

ARMS® Automotive

- ✓ Repair Status Updates
- ✓ Visibility to Open Rentals
- ✓ Online Communication with Carrier and Enterprise
- ✓ Schedule Rental to Align with Repair Appointments
- ✓ Control to “Stop Charges” when Rental Returned to Shop

ARMS® Automotive Exchange

- ✓ Free Estimate and/or RO Integration
- ✓ Valuable Online Reporting
 - Market Averages
 - Current Month LOR Forecast
 - LOR by Carrier
 - Multi -Shop Views
 - Historical Data Online
- ✓ Automated Repair Status Updates

ARMS® Automotive Best Practices

Exception Management: The Vehicle List

Vehicle List

Create Reservation

View: [Needs Update](#) (5) | [All Rentals](#) (8) | [All Vehicles](#)

1

3

2

Print Legend

Status ▲	Customer	Vehicle	Bill-To Company	Rental Days	Estimated Completion	Repair ID
⬇	Smith, Karen	2007 Mercedes Benz	Mercedes Insurance Company	6	Jul 10, 2023 T	91611
⬇	Smith, John	2007 Chevy Impala	Acme Insurance Company	6	Jul 10, 2023 T	91651
⬇	Harris, Mary	2004 Chrysler Town & Country	555 Insurance	6	Jul 10, 2023	91642
✉	Simmons, Frank	2001 Chevy Silverado	Acme Insurance Company	6	Jul 10, 2023 T	91644
✉	Jones, Melissa	2005 Honda Accord	Acme Insurance Company	3	Jul 12, 2023 T	91645
	Fowler, Jim	2006 Hyundai Sonata	Acme Insurance Company	0		91646
	Krock, Brian	2002 Ford Mustang	ZZZ Insurance	0		54865
	Williams, Greg	2006 Acura TL	Accurate Insurance Co.	3	Jul 12, 2023	91628
	Williams, Betty	2006 Ford Fusion	XYZ Insurance Co.	3	Jul 12, 2023	91658
	Thompson, Richard	2007 Toyota Camry	ZZZ Insurance	3	Jul 12, 2023	91643

At the simplest overview, it is good to know that there are only 2 primary ARMS® Auto screens:

- Vehicle List and Vehicle Detail
- Let's look at the vehicle detail list (All Rentals)

Step 1: Look at the vehicles that are showing in your shop. Are they there? Are they a total loss? Or possibly transferred locations for an MSO? The shop should provide appropriate updates.

Step 2: Has the RO (Repair ID Field) been updated in ARMS® - This gives the shops an easy reliable way to check on the car (*optional field & only visible to the shop*)

Step 3: Look at the Estimated completion date. This is the date you, the shop, have indicated the car will be ready.


If there is a green 'T' it falls within the target date set by Carrier.

If there is a red 'T' it is outside of the target date set by Carrier and action needs to be taken.

If there is no date, and no labor hours have been uploaded, you, the shop should confirm the vehicle is at the shop, or still en route to the shop or in tear down for estimate and provide an accurate update.

The vehicles highlighted at the top are the ones we are asking for an update. The shop will click on the vehicle and proceed to Status Updates.

Repair Status Updates

 New message received from Acme Insurance Company in the notebook. [Go to Notebook](#)

Vehicle Detail

Status: Needs Update

Contract Number / Enterprise Phone: D185882 / (314) 555-2000	
Bill-To Company / Claim Number: Acme Insurance Company / 55244T	
Adjuster Name / Phone: Jones, Joe / (314) 555-8855	
Rental Days: 6	
Vehicle Status: Please Select a Repair Status	
Customer: Simmons, Frank	
Vehicle: 2001 Chevy Silverado	
Total Labor Hours:	<input type="text" value="15.0"/>
Estimated Completion:	<input type="text" value="mm/dd/yyyy"/>
Target Date:	<input type="text" value="Jul 8, 2023"/> How's this calculated
Note or Reply to Bill-to company Notes are sent to the Bill-to Company and are also visible by the rental branch	
<input type="text" value="225 characters remaining"/>	
Repair ID:	<input type="text" value="91644"/>
Status History ARMS Automotive Notebook Print all Messages	

Jul 10, 2023 10:12 PM No, the vehicle arrived after 4PM on Monday, so the Repair started on Tuesday.
Did the Repair Start on Monday?

Jul 9, 2023 10:12 PM Estimated Completion Date is 07/10/23

Jul 9, 2023 8:08 AM Waiting on Parts
Parts On Back Order

Advance to next vehicle.

[Cancel](#)

Quick Updates
 Complete Today

Once you select a rental to update, displayed is the Vehicle Detail page. This is where you, the shop, does the actual update that goes to the Carrier & Enterprise teams.

This is where you, the shop, will go in and update accordingly the above details, Labor Hours, Repair Order, etc.

The shop can also see any notes from a Carrier or Enterprise team that may have been sent to them, and they can reply.

When the shop wants to see the target date details, they click on the calendar next to Estimated completion, and a pop-up with the calendar will come up and show the Carrier's target date.

ARMS® Automotive Reporting

Once your shop is enrolled in the ARMS® Automotive Application, a link prompts you to download the ARMS® Automotive Exchange.

Repair Facility Registration Form

Yes, please sign-up my Repair Facility in the ARMS Automotive Exchange Application program. I understand that this program will electronically connect my Repair Facility's Management System or Estimating System with the ARMS® Automotive Application. Repair status information on the vehicles being repaired at our Repair Facility will be communicated electronically to the Insurance Adjuster and Rental Branch. I am aware that this product is FREE of charge to all Repair Facilities using the ARMS® Automotive Application.

Registration Form Instructions:
Enter the contact name, phone number and email address of your computer system administrator so that they can be contacted by a Customer Support Representative. Once this information has been entered and verified, click the Submit button to register your Repair Facility.

* Indicates a required field

Repair Facility Name: 1COLLISION WACONIA

* Contact Name:

* Phone Number: - -

* Email:
(e.g. JohnSmith@provider.com)

[Return to List](#) [Next](#)

The repair facility is guided through a ONE-TIME “wizard” to install the ARMS® Automotive Exchange.

- Installation must be completed on the Server Computer and the shop must have all estimating computers set to ‘Auto Export’
- Log into www.armsauto.com from the server using the login credentials.
- Click on the Shop Industry Reporting image in the top right corner, located directly beneath the navigation bar.




- Follow the steps to ‘run the wizard’ for self-install.

- If additional support is required, our Entegral support team can remote in to complete the installment through www.fastsupport.com
- Ensure that only the boxes for Create Estimate, locked estimate, and locked supplement are checked—not 'work savefile'

This is an area in which our Field team in the local groups has the knowledge to assist any shops with this process. (Or they can contact our support team at: support@entegral.com)

Once enrolled the shop will have access to several reports.

- Open Ticket Summary Reporting
- Closed Ticket Summary Reporting
- Body Shop Forecast Report



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[Body Shop Reports](#)

Open Ticket Summary

🔔 Needs Update
 ✅ Updated
 ✉ Message

🖨 [Print](#)
🔗 [Help](#)

By: Bill-to Company	Vehicle			Labor Hours		Estimated Completion			Target Date	
	Total	Needs Update	Updated	Empty	Avg	Est Work Days	Avg Hours/Day	Empty	Received	Exceeded
▶ 555 Insurance	1	1	0	1	0	0	0	0	0	0
▶ Accurate Insurance Co.	1	0	0	1	0	0	0	0	0	0
▶ Acme Insurance Company	4	4	0	0	9.8	19	2.1	0	4	1
▶ Acme Insurance Company	1	0	0	1	0	0	0	1	0	0
▶ XYZ Insurance Co.	1	0	0	1	0	0	0	0	0	0
▶ ZZZ Insurance	2	0	0	2	0	0	0	1	0	0
Total:	10	5	0	6	9.8	19	2.1	2	4	1

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U.S. Patent No. 7,275,038 covers the Automated Rental Management System (ARMS®) and related systems and programs. Other U.S. and foreign patents pending.