

# Centralized Vendor Management

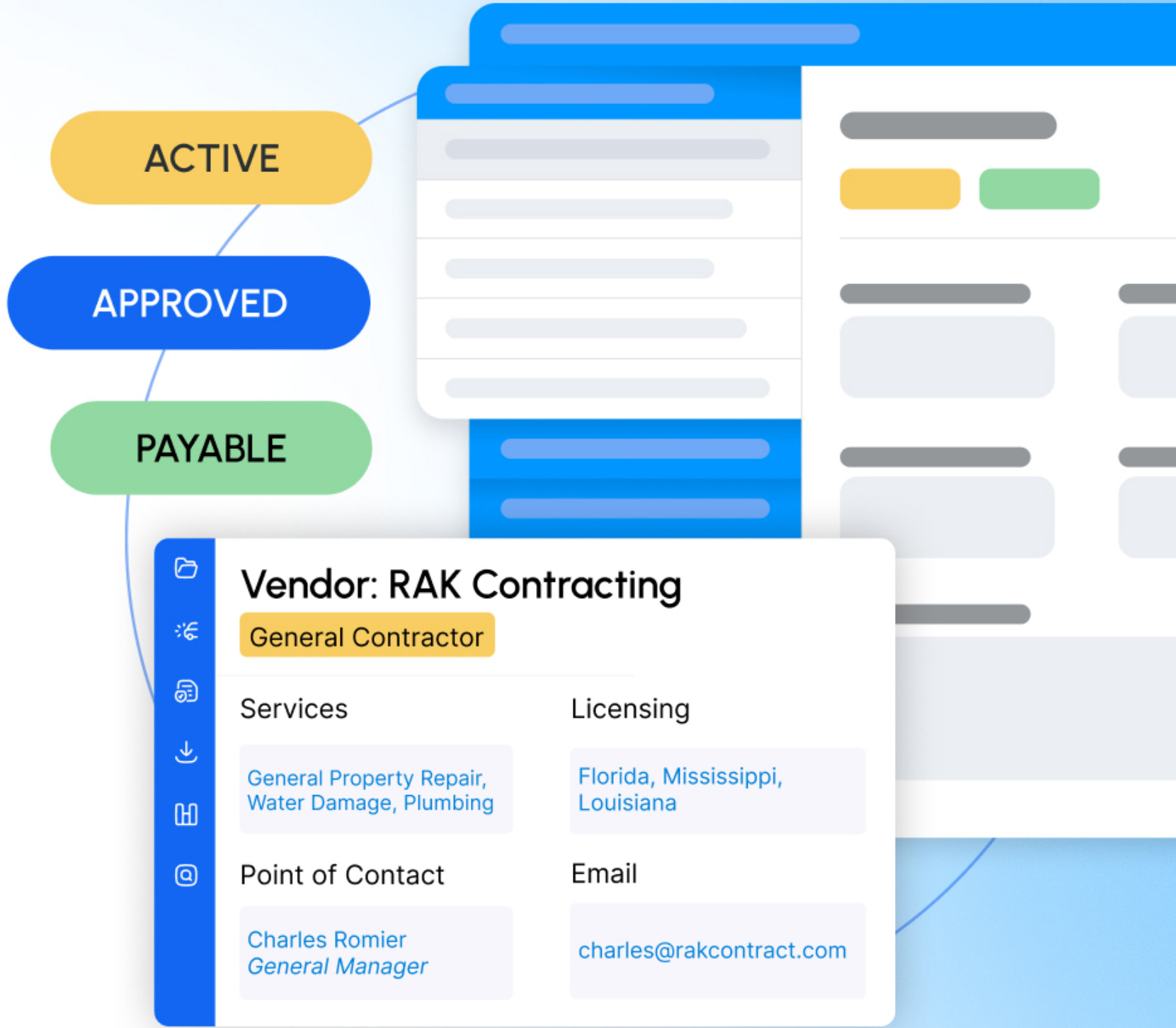
Stop juggling vendors and start coordinating them.

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 homeowners 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. [Vendor-specific APIs enable carriers to develop real-time data transfers between their core claims system and external vendor systems to integrate vendor actions, milestones, and communications within their workflows.](#)



## 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 can coordinate vendor messages across channels from the same claim view where policyholder communications live using Vendor APIs so they have a consistent, accurate picture of claim activity.



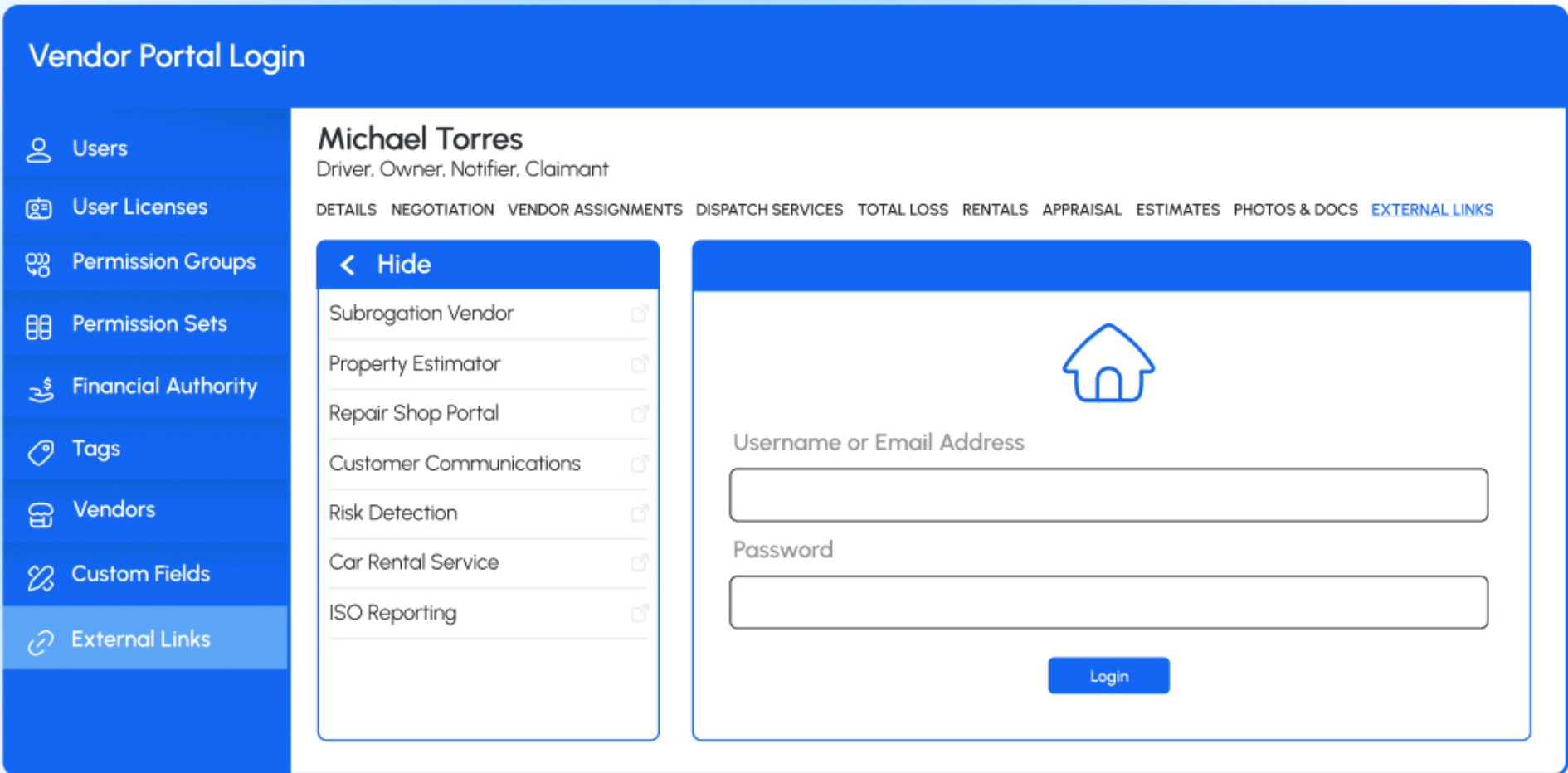
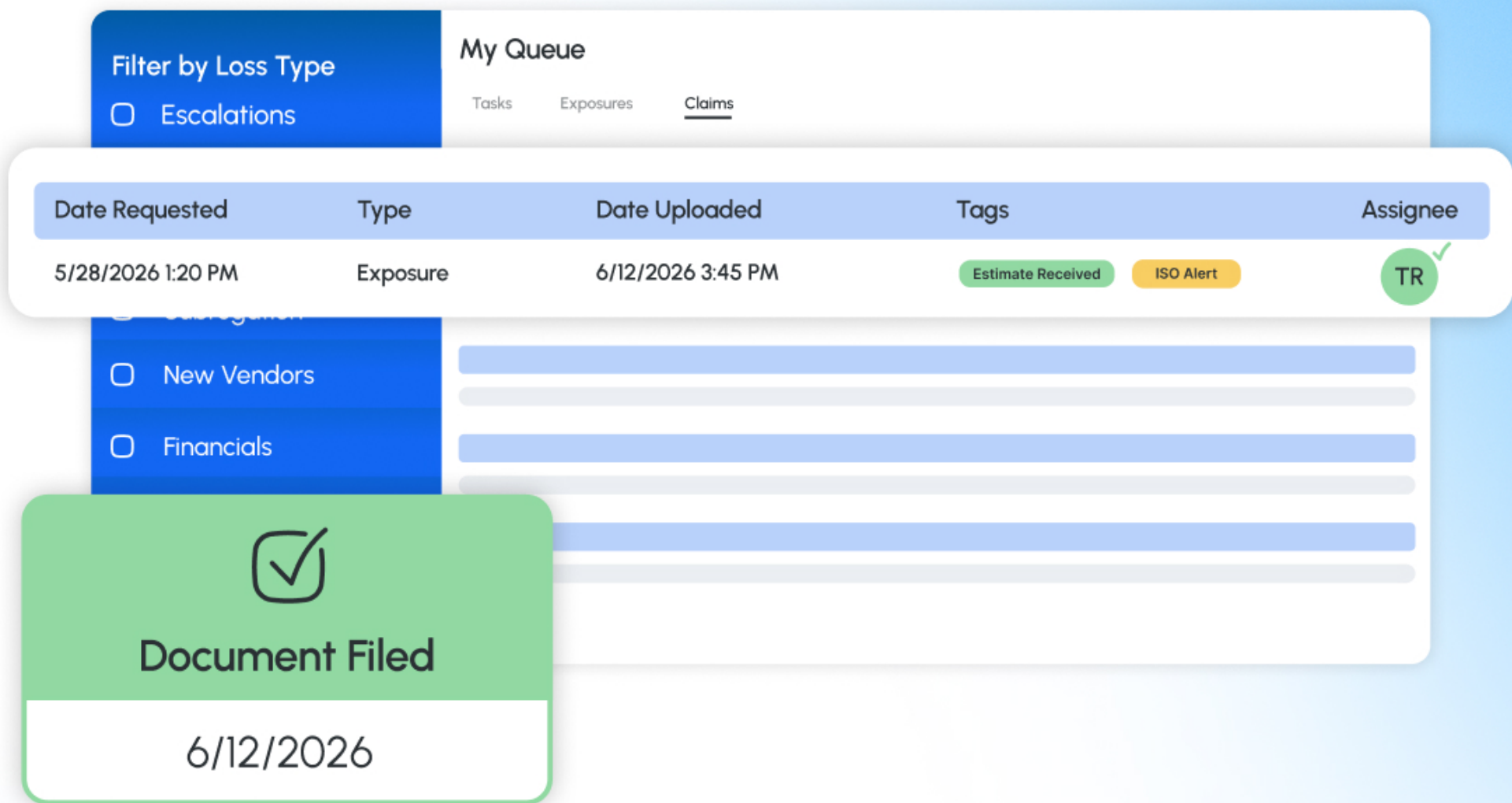
## Never work with outdated data

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

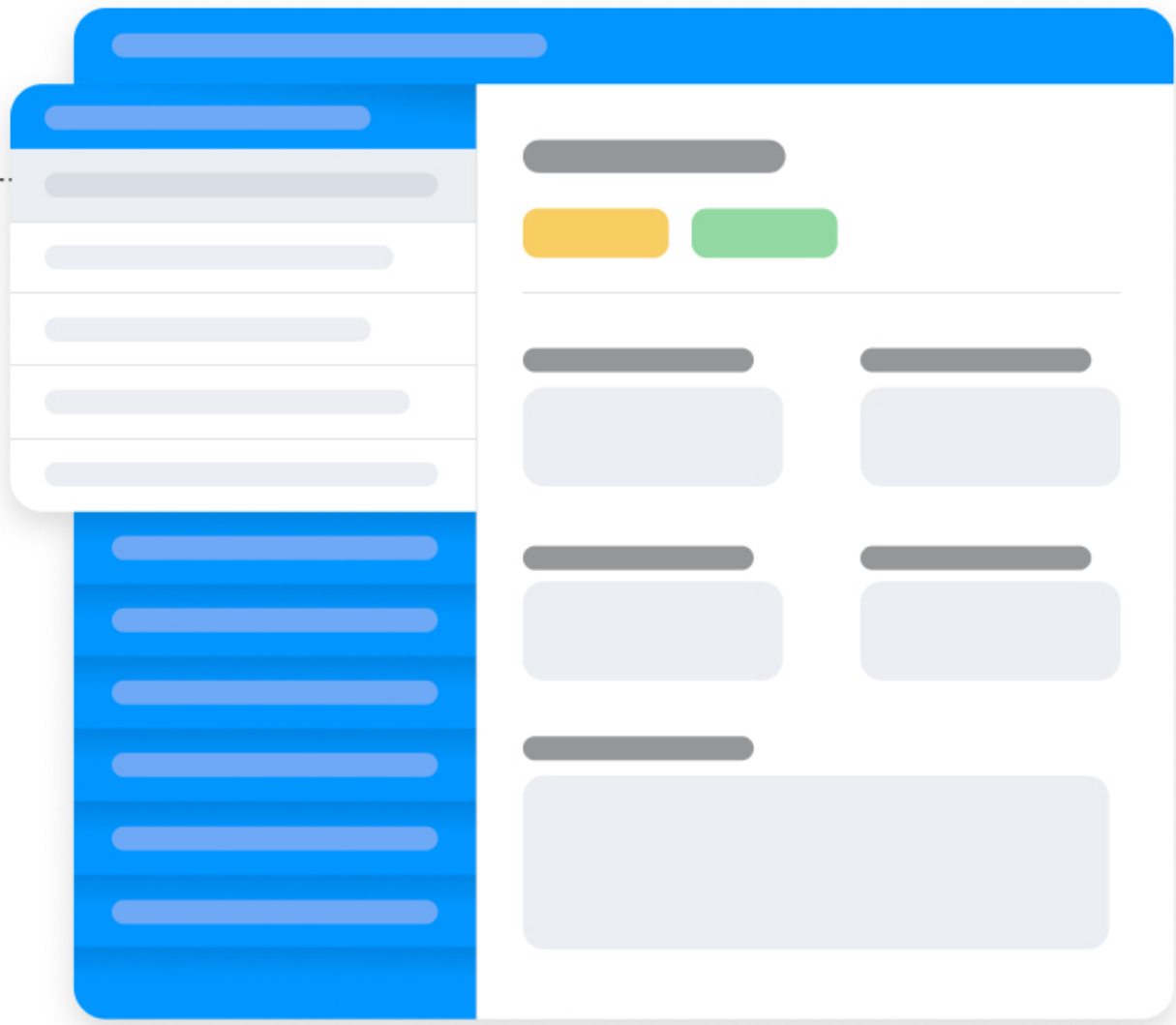
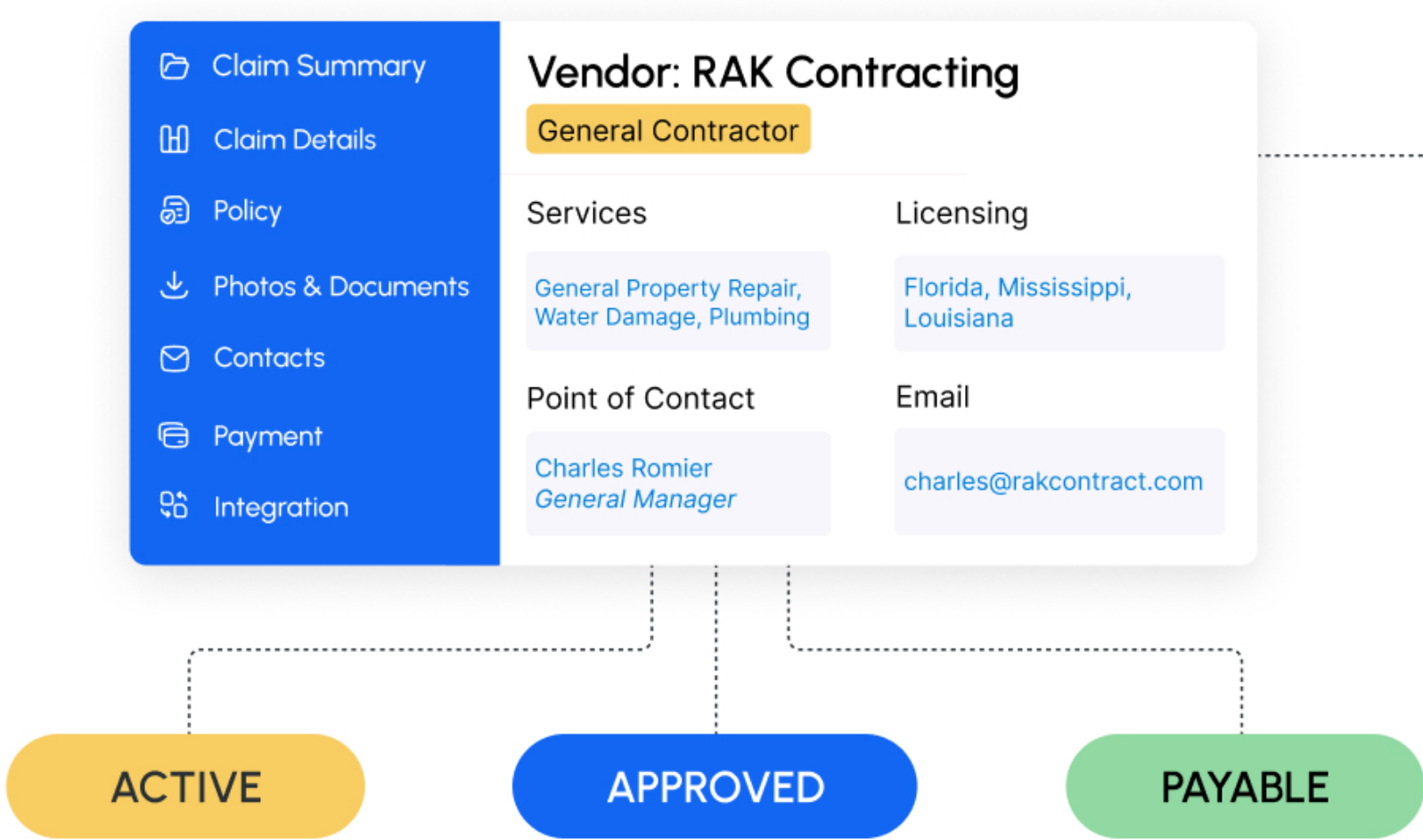
- Leverage dedicated Vendor APIs for real-time data updates across systems, including document-specific APIs for document triage, assignment, and review
- Access external vendor networks and platforms directly from the claim file via [External Links](#)
- Automated vendor financial management, including 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 can be triggered to policyholders for updates at core vendor milestones like assignments, updates, and document requests
- Manage vendor communications directly in the claim file right alongside claim activity

Claim History

| 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 | File Note | Email: collision@autorepairpro.com |
| 11/19/2025 07:05 CDT | Vehicle Damage | System     |           |                                    |

+1 (448) 111-9955

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](#).

Reply

Estimate Request #8472639

Collision Repair Center - North Point

Hello,  
Please provide approval for the repair estimate for the below vehicle.  
2023 Honda Accord  
VIN: 1HGCY1F39PA012345  
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

SnapSheet

Vendors

Invoices

Payment Setup

Integrations

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.

Claim Summary

Claim Details

Policy

Photos & Documents

Contacts

Payment

Integration

Vendor: RAK Contracting

General Contractor

Services  
General Property Repair, Water Damage, Plumbing, Fire Damage, Painting

Licensing  
Florida, Mississippi, Louisiana

Point of Contact  
Charles Romier  
General Manager

Email  
charles@rakcontract.com

Vendor: Summit Ridge Contracting

Expired insurance certificate

Services  
General Property Repair, Water Damage, Plumbing

Licensing  
Georgia, Florida, Louisiana

Point of Contact  
Dave Williams  
General Manager

Email  
dave@summitrcon.com

Vendor: Ironclad Build Co.

General Contractor

Services  
General Property Repair, Water Damage, Plumbing

Licensing  
Louisiana, Tennessee

Point of Contact  
David Jones  
General Manager

Email  
david@ironcladbuild.com

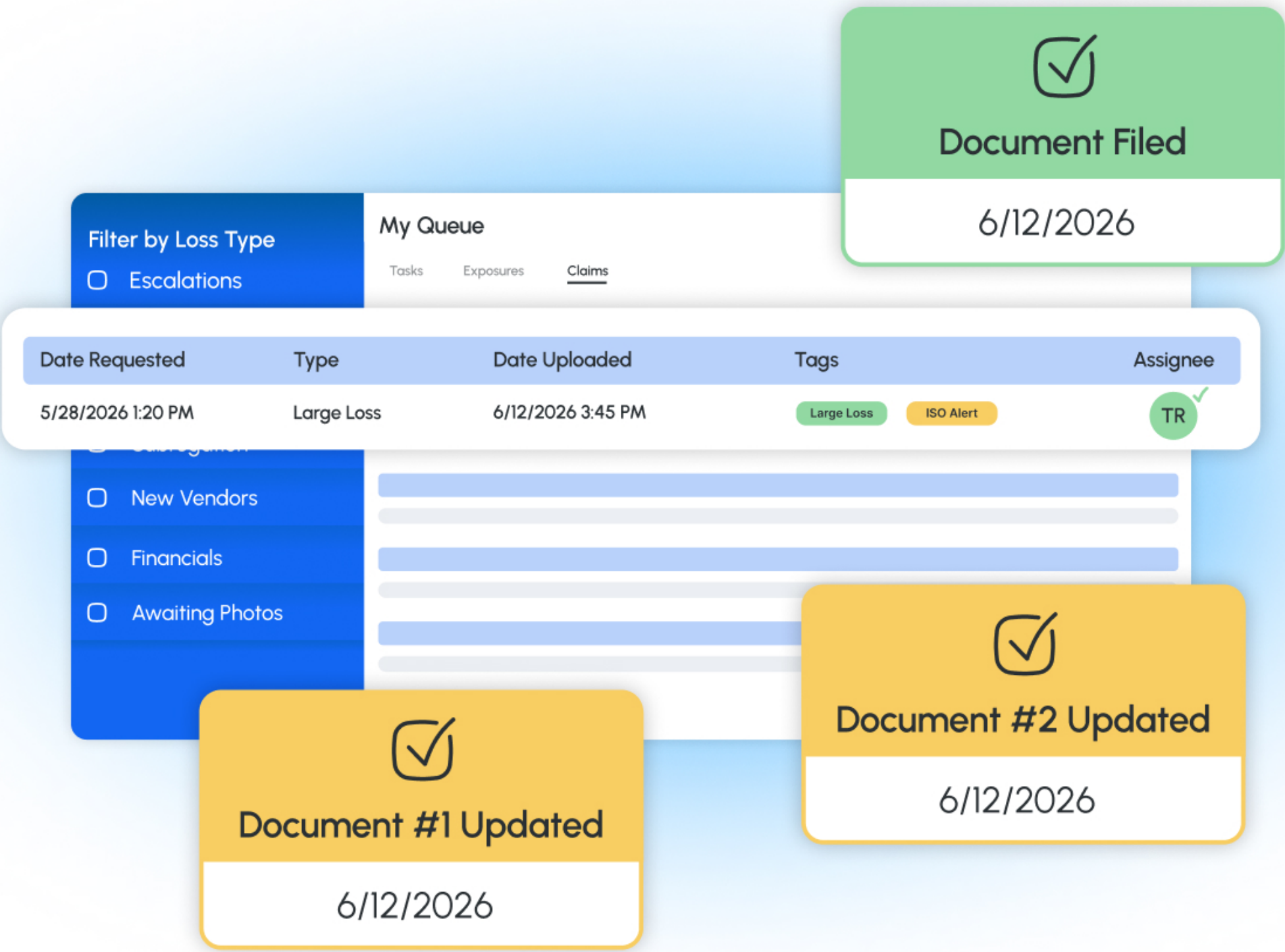
The adjuster selects a fully compliant vendor instead, avoiding payment delays, compliance risk, and downstream surprises during audits.



# Automated Work Order Change Management

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

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.



# Automated Vendor Assignment Based on Specialization

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

Vendor Management automatically suggests vendors tagged for refrigerated vehicle repair 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.

