

## Abstract

This White Paper outlines the process of administering asset damage and the possible recovery of costs sustained for repairs carried out. The procedures described are based on current functionality provided in HighStone to; Instigate, Administer and Price and Manage any repairs to assets, leading to possible claims against Third Parties for the reinstatement of such assets.

This document is intended as a technical briefing on HighStone database definitions and usage - it is not written as a User Manual for the day to day operation of HighStone.

## Document Summary

| Title of Document  | HighStone Import of Assets Records   |
|--|--|
| Date of Issue  | December 2011  |
| Document Version   | 1.1  |
| use and application of the systen notes cover HighStone as a whether the system of the | aremont Controls Ltd and made available to support users of HighStone in the<br>em within their organisation. Users of HighStone are reminded that these<br>hole and hence details given may include reference to elements that are not<br>articular application configurations.                             |
|  | tion has been taken in the preparation of this document, Claremont Controls onsibility for errors or omissions, or for damages resulting from the use of the   |
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## Overview

The principles described herewith may be adopted to recover damages for various types of assets held by a business, where assets are maintained and the costs of repairs may or may not be recovered from Third Parties (Insurers etc).

In this instance the procedures are explained in relation to Highways assets, Safety Fencing, Lighting, Signs etc, where the recovery of damages is paramount to maintaining our road networks to safe and reliable standards required. This applies to all incidents of damage, caused by a third party and not as a consequence of natural causes (e.g. flooding, normal potholes, wind damage).

All incidents on a contract network are logged in HighStone where incidents are managed and from which Works Orders are raised, to capture the costs of repairs. Works Orders may take different configurations depending on the client.

It is the repairs carried out under these Works Orders that are used to establish the total costs of repair including all materials, labour, callout, Traffic Management, direct or indirect incidental expenses incurred as a result of the damage, and the prescribed amounts for indexation, mobilisation and administration of the claim.

Costs may be recovered from either the liable party either directly or through the culprit's insurance company or external government agencies when appropriate. The rules governing how costs are recovered will be depend on the asset and the organisation / managing company procedures.



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# **Raising an Asset Damage Claim**

The procedure is initiated by the identification of a repair required by reason of damage within the Scope above.

| Claremont Controls Lt | d - Network Events - Network Incident  |                          |
|-----------------------|--|--------------------------|
| Network Events F      | Records  | Now 05 Jun 2012 11:40 😢  |
| Incident Ref No       | IRN- 45924 Date Logged 29 May 2012 10:21 Entered By Jan Williamson                 |                          |
| Type of Event         | BDV - Broken Down Vehicle   Current Status Open                                    |                          |
| Event Description     | BDV on hard shoulder reporting oil leak  | Identifier 48594 🔥 🖻 🎽   |
| Details / Location    | Traffic Management   Response Units   Site Conditions   Actions   Notes / Comments |                          |
| Details               | Primary Source   | Network Incident         |
| Point of Contact      | Tingley  Manager North  Classification   | CLQ - Client Enquiry     |
|                       | Action By Lindley, John  Contract Filing Re  | ef                       |
| Location              | Customer Ref Police Ref  | 123 🔶                    |
| Road Number           | M606 Location Details M606 N 0/9 Entry Slip [4700-M606-0-17 : 130]                 | Set Loon Details         |
| Cway Direction        | Northbound Grid Reference SE 180 270 Section / Chainage 4700-M606-0-17             | 130 UN View Map          |
| Event Dates           | Locr   | Id 35515 View Sketch     |
| Effective Date Sta    |  |                          |
| Event Closed Out      | Date Close Out Event   | me Customer<br>ECC NERCC |
| Response Class        | Emergency  | Company: Highways Agency |
|                       | Damage To Network  | lass: Highways Ágency    |
|                       | Third Party Claim Involved Vehicles  |                          |
| Works Package         |  |                          |
| WORKS Package         |  |                          |
|                       | Define WP  |                          |
| Works Orders          | First Response         45876         Raise WO         View WO                      |                          |
|                       | Secondary Response 45877 Raise WO View WO  |                          |
|                       | Permanent Repair Raise WO View WO  | Open Incident Response   |
|                       |  |                          |
| Actions: Incident DC  | P Details  | Save Close               |

The claim is raised from the drop-down Actions List and the **'DCP Claim'** command button is displayed providing access to the DCP panel. Access to sensitive information, such as vehicle details is controlled by User permissions.



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| Claremont Controls Ltd - HighS   | tone Process A | ctions                                   |                      |  |             |   |  |   |
|--|----------------|--|----------------------|--|-------------|---|--|---|
| Incidents DCP Record A   | ctions         |  |                      |  |             |   |  | 0   |
| Incident Ref No IRN-   | 45924          | BDV on hard sh                           | oulder reporti       | ng oil leak                              |             |   |  |   |
| Status Values         ✓ DCP Claim Raised         ✓ Culprit Identified         □ TR430 Sent         □ Invoice Raised         □ Final Payment Received         □ Claim Cancelled         □ Culprit Not Known | Unspe          | eason Classific<br>cified<br>sued Reason | ation                | Labour<br>Plant<br>Materials<br>Subcontr |             | Account 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0. | Invoiced Value to Inst<br>Labour<br>Plant<br>Materials<br>Subcontract<br>Provider's Man'mnt<br>Credit<br>Total | UPETS 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0. |
| Actions and Notes  |                |  |                      |  |             |   |  |   |
| Coun Action  | Ref No         | Value                                    | Date Action          | Action By                                | Descriptio  | n / Notes                                     |  |   |
| 1 DCP Claim raised   |                | 0.00                                     |                      | Jan                                      |             |   |  |   |
| 2 Initial Insurance  |                | 0.00                                     |                      | Jan                                      |             |   |  |   |
| 3 Initial Culprit Letter   |                | 0.00                                     |                      | Jan                                      | Desident    |   | I. S. Sandara and S. Sandara   |   |
| 4 Other Action / Note  |                | 0.00                                     | \$ 11:40             | Jan                                      | Registratio | on details confirme                           | d via search engine  |   |
| Recharge Details Client Detail     Costs Reimbursement State     C Allocated to ISU Lump S   | IS             | s   Pricing  <br>C Allocated             | n<br>to LSA Activity |  |             | <b>Vorks Orders</b><br>First Response         | 45876  | View WO                                     |
| Reimbursable from Third  | Party Insurers | C Reimburs                               | able from HA (       | Client                                   |             | Secondary Respo                               | onse 45877   | View WO                                     |
| C Allocated to Scheme / O  | verheads       |  | Change               | Reimb Status                             |             | Permanent Repai                               |  | View WO                                     |
| Actions: Select required Action  | n              | ļ  | Go                   |  |             |   | Save   | Close                                       |

This panel may be accessed through the Incident Details Panel from the **'DCP Claim**' command button on the Incident panel (as above) or alternatively from the HighStone Menu Item **'DCP Recovery Action List**'. Where search parameters are displayed as a prompt mechanism.

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Functionality is provided to allow the Event Logs to be filtered by defined criteria. In this case showing all Incidents where a 'DCP Claim' has been raised for easier identification where asset damage has been initiated.

| Claremont Controls Lt | d - Network Events - Network Incident  |  |
|-----------------------|--|--|
| Network Events        | lecords  | Now 05 Jun 2012 11:40 🖸                |
| Incident Ref No       | IRN- 45924 Date Logged 29 May 2020 10:21 Entered By Jan Williamson                 |  |
| Type of Event         | BDV - Broken Down Vehicle  Current Status Open                                     |  |
| Event Description     | BDV on hard shoulder reporting oil leak  | Identifier 48594 🔥 🖻 🎽                 |
| Details / Location    | Traffic Management   Response Units   Site Conditions   Actions   Notes / Comments |  |
| Details               | Primary Source   | Network Incident                       |
| Point of Contact      | Tingley  Manager North  Classification   | CLQ - Client Enquiry                   |
|                       | Action By Lindley, John   Contract Filing R  | ef                                     |
| Location              | Customer Ref Police Ref  | 123 🌲                                  |
| Road Number           | M617 Location Details M617 N 0/9 Entry Slip [4700-M617-0-17 : 130]                 | Set Loon Details                       |
| Cway Direction        | Northbound Grid Reference SE 117 217 Section / Chainage 4700-M617-0-17             | 117 UN View Map                        |
| Event Dates           |  | n Id 35515 View Sketch                 |
| Effective Date Sta    | rted 29 May 2020 10:32 Critical Incident 00 - <none></none>                        |  |
| Event Closed Out      | Date Close Out Event   | me Customer                            |
| Response Class        | Emergency DCP Claim - Unspecified  | ERCC NERCC<br>Company: Highways Agency |
|                       | Damage To Network  | lass: Highways Ágency                  |
|                       | Third Party Claim Involved Vehicles  |  |
| Works Package         |  |  |
| works Package         |  |  |
|                       | Define WP  |  |
| Works Orders          | First Response 45876 Raise WO View WO  |  |
|                       | Secondary Response 45877 Raise WO View WO  |  |
|                       | Permanent Repair Raise WO View WO  | Open Incident Response                 |
|                       |  |  |
| Actions: Incident DC  | P Details  | Save Close                             |

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## **Recording Vehicle / Liable Parties Details**

HighStone provides the facility to record details such as vehicle and culprit details, vehicle owner and witness details. Additionally Insurance Company details are held within this mechanism and form the basis for search parameters.

These are entered from the 'Involved Vehicle' command button displayed on the Incident Panel. Commonly used addresses for Insurance Companies may be auto-populated from a drop-down company name.

| Details : Driver - Smith - Jo<br>Parameter | <b>hn</b><br>Value   |  |
|--|--|--|
|  | Value  |  |
|  | Value  | *  |
| Driver Surname                             | Smith  |  |
| Driver First Names                         | John   |  |
| Driver Title                               | Mr   |  |
| Injuries                                   | None   |  |
| Company Name                               |  | =  |
| Address - Line 1                           | 23 Firntree Close  |  |
| Address - Line 2                           | Ovendon  |  |
| Address - Town                             | Halifax  |  |
| Address - County                           | W.Yorks  |  |
| Address - Country                          |  |  |
| Address - Postcode                         | HL2 6AB  |  |
| Address - Tel No                           |  | -  |
|  | Driver Title<br>Injuries<br>Company Name<br>Address - Line 1<br>Address - Line 2<br>Address - Town<br>Address - County<br>Address - County<br>Address - Postcode | Driver Title     Mr       Injuries     None       Company Name     23 Firntree Close       Address - Line 1     23 Firntree Close       Address - Line 2     Ovendon       Address - Town     Halifax       Address - Country     W.Yorks       Address - Postcode     HL2 6AB |

| Incident Details - Involved Vehicle Log                                |                              |                            |     |
|--|------------------------------|----------------------------|-----|
| Vehicle Details for Incident IRN/45924                                 |                              |                            | 2   |
| □- Incident IRN/45924  | Details: Insurer - Claremont | Direct Insurance           |     |
| ⊡ · Vehicles Involved<br>⊡ · Vehicle * - Car - Ford - Black - BG58 DGY | Parameter                    | Value                      | •   |
| Driver - Smith - John  | Company Name                 | Claremont Direct Insurance |     |
| [Enter Vehicle Owner Details]  | Ins Policy Number            | 156/2345678                |     |
| Insurer - Claremont Direct Insurance                                   | Ins Claim Number             | 2345678/0099786            |     |
| [Add new Vehicle Passenger]  | Contact Surname              |                            | =   |
|  | Contact First Names          |                            | -   |
|  | Contact Title                |                            |     |
|  | Address - Line 1             | 45-47 Oxford Road          |     |
|  | Address - Line 2             | Pudsey                     |     |
|  | Address - Town               | Leeds                      |     |
|  | Address - County             | W. Yorkshire               |     |
|  | Address - Country            |                            |     |
|  | Address - Postcode           | LS36 9HX                   | -   |
|  | Recall Check Veh             | Details Apply Clo          | ise |

# Managing a DCP Claim

From the DCP Claim panel provision is made to facilitate processing the claim by a sequence of actions linked to the Menu Item **'DCP Outstanding Actions List'** and may have time limits set to prompt the user to action a particular process.

These Actions are used as a catalyst to streamline the process as a predetermined set of Actions whilst allowing 'other Notes / Actions' to be recorded during the course of the claim. Primary actions include;

- Initiating Correspondence between outside agencies for vehicle details to establish vehicle and culprit details.
- Correspondence with culprit and the Culprits Insurer including letters, replies and reminders
- Pricing the works carried out
- Issue of Invoices / Credits
- Managing debtors

A link to the HighStone Reports library under the Actions drop-down and a command button to target PDF's provided to print standard letters and produce pricing detailed breakdowns, summary breakdown for insurance companies and additionally internal documents such as Invoice requests. Names and addresses being populated from the Involved Vehicle details.

| HighStone Object Branched Prompt                     |    |
|--|----|
| Select HighStone Report                              |    |
| DCP Reports  |    |
| DCP - Awaiting Review                                |    |
| DCP Staff Time Between Dates                         |    |
| 🗊 List DCP Cheques Received in Period                | _  |
| 📋 List DCP Closed or Cancelled in Period             |    |
| 🗐 List DCP Credits Raised in Period                  | =  |
| 🗐 List DCP Claims Culprit Known Raised in Period     | _  |
| 🗐 List DCP Claims Culprit Not Known Raised in Period |    |
| 🗐 List DCP Invoices Raised in Period                 |    |
| 🗐 List DCP Invoices and Credits Raised in Period     |    |
| 📋 List DCP Claims Paid in Period (IRN Summary)       |    |
| 📋 List DCP Claims Paid in Period                     |    |
| 🗒 List DCP Claims Raised in Period                   |    |
| 🗒 DCP Claims Receipts Outstanding                    |    |
| 🗒 List DCP Claims Value v Cost Summary Analysis      |    |
| 🗊 DCP HA Reimbursed Final Account Breakdown          | -  |
|  |    |
| Aa Cancel  | ок |



# **DCP** Outstanding Actions List

The functionality to record the Actions taken whilst managing a DCP Claim allows HighStone to collate these Actions and provide reports showing any Open Actions against all incidents, i.e. at what stage the claim is.

These can be produced to list all outstanding actions or list only overdue actions by Incident Reference Number (IRN) and is accessed through the HighStone Menu item **'DCP Outstanding Actions List**'.

|              | Outstanding Actio  |                          |                    | Aa               |
|--------------|--------------------|--------------------------|--------------------|------------------|
| ncidentRefNo | IRDateLogged       | Last Action              | Action Date        | Next Action Date |
| -5924        | 29 May20 20 10:21  | Initial Insurance Letter | 05 Jun 20 20 11:40 | 26 Jun 2020      |
| 5924         | 29 May20 20 10:21  | Initial Culprit Letter   | 05 Jun 20 20 11:45 | 26 Jun 2020      |
| 5277         | 29 Jan 20 20 15:41 | Initial Insurance Letter | 03 Feb 20 20 12:50 | 24 Feb 20 20     |
| 5267         | 28 Jan 20 20 20:08 | Initial Insurance Letter | 03 Feb 20 20 12:40 | 24 Feb 20 20     |
| 5265         | 28 Jan 20 20 17:58 | Initial Insurance Letter | 06 Feb 20 20 13:01 | 27 Feb 20 20     |
| 5263         | 28 Jan 20 20 17:19 | DCP Claim raised         | 02 Feb 20 20 10:45 | 01 Mar 20 20     |
| 5255         | 28 Jan 20 20 14:24 | Initial Insurance Letter | 03 Feb 20 20 11:41 | 24 Feb 20 20     |
| 5234         | 28 Jan 20 20 04:43 | Initial Insurance Letter | 03 Feb 20 20 15:18 | 24 Feb 20 20     |
| 5232         | 27 Jan 20 20 23:46 | DCP Claim raised         | 02 Feb 20 20 10:30 | 01 Mar 20 20     |
| 5226         | 27 Jan 20 20 18:33 | Initial Insurance Letter | 03 Feb 20 20 11:21 | 24 Feb 20 20     |
| 5142         | 27 Jan 20 20 00:53 | Initial Insurance Letter | 03 Feb 20 20 11:17 | 24 Feb 20 20     |
| 5137         | 26 Jan 20 20 17:47 | Initial Insurance Letter | 03 Feb 20 20 10:23 | 24 Feb 20 20     |
| 5136         | 26 Jan 20 20 17:45 | Initial Insurance Letter | 03 Feb 20 20 10:13 | 24 Feb 20 20     |
| 5135         | 26 Jan 20 20 17:07 | Initial Insurance Letter | 03 Feb 20 20 10:08 | 24 Feb 20 20     |
| 5067         | 26 Jan 20 20 10:18 | Initial Insurance Letter | 03 Feb 20 20 10:01 | 24 Feb 20 20     |
| 5061         | 26 Jan 20 20 08:31 | Initial Insurance Letter | 03 Feb 20 20 09:42 | 24 Feb 20 20     |
| 5040         | 25 Jan 20 20 20:21 | Initial Insurance Letter | 03 Feb 20 20 09:37 | 24 Feb 20 20     |

Actions may be configured as required for client use with the appropriate reminder periods necessary.

The actions criteria established within the example described here, dictates that if no response to an invoice has been received within the period specified on \*[ltblncidAuxAction], in this case 28 days, then a Invoice Reminder letter is issued.

If no response is received 14 days after reminder, a claim maybe referred to the commercial manger for approval to pass to the legal team / recovery agent. Again this also being an action from the aforementioned table.

If part payment is received then a part payment letter is issued. If the remainder of the payment is then received then the claim is closed. If the deficit is not received the part payment will be held until a settlement is agreed.

Should a settlement be required the Insurance Team will liaise with the Insured / Insurers to negotiate an agreeable value. If the invoice is discounted then a credit note should be actioned and the value entered into HighStone to balance the outstanding debt.



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When an invoice is paid in full or is settled by negotiation, HighStone is updated with the amount received / credit issued and the final Action entered as 'Claim Closed'.

Note: - Certain Actions may be specified as designated wildcard and will close ALL remaining outstanding actions, e.g. Cheque Banked.

### \*Extract from [ItbIncidAuxAction]

| IncidAuxActionDescrip                 | Reminder Period   |
|---------------------------------------|-------------------|
| BACS Payment Received                 | Kenninder i erioù |
| Cheque Banked                         |                   |
| Cheque Received                       |                   |
| Claim Cancelled                       |                   |
| Claim Closed                          |                   |
| Costs Assessed / Compiled             |                   |
| Credit Note Issued                    |                   |
| Culprit Not Known                     |                   |
| Culprit Reminder Letter Issued        | 7                 |
| DCP Claim raised                      |                   |
| DVLA Request Sent                     | 14                |
| DVLA Response Received                |                   |
| HA Recoverable Costs Sent             |                   |
| HA Reference Received                 |                   |
| Initial Culprit Letter                | 21                |
| Initial Insurance Letter              | 21                |
| Insurance Reminder Letter Issued      | 7                 |
| Invoice Issued                        | 28                |
| Invoice Received from Accounts        |                   |
| Invoice Reminder Issued               | 14                |
| Invoice Requested from Accounts       | 3                 |
| Legal Fees Paid                       |                   |
| Liability Accepted / Invoice Required |                   |
| MIB Claim Sent                        |                   |
| MIB Response Received                 |                   |
| MID Search                            |                   |
| Offer Agreed                          |                   |
| Other Action / Note                   |                   |
| Other Correspondence Received         |                   |
| Other Correspondence Sent             |                   |
| Partial Credit Note Issued            |                   |
| Passed to Legal                       | 30                |
| Police Request Sent                   | 14                |
| Police Response Received              |                   |
| RCC Request Sent                      | 7                 |
| RCC Response Received                 |                   |
| Reply to Culprit Letter Received      |                   |
| Reply to Insurance Letter Received    |                   |
| Returned from Legal                   |                   |
| TR430 sent to HA                      | 30                |
| Works Not Completed                   |                   |



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## **Establish Costs of Repair / Replacement**

For each case, the costs of the repair may be priced using the Works Order allocations held in HighStone upon completion. HighStone holds the capability to price works undertaken using a **Schedule of Rates** (SOR) to estimate and price works undertaken. In this instance SOR applicable to asset damage priced to Insurance Companies.

Schedule of Rates items are selected from a 'pick list' for labour, plant, materials, TM, subcontract and staff (where applicable) to build up a price. (It is noted Staff costs may already be included in uplifts, however could also be implemented and priced by the same methods outlined below).

The pricing module is opened through the DCP Claim Panel via the 'Pricing' tab.

| Object Schedule Prompt   |  |  |
|--|--|--|
| Object Pricing Items Allocation  | 0  |  |
| List Favourites<br>List Favourites<br>List Favourites<br>List Favourites<br>Always Open with Favourites<br>Select Target Item(s)<br>L02 - General Operative<br>L03 - Driver<br>L04 - Ganger<br>L05 - Electrician<br>L06 - Safety Fence Operative<br>M30064 - BXT Terminal Head<br>M30077 - Base Plated Styp Post for BXT<br>M30078 - CRP Post Base for BXT Terminal<br>M30079 - CRP Post Top for BXT Terminal<br>M30080 - BXT Cable Anchor Bracket<br>M33909 - Anchor Plate for CRP Post | Item Classes C List All C List Class Labour Items - CECA Labour Items Materials Items - CECA Material Items Plant Items - CECA Plant Items Subcontract Items - CECA Subcontract Items TM Items - CECA Traffic Management Items TM Items - CECA Tra |  |
| Find Item Selected Item Item Units   | Add Item to Favourites Allocate Item >> Create New Item Net Rate Close   |  |

The Schedule of Rates can be filtered by the class of item and through previously flagged favourites, to allow easy access to common items [tblShedRatesSections]. This allows different SOR Books to be held to support pricing of different object classes within a contract, or to hold a series of Schedule Rates that relate to different periods within a contract.

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| t Record | 45924     |  |   |   |   |   | L   |  | Rates   |  |
|----------|-----------|--|---|---|---|---|---|--|---|--|
|          |           |  |   |   |   | Uplift  | Regime  | None   |   |  |
|          |           | hard shoulder reporting oil le         | ook   |   |   | Pricing   | Period  | None   |   |  |
|          | BDV OI    | hard shoulder reporting on re          | Jan   |   |   | Price   | Status [  | No Pric  | æ   |  |
|          |           |  |   |   |   |   |   |  |   |  |
|          |           | Item                                   |   |   |   | Unit Rate   | Uplift  | s  | Pri   | cing   |
| Activity | Item Code | Item Title                             | Units   | Class   | Note  | Rate  | Total   |  | Quantity  | Total  |
|          |           |  |   |   |   |   |   |  |   | 1,064.8  |
|          | L02       | General Operative                      | Hr  | А   |   | 53.25   | 0   | 0.0000   | 3.00  | 159.7  |
|          | L03       | Driver                                 | Hr  | А   |   | 53.25   | 0   | 0.0000   | 3.00  | 159.7  |
|          | L02       | General Operative                      | Hr  | А   |   | 53.25   | 0   | 0.0000   | 3.00  | 159.7  |
|          | L03       | Driver                                 | Hr  | А   |   | 53.25   | (   | 0.0000   | 4.00  | 213.0  |
|          | P43       | Gritter - min 4 hours use              | Hr  | А   |   | 24.64   | 0   | 0.0000   | 4.00  | 98.5   |
|          | P54       | ISU 18T                                | Hr  | А   |   | 91.34   | 0   | 0.0000   | 3.00  | 274.0  |
|          |           |  |   |   |   |   |   |  |   |  |
|          |           | 1                                      |   |   |   |   |   |  |   |  |
| Item     | Delete    | : Item                                 |   |   |   | Chan  | ge Pricing  | Status   |   | Save Records   |
|          |           | L02<br>L03<br>L02<br>L03<br>P43<br>P54 | Activity     Item Code     Item Title       L02     General Operative       L03     Driver       L02     General Operative       L03     Driver       P43     Gritter - min 4 hours use       P54     ISU 18T | Activity     Item Code     Item Title     Units       L02     General Operative     Hr       L03     Driver     Hr       L02     General Operative     Hr       L03     Driver     Hr       L03     Driver     Hr       P43     Gritter - min 4 hours use     Hr       P54     ISU 18T     Hr | Activity     Item Code     Item Title     Units     Class       L02     General Operative     Hr     A       L03     Driver     Hr     A       L02     General Operative     Hr     A       L03     Driver     Hr     A       L03     Driver     Hr     A       L03     Driver     Hr     A       P43     Gritter - min 4 hours use     Hr     A       P54     ISU 18T     Hr     A | Activity     Item Code     Item Title     Units     Class     Note       L02     General Operative     Hr     A        L03     Driver     Hr     A        L02     General Operative     Hr     A        L03     Driver     Hr     A        L03     Driver     Hr     A        L03     Driver     Hr     A       P43     Gritter - min 4 hours use     Hr     A       P54     ISU 18T     Hr     A | Activity     Item Code     Item Title     Units     Class     Note     Rate       L02     General Operative     Hr     A      53.25       L03     Driver     Hr     A      53.25       L02     General Operative     Hr     A      53.25       L03     Driver     Hr     A      53.25       L03     Driver     Hr     A      53.25       L03     Driver     Hr     A      53.25       P43     Gritter - min 4 hours use     Hr     A      91.34       P54     ISU 18T     Hr     A      91.34 | Activity     Item Code     Item Title     Units     Class     Note     Rate     Total       L02     General Operative     Hr     A      53.25     0       L03     Driver     Hr     A      53.25     0       L02     General Operative     Hr     A      53.25     0       L03     Driver     Hr     A      53.25     0       P43     Gritter - min 4 hours use     Hr     A      91.34     0       P54     ISU 18T     Hr     A      91.34     0 | Activity         Item Code         Item Title         Units         Class         Note         Rate         Total           L02         General Operative         Hr         A          53.25         0.0000           L03         Driver         Hr         A          53.25         0.0000           L02         General Operative         Hr         A          53.25         0.0000           L03         Driver         Hr         A          53.25         0.0000           P43         Gritter - min 4 hours use         Hr         A          91.34         0.0000           P54         ISU 18T         Hr         A          91.34         0.0000 | Activity         Item Code         Item Title         Units         Class         Note         Rate         Total         Quantity           L02         General Operative         Hr         A          53.25         0.0000         3.00           L03         Driver         Hr         A          53.25         0.0000         3.00           L02         General Operative         Hr         A          53.25         0.0000         3.00           L03         Driver         Hr         A          53.25         0.0000         3.00           L03         Driver         Hr         A          53.25         0.0000         3.00           L03         Driver         Hr         A          53.25         0.0000         4.00           P43         Gritter - min 4 hours use         Hr         A          91.34         0.0000         3.00           P54         ISU 18T         Hr         A          91.34         0.0000         3.00 |

A formal Pricing / Invoice schedule or standard letters may be produced with the relevant headers for issue to Insurers or organisation / individual liable.



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#### Sample Pricing Summary Report

| Incident R                                     |  | N/ <b>45</b> 9            | 24                            |                        | Network        | Incident | 1       | noident Id 48594     |
|--|--|---------------------------|-------------------------------|------------------------|----------------|----------|---------|----------------------|
| Type of Incid<br>Incident Det<br>Incident Clas | dent Broker<br>ails BD∨o                   | n Down Veh<br>n hard shou |                               |                        | Current St     | atus Op  | en      |                      |
| Location Detai                                 |  | N 0/9 Entry<br>M606       | Slip [4700-M6<br>Direction NB |                        | ]<br>Slip Slip | Sectio   | on Ref  | 4700-M606-0-17       |
| Works Orders                                   |  | esponse 4<br>ng Depot 1   |                               | Make Safe<br>Works Com |                | Perm     | Repair  |                      |
| Damages  |  |                           |                               |                        |                |          |         |                      |
| Insurance Deta<br>Vehicle Type: (              |  | Make: For                 |                               | olour: Black           | Reg No         | C RG58 ( | OGY.    | Driver is Owner Ø    |
| Comments:                                      |  |                           |                               |                        |                |          |         | eh is Prime Claim 🗹  |
| Driver Name                                    | Smith                                      |                           | Company                       |                        |                | Pho      |         |                      |
| Title / First Name                             |  |                           | Address                       | 23 Firntree Clo        | se             | FAG      |         | 07789 456 789        |
| Driver Injuries                                | None                                       |                           |                               |                        |                |          | Fax     |                      |
| Email<br>Notes:                                |  |                           |                               | Halifax<br>W.Yorks     |                | Pos      | toode   | HL2 6AB              |
| Insurer  |  |                           | Company                       | Claremont Dire         | ect Insurance  | Pho      | ne Mair | 1                    |
| Contact  |  |                           | A ddress                      | 45-47 Oxford I         | Road           |          | Mob     |                      |
| Policy No 156/23                               | 45678 CI                                   | aim No 2345               | 678.0099786                   | Pudsey                 |                | -        | Fax     |                      |
| Email<br>Notes:                                |  |                           |                               | Leeds<br>W. Yorkshire  |                | Pos      | tcode   | LS38 9HX             |
| L03 (  | General Operat<br>Driver<br>Fotal Labour \ |                           |                               |                        | 10.00          | Hr       | 53.2    | 5 532.50<br>1,171.50 |
| Plant Items                                    |  | alue                      |                               |                        |                |          |         | 1,171.00             |
| ltem I   | Description                                |                           |                               |                        | Quantity       | Units    | Unit Ra | ate Total Price      |
| P43 (  | Gritter - min 4 h                          | ours use                  |                               |                        | 4.00           | Hr       | 24.6    | 4 98.56              |
| P54 I  | SU 18T                                     |                           |                               |                        | 6.00           | Hr       | 91.3    | 4 548.04             |
| 1  | Fotal Plant Val                            | ue                        |                               |                        |                |          |         | 646.60               |
| Total Pricing V                                | alue                                       |                           |                               |                        |                |          |         | 1,818.10             |
|  |  |                           |                               |                        |                |          |         |                      |
|  |  |                           |                               |                        |                |          |         |                      |

HighStone holds can hold multiple schedule of rates [tblShedRatesBooks], allowing different Schedule of Rates to be held in 'Books' to support pricing of different object classes within a contract, or to hold a series of Schedule of Rates that relate to different periods within a contract period. In this instance SOR applicable to DCP Pricing to Insurance Companies.



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### Raise / Issue an Invoice

An invoice request may be raised from the system and sent to the Finance department for processing, from a standard template using the price build up from the Schedule of Rates.

#### Sample Invoice Request

| Date Requested                              | 05 100 2010 100  |          |                      | Network   | Incident | Incident Id 48594 |                  |
|---|--|----------|----------------------|---|----------|-------------------|------------------|
| Requested By                                | 05 Jun 2012 13:0<br>Jan Williamson   | n        |                      |   | ference  | 45924             |                  |
| Summary Details of                          | fIncident  |          |                      |   |          |                   |                  |
| Type of Incident                            | Broken Down Vel  | icle     |                      |   |          |                   |                  |
| Incident Date                               | 29/05/2012 10:21   |          |                      |   |          |                   |                  |
| Location Details                            | M606 M606 N 0/5  | Entry Sl | ip [4700-M808-0-17:1 | 30]   |          |                   |                  |
| Damages                                     |  |          |                      |   |          |                   |                  |
| Vehicle Details                             |  |          |                      |   |          |                   |                  |
| Vehicle Type                                | Car  | Make     | Ford                 | Colour  | Black    | Driver is Owner   |                  |
| Reg No:                                     | RG58 DGY   |          |                      |   |          | Veh is Prime      | Ø                |
| Driver Details                              |  |          |                      |   |          |                   |                  |
| Driver Name                                 | Mr John Smith  |          |                      |   |          |                   |                  |
| Address                                     | 23 Firntree Close  |          |                      |   |          |                   |                  |
|   | Halifax<br>W.Yorks   |          |                      |   |          |                   |                  |
|   | HL2 6AB  |          |                      |   |          |                   |                  |
| Insurer Details<br>Company                  | Claremont Direct Insurance<br>45-47 Oxford Road<br>Pudsey<br>Leeds<br>W. Yorkshire<br>LS36 9HX |          |                      | Your Ref 2345678/0099786<br>Policy No 158/2345678 |          |                   |                  |
| Repair Costs<br>Labour Items<br>Plant Items |  |          |                      |   |          |                   | 171.50<br>648.60 |
| Total Pricing Value                         |  |          |                      |   |          | 1,                | 818.10           |
|   |  |          |                      |   |          |                   |                  |
|   |  |          |                      |   |          |                   |                  |



# HighStone White Paper Damage to Assets and Pricing Third Party Repairs

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## Sample Invoice Cover Letter

|   | Company Title   |
|---|---|
| Our Reference: 45924  |   |
| Your Reference: 23456<br>Letter Date: 05 June 20                    |   |
| Claremont Direct Insuran  |   |
| 45-47 Oxford Road<br>Pudsey   |   |
| W. Yorkshire<br>Leeds   |   |
| LS 36 9H X<br>W. Yorkshire  |   |
| Dear Sir / Nadam,   |   |
| Subject: M606 M606 N  | 0/9 Entry Slip [4700-M606-0-17 : 130]   |
| Incident Date: 29 May 201<br>VRM: RG58 DGY                          | 12  |
| Your Client Mr John Sm  | ith   |
| We are writing to claim d   | amages in connection with the above incident.   |
| We confirm that we have<br>enclose a copy of the inv                | now carried out the necessary works on behalf of the Department for Transport and<br>voice, as detailed below; so payment can be raised.          |
| Irvoice Number,   | £1,818.10   |
|   | e have been appointed to recover the costs on behalf of the Department for Transport.   |
| Would you please provid<br>The cheque should be m<br>address above. | le us with a cheque in the sum of the above value within 28 days of the date of this letter,<br>ade payable to and sent to the claims team at the |
| If you have any further quither above reference                     | ueries regarding this letter, please contact the claims team at the above address quoting   |
| Yours Faithfully,   |   |
|   |   |
|   |   |
| Irsurance Nanager   |   |
| For and on behalf of  |   |
|   |   |
|   |   |
|   |   |
|   |   |



#### **Debtor Management**

Many reports may be produced from HighStone, one of which would be to manage 'Aged Debt' to chase payments, list Invoices / credits raised or outstanding etc.

| RN  | Invoices    | Receipts/Credits | Total O/S | Claim Raised | First Invoice | Last Invoice | First Rcpt/CR | Last Rcpt/CR | Debt Status   |
|-----|-------------|------------------|-----------|--------------|---------------|--------------|---------------|--------------|---------------|
| 863 | 7 454.86    | 0.00             | 454.86    | 11 Oct 20 20 | 09 Nov 2020   | 09 Nov 2020  |               |              | 7 - 180 Days+ |
| 870 | 9 462.53    | 0.00             | 462.53    | 12 Oct 20 20 | 10 Nov 2020   | 10 Nov 2020  |               |              | 7 - 180 Days+ |
| 872 | 0 509.24    | 0.00             | 509.24    | 12 Oct 20 20 | 09 Nov 2020   | 09 Nov 2020  |               |              | 7 - 180 Days+ |
| 872 | 7 2,275.89  | 0.00             | 2,275.89  | 12 Oct 20 20 | 07 Dec 2020   | 07 Dec 2020  |               |              | 7 - 180 Days+ |
| 874 | 8 12,989.99 | 0.00             | 12,989.99 | 12 Oct 20 20 | 14 Dec 2020   | 14 Dec 2020  |               |              | 6 - 150 Days+ |
| 878 | 2 5,855.91  | 0.00             | 5,855.91  | 12 Oct 20 20 | 16 Nov 2020   | 16 Nov 2020  |               |              | 7 - 180 Days+ |
| 878 | 3 3,910.55  | -3,675.92        | 234.63    | 12 Oct 20 20 | 02 Dec 2020   | 02 Dec 2020  | 03 Feb 2021   | 03 Feb 2021  | 7 - 180 Days+ |
| 889 | 3 4,077.83  | 0.00             | 4,077.83  | 20 Oct 20 20 | 08 Dec 2020   | 08 Dec 2020  |               |              | 7 - 180 Days+ |
| 890 | 6 583.09    | 0.00             | 583.09    | 20 Oct 20 20 | 10 Nov 2020   | 10 Nov 2020  |               |              | 7 - 180 Days+ |
| 891 | 7 940.64    | 0.00             | 940.64    | 20 Oct 20 20 | 25 Nov 2020   | 11 Jan 20 20 |               |              | 5 - 120 Days+ |
| 893 | 8 273.55    | 0.00             | 273.55    | 20 Oct 20 20 | 10 Nov 2020   | 10 Nov 2020  |               |              | 7 - 180 Days+ |
| 896 | 2 6,604.23  | 0.00             | 6,604.23  | 20 Oct 20 20 | 07 Dec 2020   | 07 Dec 2020  |               |              | 7 - 180 Days+ |
| 902 | 3 332.76    | 0.00             | 332.76    | 20 Oct 20 20 | 10 Nov 2020   | 10 Nov 2020  |               |              | 7 - 180 Days+ |
| 906 | 4 2,325.07  | 0.00             | 2,325.07  | 20 Oct 20 20 | 08 Dec 2020   | 08 Dec 2020  |               |              | 7 - 180 Days+ |
| 918 | 9 462.75    | 0.00             | 462.75    | 20 Oct 20 20 | 08 Dec 2020   | 08 Dec 2020  |               |              | 7 - 180 Days+ |
| 920 | 5 5,262.24  | 0.00             | 5,262.24  | 20 Oct 20 20 | 06 Dec 2020   | 06 Dec 2020  |               |              | 7 - 180 Days+ |
| 922 | 0 14,254.23 | 0.00             | 14,254.23 | 20 Oct 20 20 | 14 Dec 2020   | 12 Jan 20 20 |               |              | 5 - 120 Days+ |
| 923 | 1 15,960.12 | 0.00             | 15,960.12 | 26 Oct 20 20 | 25 Nov 2020   | 25 Nov 2020  |               |              | 7 - 180 Days+ |
| 930 | 8 273.55    | -145.26          | 128.29    | 26 Oct 20 20 | 10 Nov 2020   | 10 Nov 2020  | 02 Feb 2021   | 02 Feb 2021  | 7 - 180 Days+ |
| 931 | 2 261.59    | 0.00             | 261.59    | 26 Oct 20 20 | 10 Nov 2020   | 05 Jan 20 20 |               |              | 6 - 150 Days+ |

|      | 100                                   |                   |                  | E 101 11                | -   |                             |            | Aa        |
|------|---------------------------------------|-------------------|------------------|-------------------------|-----|-----------------------------|------------|-----------|
|      | IRDescription                         | IPAActionDate     | EventTypeCaption | EventClassName          |     | LCNLocationText             | Inv No     | Inv Value |
|      | 1 vehicle involved                    | 20 Feb 2020 14:26 |                  | Road Traffic Collision  | M40 | J40 entry slip MP 294/5     | 000003629  | 197.84    |
|      | Hit and run barrier damage. Verge s   |                   | Internal Raised  | Damage to Safety Fencir |     | Bondhill entry slip mp 17/5 |            | 5,287.22  |
|      | 1 veh hit CR SRW 1940736 IRF: 10      |                   | Client Enquiry   | Road Traffic Collision  | M62 | Jnc 37 to 38 MP 175/8       | 000003625  | 9,373.17  |
|      | 4 x veh in lane 2 CR Barrier damage   |                   | Client Enquiry   | Road Traffic Collision  | A13 | Jnc 39 to 40 MP 295/4       | 0000003617 | 6,382.67  |
|      | HGV left carriageway                  | 20 Feb 2020 14:32 |                  | Road Traffic Collision  | A64 | MP 69/4                     | 0000003632 | 203.13    |
| 2848 | Vehicle off road with barrier damage  | 20 Feb 2020 10:06 | Unspecified      | Road Traffic Collision  | A6  | Malton by-pass mp 51/0      | 0000003621 | 10,320.84 |
| 2854 | RTC multiple vehicles SRW 19412       | 20 Feb 2020 14:30 | Client Enquiry   | Road Traffic Collision  | A40 | Skellow mp 286/3            | 0000003631 | 447.89    |
| 2886 | 3 car RTC C/res barrier damage -      | 20 Feb 2020 08:23 | Client Enquiry   | Road Traffic Collision  | M1  | Between JCT 6-7 292/0       | 0000003619 | 8,729.10  |
| 2928 | 1 vehicle with poss c/res barrier dat | 20 Feb 2020 10:52 | Client Enquiry   | Road Traffic Collision  | M6  | J30 to 31 MP 121/1          | 0000003601 | 208.42    |
| 2943 | 1 HGV involved SRW: 1942533           | 20 Feb 2020 14:54 | Unspecified      | Road Traffic Collision  | A18 | Immingham junction MP 5     | 000003636  | 663.96    |
| 2970 | Lanes 1 + 2 blocked                   | 20 Feb 2020 10:04 | Client Enquiry   | Road Traffic Collision  | M6  | Jcn 30-31                   | 000003642  | 197.84    |
| 3033 | Car and lorry SRW 1944836             | 20 Feb 2020 10:48 | Customer Enquiry | Road Traffic Collision  | M13 | J36 on roundabout north br  | 000003607  | 447.56    |
| 3083 | Large Roll of Metal in c/w - SRW 19   | 20 Feb 2020 10:39 | Client Enquiry   | Debris                  | M40 | Jct 34 SB Exit slip         | 0000003610 | 788.38    |
| 3086 | 3 vehicle RTC SRW: 1945732            | 20 Feb 2020 10:50 | Client Enquiry   | Road Traffic Collision  | A63 | Daltry Street Flyover       | 0000003606 | 439.02    |
| 3088 | 3 vehicles on hard shoulder -debris   | 20 Feb 2020 11:05 | Client Enquiry   | Road Traffic Collision  | M1  | J33-34, MP 259/4            | 00003605   | 411.04    |
| 3158 | 1 vehicle down embankment             | 20 Feb 2020 10:58 | Client Enquiry   | Road Traffic Collision  | М3  | J 38 entry slip             | 0000006302 | 273.55    |
| 3158 | 1 vehicle down embankment             | 20 Feb 2020 10:18 | Client Enquiry   | Road Traffic Collision  | M1  | J 38 entry slip             |            | 0.00      |
| 3194 | 2 vehicle RTC lane 2 - SRW 194701     | 20 Feb 2020 10:42 | Client Enquiry   | Road Traffic Collision  | A13 | 1 mile north of Redhouse M  | 0000003608 | 753.36    |
| 3224 | Hit and Run Barrier Damage            | 20 Feb 2020 10:21 | Client Enquiry   | Damage to Safety Fencir | M62 | MP 1/2 - Main cway          | 0000003615 | 3,994.04  |
| 3224 | Hit and Run Barrier Damage            | 20 Feb 2020 11:42 | Client Enquiry   | Damage to Safety Fencir | M62 | MP 1/2 - Main cway          |            | 0.00      |
| 3262 | RTC - 2 LGVS - SRW 1947688 IRF        | 20 Feb 2020 14:21 | Client Enquiry   | Road Traffic Collision  | M18 | Jcn 1-2 MP 7/2              | 0000003628 | 8,687.93  |
| 3275 | RTC                                   | 20 Feb 2020 11:02 | Client Enquiny   | Road Traffic Collision  | M1  | Jcn 31 - 30 MP 240/7        | 0000003604 | 342.43    |