



## **Xacticon LLC Standard Operating Procedure (SOP)**

Below is Xacticon LLC's Standard Operating Procedure (SOP). Please read carefully as the SOP will answer many of your questions, If you have additional questions or concerns pertaining to this SOP, email [xacticon@gmail.com](mailto:xacticon@gmail.com).

- **New projects can be submitted via email to [xacticon@gmail.com](mailto:xacticon@gmail.com)**
  - Include Insured/Project name in subject line
  - Include photos, reports, measurements/floorplans, and scope of work in your email
  
- **Review Period**
  - Once project is submitted, Xacticon LLC will send a confirmation email. All documentation and project notes will be reviewed within 24 hours (1 business day) and a follow up email will be sent with any questions/concerns pertaining to the project before we start working on your estimate. Documentation and information submitted on a Friday have until end of day the following Monday to be reviewed. Holidays may affect review time.
  
- **Once ALL required information is submitted, Xacticon LLC will provide estimated completion date and project costs. See Xacticon LLC Price Sheet for details on services and prices.**
  - **Roof Estimates - Turn around time 1-2 business days once ALL documentation is received to complete estimate**
  - **Residential Exterior/Interior Estimates - Turn around time 2-3 business days once ALL documentation as received to complete the estimate**
  - **Commercial Exterior/Interior Estimates - Turn around time 3-5 business days once ALL documentation is received to complete the estimate**
  
- **Estimated delivery dates and project costs are based on scope of work. See Xacticon LLC Price Sheet for details on services and pricing.**
  
- **Xacticon LLC will send an email containing the completed Xactimate estimate for your review.**
  
- **Rush Fees**
  - **Roof Estimate \$50**
    - will complete roof estimate before 24 hours (1 business day) from time of receiving ALL the necessary documentation to complete the estimate.
  - **Residential Exterior/Interior Estimate \$75**
    - will complete residential exterior/interior estimate within 1-2 business days from time of receiving ALL the necessary documentation to complete the estimate
  - **Commercial Exterior/Interior Estimate \$100**
    - will complete commercial exterior/interior estimate within 2-3 business days from time of receiving ALL the necessary documentation to complete the estimate.
  
- **If the completed Xactimate estimate requires revisions, send an email to [xacticon@gmail.com](mailto:xacticon@gmail.com) containing detailed revision requests. Xacticon LLC will have 24hrs (1 business day) to complete revision requests.**



- **Free revisions**

- Requests submitted within 24 hours (1 business day) of receiving completed estimate from Xacticon LLC
- adding or updating up to 10-line items on a client/contractor approved estimate
- adjusting mistakes we've made

- **Chargeable Revisions - \$50**

- adding or updating more than 10-line items on a client/contractor approved estimate
- adding new rooms not included in original scope of work
- swapping regular R&R line items for CAT line items on a completed estimate

- **Xacticon LLC REQUIRES an email or text message confirmation of approval. A simple reply stating "approved" is sufficient.**

- **You have 2 business days to approve a completed estimate from Xacticon LLC, if we do not receive a response, the estimate will be marked as approved in our system and you will receive an invoice for the project. Note: You can request a review extension and Xacticon LLC will provide new approval deadline.**

- **Either after receiving contractor/client approval or the allotted 2 business days pass by, Xacticon LLC will send you an invoice via Quick Books.**

- Payment is due in 5 business days. Note: You can request revisions for an estimate after paying the invoice.
- If invoice is not paid in 5 business days, a late fee of \$25 will automatically be applied to invoice.
- Accepted payment methods are: ACH, Zelle, PayPal, Venmo, and CashApp.

- **Xacticon LLC will send confirmation email once payment is received.**