ARMS AUTOMOTIVE SUITE

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.



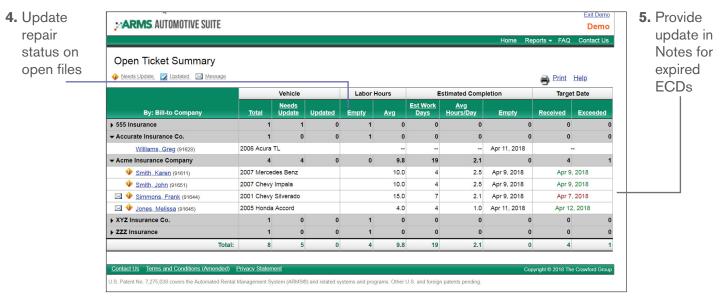


Have a question or need more information?

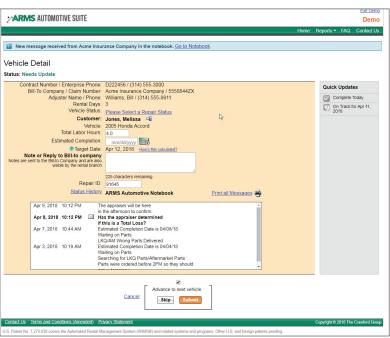
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4. Now that you have validated your vehicle list, you can change the Repair Status on your files that require updates (missing labor hours, expired ECD, message from carrier).



- 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



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



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armsautomotive@erac.com

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