignment

Vendor profiles are configured in detail so work assignments account for capacity, location, licensing, specialty, and more. Global events and rules align with business guardrails to move workflows forward faster, with specific logic defined to handle the edge-cases and exceptions.



Communicate across channels directly from the claim

Adjusters initiate, respond to, and view vendor messages across channels from the same claim view where policyholder communications live so they have an accurate picture of claim activity at anytime.

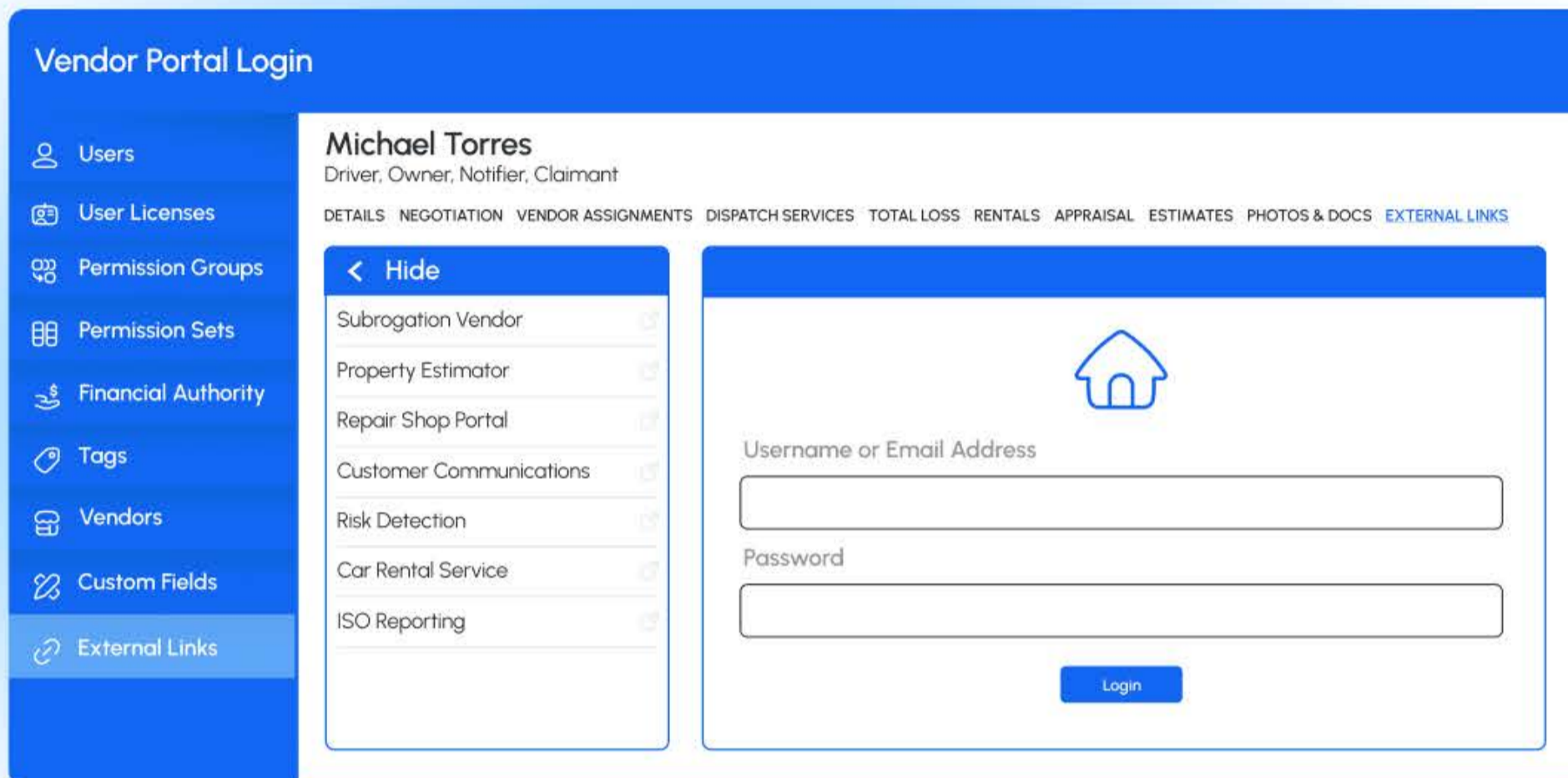
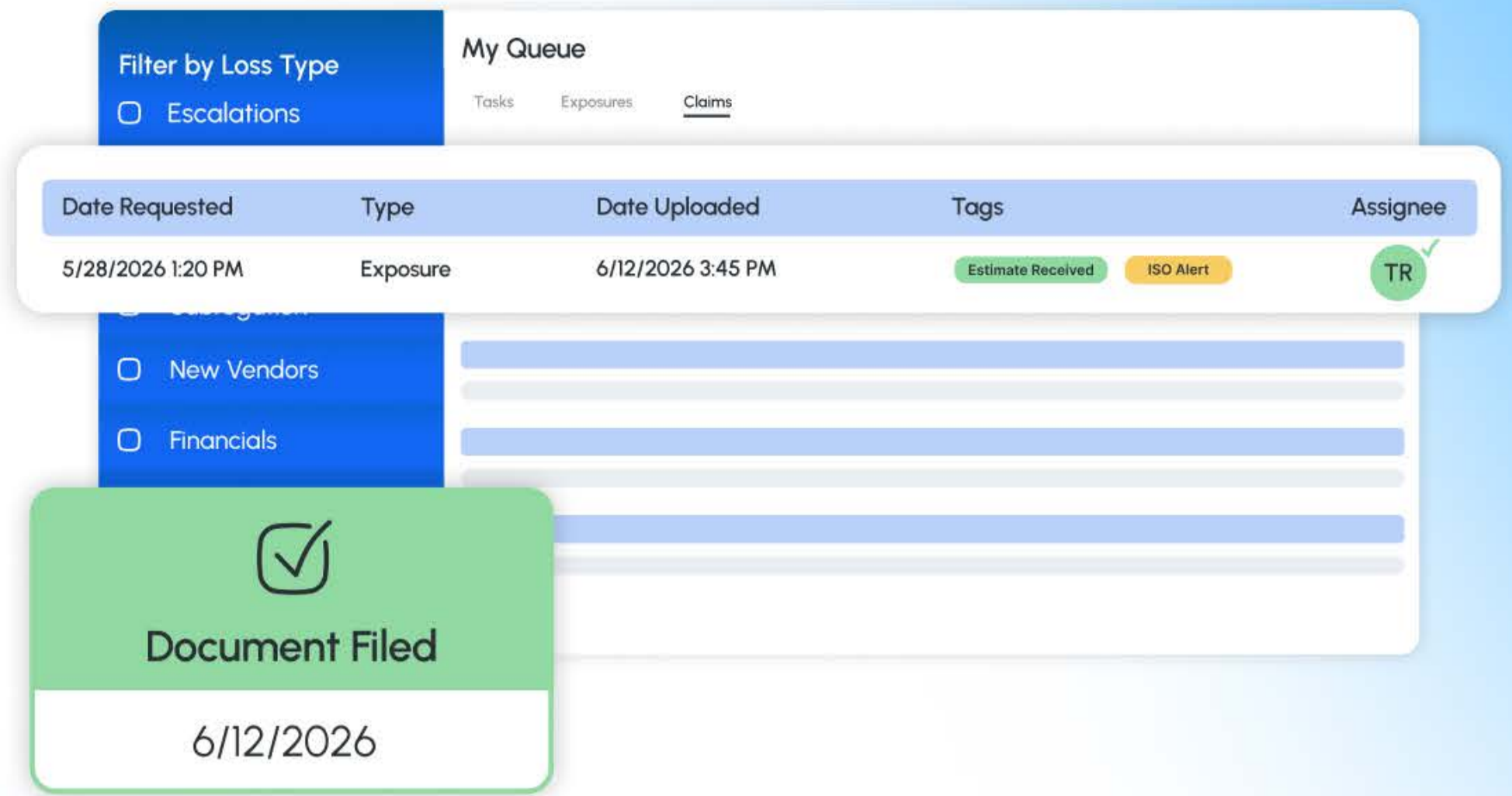


Never work with outdated data

If a vendor is at risk of missing an estimate due date, adjusters can't learn that four days after it's due. Open API connections to vendor systems and Event Webhooks keep information current across every connected platform in real time.

Tasks, communications, docs, and payments all in one place

- Automate notifications via email, SMS, and tasks for core vendor milestones — received estimates, delivered documents, pending deadlines, and more
- Tag vendor documents as they're received based on defined rules, and store every document directly in the claim file at the exposure level



Skip jumping from system to system

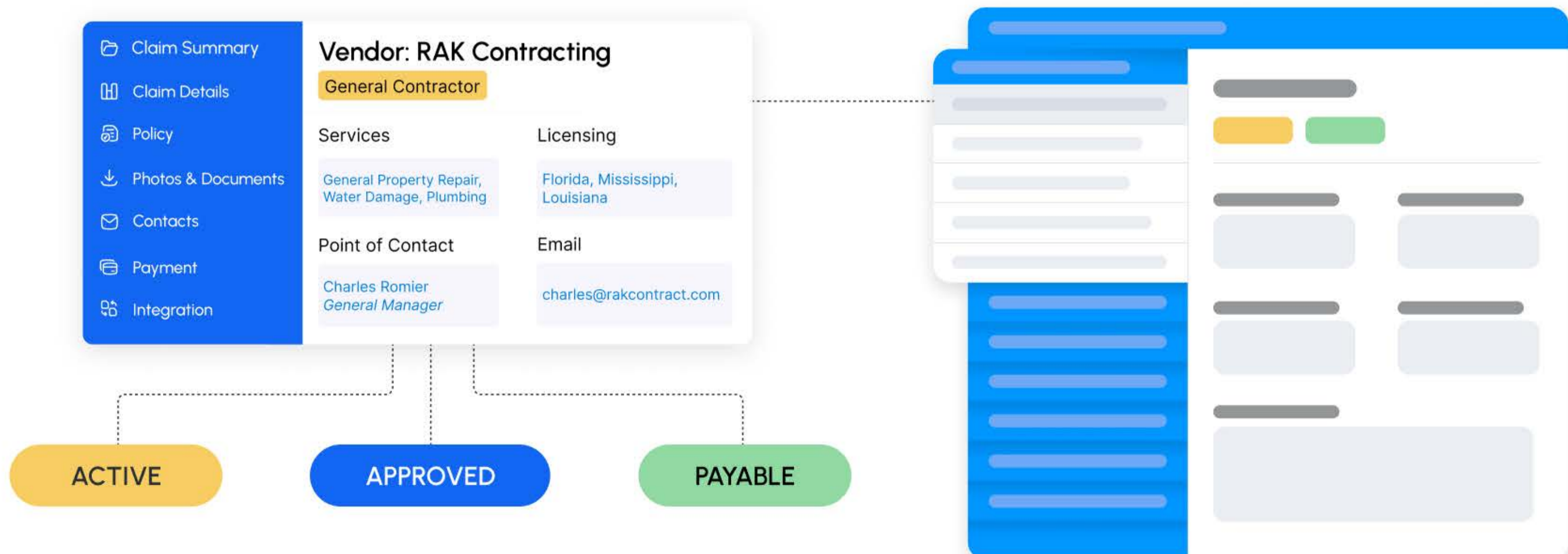
- Leverage dedicated Vendor APIs for real-time data updates across systems, including document-specific APIs for document triage, assignment, and review
- Access external vendor networks and platforms directly from the claim file via [External Links](#)
- Automated vendor financial management, including storing tax documentation and automatically implementing tax withholding on payments

Intelligent automation and work assignment

Automate task orchestration and file assignment based on predefined conditions including claim type, loss type, exposure type, policy details, location, and vendor specialization at the exposure level.

Manual and automated vendor assignment with full profile visibility

- Store business name, contact info, tax ID, service areas
- Upload and attach tax docs, insurance certificates, and licenses/credentials
- Tag vendor profiles for specializations, certifications, and digital/instant payment eligibility



Integrated Communications

- Automated email and SMS notifications fire for core vendor milestones like assignments, updates, and document requests
- Send, respond to, and review vendor communications directly in the claim file right alongside policyholder messages

Date	Exposure	User	Event (5)	Event Details
11/20/2025 14:18 CDT	Vehicle Damage	System	File Note	Task completion co
11/20/2025 12:11 CDT	Vehicle Damage	Sarah Chen	SMS	To: 4481119955
11/19/2025 07:41 CDT	Vehicle Damage	Sarah Chen	Email	To: collision@autorepairpro.com
11/19/2025 07:05 CDT	Vehicle Damage	System		

Message: Hi Michael. Thank you for submitting your documents. There are still a few things we are missing from your claim. You can view the list of documents we're missing and upload them [here](#).

Estimate Request #8472639
Collision Repair Center - North Point

Hello,
Please provide approval for the repair estimate for the below vehicle:
2023 Honda Accord
VIN: 1HGCV1F39PA012345
Estimate Total: \$4,850.00
This can be approved via reply email or submitted at this link.
Thank you,
Mike Johnson
Collision Repair Center
(410) 555-0199 ext 24

Vendor: RAK Contracting ACTIVE PAYABLE

GENERAL CONTACTS **PAYMENT** DOCUMENTS INTEGRATION

Tax Information
Legal Name: RAK Contracting LLC
Tax ID: *****789
✓ Tax ID Verified

Payment Point of Contact
Name: Charles Romier
Email: charles@rakcontract.com
Phone: +1 (813) 555-0142

Preferred Payment Method
ACH — Direct Deposit
Bank account ending in *****4821
✓ Ready for payment

Financial Integrations and Features

- Payee profiles are linked directly to vendor records for a connected payment experience
 - ↳ Auto-payment eligibility is visible before assignment to avoid disbursement issues
- Invoice and estimate tracking are tied to the vendor record and claim file
- Payment status is visible at every stage, from pending through disbursement

Missing Vendor Documentation Flagged Before Assignment

An adjuster is assigning a restoration vendor for a time-sensitive claim. A vendor is identified, but the platform flags that their insurance certificate expired two weeks ago and a required business license renewal is due in 5 days.

Vendor: RAK Contracting (General Contractor)
Services: General Property Repair, Water Damage, Plumbing
Licensing: Florida, Mississippi, Louisiana
Point of Contact: Charles Romier, General Manager, charles@rakcontract.com

Vendor: Summit Ridge Contracting (General Contractor)
Expired insurance certificate
Services: General Property Repair, Water Damage, Plumbing
Licensing: Georgia, Florida, Louisiana
Point of Contact: Dave Williams, General Manager, dave@summitrcon.com

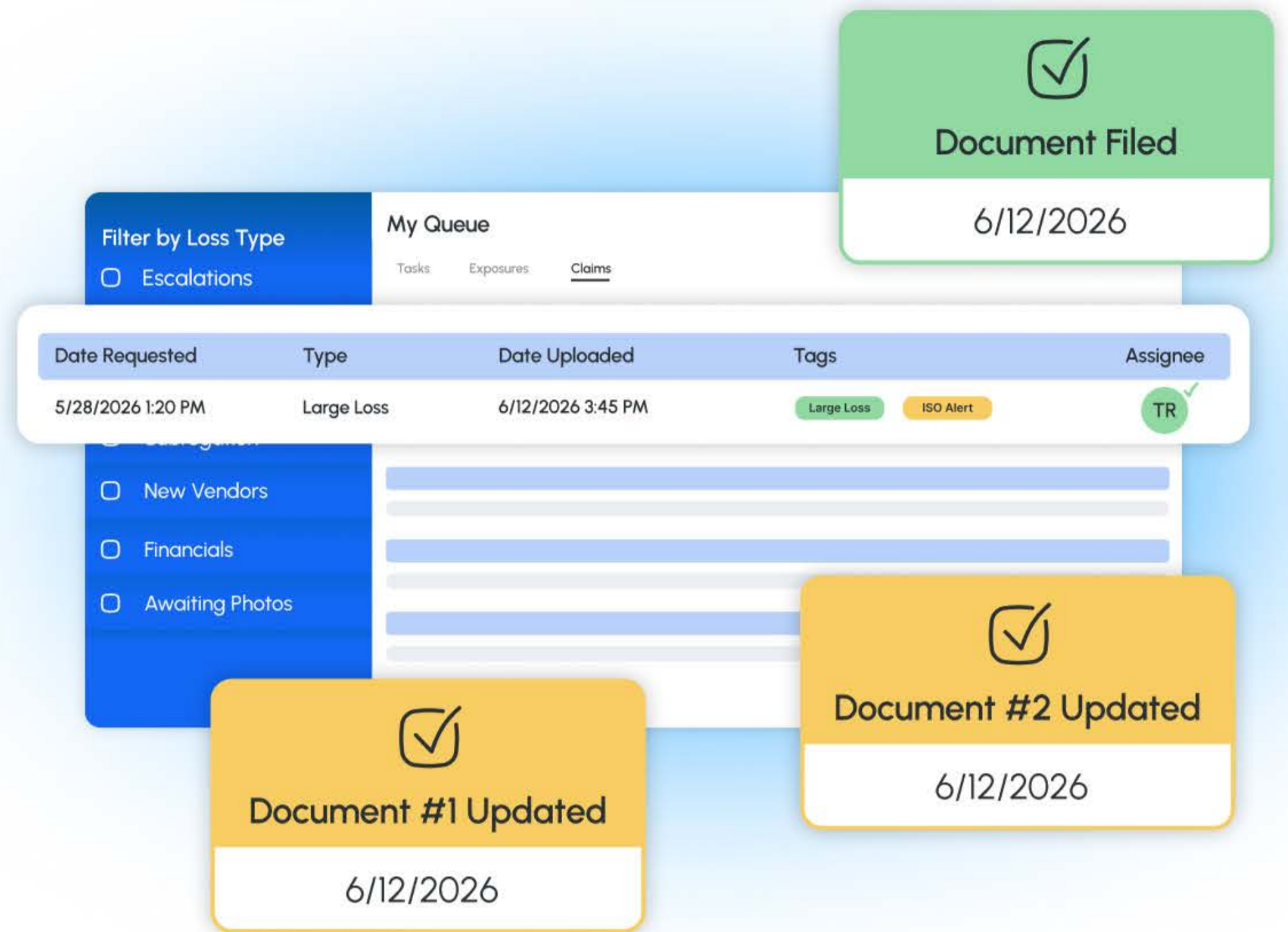
Vendor: Ironclad Build Co. (General Contractor)
Services: General Property Repair, Water Damage, Plumbing
Licensing: Florida, Tennessee
Point of Contact: David Jones, General Manager, david@ironcladbuild.com

The adjuster selects a fully compliant vendor instead, avoiding payment delays, compliance risk, and downstream surprises during audits.

Automated Work Order Change Management

A contractor discovers additional structural damage during roof repairs and submits three work order revisions through their vendor portal.

Each revision is automatically attached to the correct property damage exposure, version-tracked by submission date, and the adjuster receives notifications with updated estimates and scope changes — no manual routing, no lost documents.



Automated Vendor Assignment Based on Specialization and Location

A commercial auto claim involves a refrigerated delivery truck requiring specialized repair certifications.

Vendor Management automatically suggests vendors tagged for refrigerated vehicle repair, located within 50 miles, and currently accepting work. The adjuster reviews top matches, selects the best-rated vendor, and assigns work without manual research or profile-by-profile review.

