



2 Day Training Course Outline

Key Learning Objectives

At the completion of this course we aim to ensure all participants to be knowledgeable with:

1. The importance of vehicle selection and model options to ensure you are generating the correct times and parts outcome.
2. Navigating Damage Capture.
3. Efficient quotation generation.
4. Understanding how to generate and save your personalised NSP list.
5. Understanding the OEM methods provided from the manufacturer in the graphics and the buttons to perform those operations around those methods.
6. Understanding paint operations. What is included and what is not included.
7. Setting up damage capture and your worklist grid.
8. Understanding and reading the reports generated by AudaNet.

Day 1

- Introduction to Solera and Audatex
- Logging in - basic tips on Windows functionality for using the program
- Worklist Grid - explanation of all tabs: My Claims, Open, Closed and Messages. In addition an overview of all other buttons and the dynamic dashboard
- Claim Tabs - work through all of the tabs and highlight importance of information
- Vehicle Identification - overview of functionality: Vin Query, Decode VIN and Manual Selection and importance of selecting proper vehicle
- Damage Capture - the largest and one of the most important parts of AudaNet
- Modify Parts Tab - changing and modifying of parts
- Reports - reading and understanding the AudaNet generated full report
- Understanding partial replacement and painting operations
- Exercises - This day involves two exercises which is done individually but taken up together

Day 2

- Day 1 recap and question time
- Labour Decreases and Sublet inclusions
- Additional functionality around OEM methods - use of buttons specific to OEM which carry out operations for the user
- Thatcham Integration
- All Paint Operations - Blend & Paint, New Part Paint and Repair Painting (plastic and metal)
- Writing a supplemental quote
- Split claim/private upsell quotations
- Phantom Calculation selection process
- Damage Capture User Settings tips and tricks
- Exercises - this day includes two exercises done individually but taken up together