

ARMS® Automotive Best Practices – Repair Status Updates

1. Review vehicle list to ensure every customer is indeed at your shop

- Selecting Vehicle is a Total Loss will automatically remove the rentals from your vehicle list.
- If you do not recognize a customer on your vehicle list, do some research as the following may have occurred:
 - > Customer may be under a different name. Search for customer by carrier, claim number or vehicle
 - > Customer may not have yet filed an auto claim
 - > Insurance Company may not have yet sent assignment
 - > Customer is scheduled for a future date
 - > Vehicle is located at tow facility or customer's home
- If you are certain a vehicle will not be repaired at your shop, choose a status within category **Vehicle Not at Repair Shop** to remove rental from your vehicle list.
- Contact your local Enterprise location to notify them of any customers that are missing from your vehicle list.

2. Ensure every rental has a matching RO listed

- Leverage Repair ID as confirmation of owned file

3. Make certain every rental has the correct Estimated Completion Date (ECD), keeping the Insurance Company informed and driving accurate reporting.

- If the RO is properly matched, you can simply update the Delivery Date within your management system which will update the ARMS Auto ECD. Otherwise, manually update the ECD in ARMS Auto.

1. Review Vehicle List

Status	Customer	Vehicle	Bill-To Company	Rental Days	Estimated Completion	Repair ID
↓	Smith, Karan	2007 Mercedes Benz	Mercedes Insurance Company	6	Apr 9, 2018	91611
↓	Smith, John	2007 Chevy Impala	Acme Insurance Company	6	Apr 9, 2018	91651
↓	Harris, Mary	2004 Chrysler Town & Country	555 Insurance	6	Apr 9, 2018	91642
↓	Simmons, Frank	2001 Chevy Silverado	Acme Insurance Company	6	Apr 9, 2018	91644
↓	Jones, Melissa	2005 Honda Accord	Acme Insurance Company	3	Apr 11, 2018	91645
	Fowler, Jim	2006 Hyundai Sonata	Acme Insurance Company	0		91646
	Krock, Brian	2002 Ford Mustang	ZZZ Insurance	0		54866
	Williams, Greg	2006 Acura TL	Accurate Insurance Co.	3	Apr 11, 2018	91628
	Williams, Betty	2006 Ford Fusion	XYZ Insurance Co.	3	Apr 11, 2018	91658
	Thompson, Richard	2007 Toyota Camry	ZZZ Insurance	3	Apr 11, 2018	91643

2. Ensure rental has a matching RO

3. Update ECD to provide accurate info to the Insurance Company



Have a question or need more information?

armsautomotive@erac.com

800-571-0883

armsautosuite.com

ARMS AUTOMOTIVE SUITE

4. Now that you have validated your vehicle list, you can change the Repair Status on your files that require updates (missing labor hours, expired ECD, message from carrier).

4. Update repair status on open files

ARMS AUTOMOTIVE SUITE Exit Demo Demo

Home Reports ▾ FAQ Contact Us

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
Williams, Greg (91628)	2006 Acura TL									
Acme Insurance Company	4	4	0	0	9.8	19	2.1	0	4	1
Smith, Karen (91611)	2007 Mercedes Benz									
Smith, John (91851)	2007 Chevy Impala									
Simmons, Frank (91644)	2001 Chevy Silverado									
Jones, Melissa (91645)	2005 Honda Accord									
XYZ Insurance Co.	1	0	0	1	0	0	0	0	0	0
ZZZ Insurance	1	0	0	1	0	0	0	0	0	0
Total:	8	5	0	4	9.8	19	2.1	0	4	1

Contact Us Terms and Conditions (Amended) Privacy Statement Copyright © 2018 The Crawford Group

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.

5. Provide update in Notes for expired ECDs

5. If any of the files on your list have an expired ECD (date in the past) you will need to provide the reason why the date is being moved into the future.

- Document detailed delay reasons in the Note or Reply to Bill-to Company (part name, dates ordered/received, sublet, etc)
- Before sending, review ARMS Auto Notebook Status History for any bolded questions from the carrier

ARMS AUTOMOTIVE SUITE Exit Demo Demo

Home Reports ▾ FAQ Contact Us

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

Vehicle Detail

Status: Needs Update

Contract Number / Enterprise Phone: D222456 / (314) 555-3000
 Bill-To Company / Claim Number: Acme Insurance Company / 55588442X
 Adjuster Name / Phone: Williams, Bill / (314) 555-9911
 Rental Days: 3
 Vehicle Status: Please Select a Repair Status
 Customer: Jones, Melissa
 Vehicle: 2005 Honda Accord
 Total Labor Hours: 4.0
 Estimated Completion: mm/dd/yyyy
 Target Date: Apr 12, 2018 [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

225 characters remaining
 Repair ID: 91645 Print All Messages

Status History ARMS Automotive Notebook Print All Messages

Apr 9, 2018 10:12 PM The appraiser will be here in the afternoon to confirm

Apr 8, 2018 10:12 PM Has the appraiser determined if this is a Total Loss?
 Estimated Completion Date is 04/08/18

Apr 7, 2018 10:44 AM Waiting on Parts
 LKQ/AM Wrong Parts Delivered
 Estimated Completion Date is 04/04/18

Apr 3, 2018 10:19 AM Waiting on Parts
 Searching for LKQ Parts/Aftermarket Parts
 Parts were ordered before 2PM so they should

Advance to next vehicle.

Contact Us Terms and Conditions (Amended) Privacy Statement Copyright © 2018 The Crawford Group

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.

Contact your Area Manager or Group Account Manager with questions or for help using the ARMS Automotive Application.



Have a question or need more information?

armsautomotive@erac.com

800-571-0883

armsautosuite.com