

AUDAWATCH WORKFLOW USER GUIDE AUDATEX SERVICE DESK



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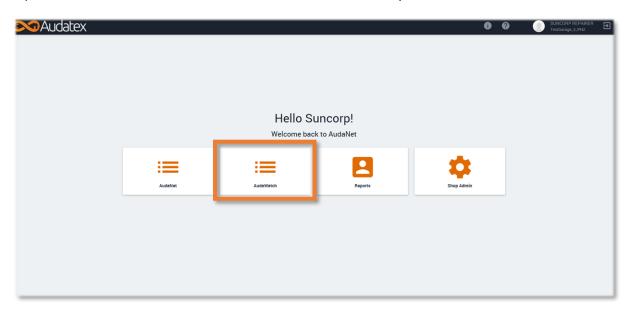


1 AudaWatch

The purpose of this document is to guide you through the features and functionality of AudaWatch.

2 Accessing AudaWatch

AudaWatch allows you to manage your customers by keeping them informed of the progress of the repairs. You can access AudaWatch from the Dashboard or from your Work List Grid.



Alternatively, you can access AudaWatch from within your Work List Grid.

			MY CLAIMS		OPEN 🍯	70		CLOSED)	UNREAD MESSAGE	is a	LL MESSAGES	AUDAWATCH					
CALENDAR									1 *	ы				8	۹ (3 ti	•	Show 20
Claim Number	First Name	Last name	Job Owner	Job Status	Rego Number	Created on \downarrow		Progress	Claim Status	Rules Check Result	Manufacturer	Model					Last Calculation	n Grand To
			au_test_gar_3_ph2	Created		06/10/16 16:04	÷	••••	Created									
test123456			au_test_gar_3_ph2	Created		06/10/16 15:59	÷	••••	Created		Mazda [36]	323 Sedan/Hatchback- B	You	can	aco	ces	5	
	Example	Name	au_test_gar_3_ph2	Created		05/10/16 16:13	÷	••••	Created		Universal [90]	Sedan/Wagon/Hatchbac						
STTEST			au_test_gar_3_ph2	Created		05/10/16 11:34	:	• • • •	Created		Subaru [62]	Forester · (SH) From12/2	Auda	wat	ch	hei	'e	
claim			au_test_gar_3_ph2	Created		05/10/16 00:30	:	• • • •	Created									
KTTEST			suncorprepairer	Created		03/10/16 14:56	:	••••	Created	0	Lexus [24]	LX 470 - UZJ100 From 01	/1998				1,828.25	
020191	Laura	Wellington	au_test_gar_3_ph2	Created	SZX312	03/10/16 11:48	÷	••••	Created	0	VW [06]	New Beetle - 9C From 11/	'1998/1C From 01/19	98/1Y From	n 01.2003	3	290.58	
TestClaim2309-11	ANJANETTE	BRATCHFORD	au_test_gar_3_ph2	Created	327KOS	23/09/16 23:16	÷	••••	RFQ Receive	d 🥝	Lexus [24]	RX 300/350/400h - MCU3	8#/GSU3#/MHU3# Fr	om 02/200	3 To 12/2	2008	2,451.25	
claim			au_test_gar_3_ph2	Created		23/09/16 23:10	:	••••	Created									
TestClaim2309-11	ANJANETTE	BRATCHFORD	au_test_gar_3_ph2	Created	327KOS	23/09/16 22:59	:		RFQ Receive	d	Lexus [24]	RX 300/350/400h - MCU3	8#/GSU3#/MHU3# Fr	om 02/200	3 To 12/2	2008		
TestClaim2309-01			au_test_gar_3_ph2	Created	327KOS	23/09/16 19:20	÷	••••	RFQ Receive	d 🥝	VW [06]	Passat Sedan/Wagon - 36	62 / 365 From 10/201	0			20	
			au_test_gar_3_ph2	Created		09/09/16 18:10	:	• • • •	Created									
			au_test_gar_3_ph2	Created		06/09/16 19:02	:	••••	Created		BMW [01]	116d - 130i Hatchback 3/	5 Door - (E81/87/87N) From 09/2	2004 To 1	2/2011		
TestClaim0509-02	ANJANETTE	BRATCHFORD	au_test_gar_3_ph2	Created	327KOS	06/09/16 00:17	:	••••	RFQ Receive	d 🥝	Lexus [24]	RX 300/350/400h - MCU3	3#/GSU3#/MHU3# Fr	om 02/200	3 To 12/2	2008	4,195.3	
TestClaim0509-01	ANJANETTE	BRATCHFORD	au_test_gar_3_ph2	Created	EXAMPLE	06/09/16 00:17	:	••••	RFQ Receive	d 🥝	Audi [00]	TT Coupe/Roadster - 8J M	Model From 08/2006	Fo 06/2014	L .		5,381.58	
TestClaim0509-01	ANJANETTE	BRATCHFORD	au_test_gar_3_ph2	Created	327KOS	06/09/16 00:15	:	••••	RFQ Receive	d 🥝	Lexus [24]	IS 250/350/F - GSE2# Fro	om 08/2005 To 04/20	13/USE20	From 12/	2007	317.71	
124			au_test_gar_3_ph2	Created		01/09/16 14:46	:		Created									
			au_test_gar_3_ph2	Created		01/09/16 11:54	:		Created		Porsche [04]	Cayenne - 92A From 2011	Model					
444			au_test_gar_3_ph2	Created		25/08/16 18:31	:	• • • •	Created									



AudaWatch will load a list of your claims along with the progress of each claim.

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						OPEN												
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] Cla	im Number	First Name	Last name	Rego Number	Created on 🛧	in 🖸 🗹	⊮Չ⅀	🕅 🕰 ۹	(ふ)(*)	юр <u>Т</u> е	lerts	Notes		Sender company	Drivable Bo	oking Date	Manufacturer	Mode
	M01224562	LAUREN	TESTER	B AT1	08/10/14 16:36		• • •	• • •	• • •	• •	Δ	1 🖸		Open Repair Orc	ler	10:00	AUSSIE WHALER	
	M01	ogress o	of ope	h clai	4 12:23	•-•-•	• • •	• • •	• • •	• •	⚠	1 🖸	:	~		10:00	PARAMOUNT	
J.	MOL	ogress c	леа		4 15:34		• • •	• • •	- 0 - 0 - 0 -	0-0		1 🖸	:	C Update Repair S	Status		Fiat [08]	Ducat
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	M01234565	DAVID	HOSKIN	S57211	10/10/14 14:55		• • •	• • •			1/1	2 💭	:	TestInsurance_PH2 Y	/es		Audi [00]	Q5-(
	M01234569	THERESE	BRITTON	Y97265	10/10/14 14:56		• • •	• • •	- 0 - 0 - 0 -	0-0		2 🖵	:	TestInsurance_PH2			Alfa Romeo [07]	156 \$
	M01234560	DAVID	RYDER	UNKNOWN	10/10/14 14:57			• • •	- 0 - 0 - 0 -	0-0)/E.	0 🕞	:	TestInsurance_PH2 Y	(es		BMW [01]	3160
	M01234563	EP RP	TEST	666LLL	10/10/14 14:59		• • •	• • •	• • •	• •		2 🕞	:	TestInsurance_PH2 Y	/es 13	/10/14 00:00	Honda [35]	Civic
	M01234562	RAYMOND	LEARY	T49630	10/10/14 15:01		• • •	• • •	- 0 0 0 -	0-0	1.1	0 🕞	:	TestInsurance_PH2 Y	/es 11	/03/16 10:59	Audi [00]	A1/S
	M01234561	EP RP	TEST	444GGG	15/10/14 12:58		• • •	• • •	- 0 - 0 - 0 -	0-0	1	0 🔽	:	TestInsurance_PH2			Audi [00]	A3/S
	M01234567	NN	TEST	123ABC	15/10/14 16:23		• • •	• • •		o — o	1.	0 🔽	:	TestInsurance_PH2 Y	/es 16	/10/14 14:58	Holden [69]	Barin
	M01234569	Third	PArty	777IOU	15/10/14 17:25		• • •	• • •	- 0 - 0 - 0 -	0-0	1.	0 🔽	:	TestInsurance_PH2 Y	/es 16	/10/14 12:02	Mitsubishi [32]	Lance
	M01234560	BERNARD JOSEPH	LEWIS	995JVE	31/05/15 11:26		• • •	• • •	- 0 - 0 - 0 -	0-0	1.	0 🖵	:	TestInsurance_PH2 Y	/es 29	/05/15 00:00	Holden [69]	Astra
	M01234562	BERNARD JOSEPH	LEWIS	995JVE	04/06/15 17:16		• • •	• • •	- 0 - 0 - 0 -	0-0		1 🖸	:	TestInsurance_PH2	No 09	/06/15 00:00	Holden [69]	Astra
	M01234561	BERNARD JOSEPH	LEWIS	995JVE	04/06/15 18:34		• • •	• • •	- 0 - 0 - 0 -	0-0	1	0 🖓	:	TestInsurance_PH2 Y	(es 08	/06/15 00:00	Holden [69]	Astra
	M01234564	BERNARD JOSEPH	LEWIS	995JVE	15/06/15 10:42		• • •		- 0 - 0 - 0 -	0-0	1	0 🕞	:	TestInsurance_PH2 Y	íes 16	/06/15 00:00	Holden [69]	Astra
	M01234566	BERNARD JOSEPH	LEWIS	995JVE	18/06/15 19:19		• • •	• • •	- 0 - 0 - 0 -	0-0	1.	0 🔽	1	TestInsurance_PH2 Y	íes 19	/06/15 00:00	Holden [69]	Astra
	M01234567	BERNARD JOSEPH	I EWIS	995JVE	19/06/15 09:38							10		TestInsurance PH2	(es 22	/06/15 00:00	Holden [69]	Astra

3 Simple Search

You can use the Simple Search feature to find claims easily.

						OPEN							
_											Q 0	†₄ 🎝 Show	
_	im Number	First Name	Last name		r Created on ↑		1 2 × 2 (* 6 "				le Booking Date	Manufacturer	Model
	M01234563	LAUREN	TESTER	BOAT1	08/10/14 16:36	• • • • • • •		• 11		Open Repair Order		AUSSIE WHALER	
]	M01234568	MATT	UATEST	TST001	09/10/14 12:23	• • • • • • •		11	10			PARAMOUNT	
]	M01234567	Bey	Taylor							C Update Repair Status		Fiat [08]	Duca
]	M01234562	MATT L	UATEST					-		TestInsurance_PH2 Yes	14/10/14 11:38	8 Mercedes-Benz [03]	Sprin
	M01234565	DAVID	HOSKIN	C C)	C	1 .	**		TestInsurance_PH2 Yes		Audi [00]	Q5 -
	M01234569	THERESE	BRITTON	~	\sim		.†	~		TestInsurance_PH2		Alfa Romeo [07]	156
	M01234560	DAVID	RYDER							TestInsurance_PH2 Yes		BMW [01]	3160
	M01234563	EP RP	TEST							TestInsurance_PH2 Yes	13/10/14 00:00	Honda [35]	Civic
	M01234562	RAYMOND	LEARY	T49630	10/10/14 15:01		• • • • • • • • • • •	0/1	0 🖓	TestInsurance_PH2 Yes	11/03/16 10:59	Audi [00]	A1/5
	M01234561	EP RP	TEST	44000	15/10/14 12:50		<u> </u>	- 0 1	0 🖓	TestInsurance_PH2		Audi [00]	A3/5
	M01234567	NN	TEST	Click	on the	Search Ico	on	- 0/1	0 🔽	TestInsurance_PH2 Yes	16/10/14 14:58	B Holden [69]	Barin
	M01234569	Third	PArty	CITCK		. Scaren iei		- 0/1	0	TestInsurance_PH2 Yes	16/10/14 12:02	Mitsubishi [32]	Lanc
	M01234560	BERNARD JOSEPH	LEWIS	995JVE	31/05/15 11:26			- o 0 /1	0	TestInsurance_PH2 Yes	29/05/15 00:00	Holden [69]	Astra
	M01234562	BERNARD JOSEPH	LEWIS	995JVE	04/06/15 17:16			- 11		TestInsurance_PH2_No	09/06/15 00:00	Holden [69]	Astra
	M01234561	BERNARD JOSEPH	LEWIS	995JVE	04/06/15 18:34			- 0/1		TestInsurance_PH2 Yes	08/06/15 00:00	Holden [69]	Astra
	M01234564	BERNARD JOSEPH		995JVE	15/06/15 10:42			- 0/1			16/06/15 00:00		Astra
	M01234566	BERNARD JOSEPH		995JVE	18/06/15 19:19						19/06/15 00:00		Astra
	M01234567	BERNARD JOSEPH		995JVE	19/06/15 09:38						22/06/15 00:00		Astr



You will be presented with the following Simple Search box. Within this window you can search using the registration, claim number, assessment number or the customer's name to find AudaWatch claims.

Input the search criteria and select **Search.** Your search results will be show in the Work List Grid.

	×
Search	Use * at the end of your search critera to perform wildcard searches
Registration Number REG123	
Claim Number	1. Input Search Criteria
Assessment Number	2. Click SEARCH
Customer Name	r
CLEAR SEARCH CLE	EAR SEARCH ADVANCED SEARCH

4 Advanced Search

If you require alternative search criteria, click **Advanced Search.** You can search by a variety of additional fields including work provider, manufacturer, models, completed, promise date to – from.





Advanced Search window:

Search					Use * at the end o	f your search critera	to perform wildcard searche
Registration Number				Promise Da	te From	То	Ē
Claim Number				Repair Orde			
Assessment Number				Work Provid	der		•
Customer Name				Brand			_
Manufacturer				Model			
Completed				Alerts			
Photos			•	Rental			•
	CLEAR	SEARCH	CLEA	R SEARCH	SIMPLE SI	FARCH	·



5 Update Repair Status

From within the AudaWatch Work List Grid you can take actions on claims. To do this, click the three dots. You will be presented with an option to **Open Repair Order** or to **Update Repair Status**.

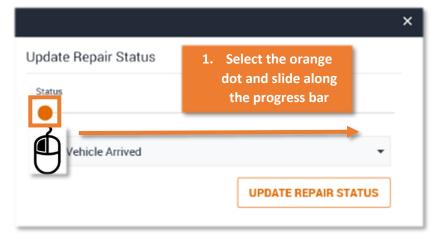
			M	Y CLAIMS		OPEN	CLOSED	ME	SSAGES	AUDAWATCH			
		1.	Click o	on the					_		Q. C. 1	\$ Show	30
Cla	im Number		three	dots	ated on 🛧	⊨ ⊡ ⊠ × Q. Σ	2. Click U	pdate	15	Sender company Drivable	Booking Date	Manufacturer	Model
]	M01234563	LAUKEN	ILDICK	BUATT	uo/10/14 16:36		Repair	Statuc	7 ÷	Open Repair Order	10:00	AUSSIE WHALER	
	M01234568	MATT	UATEST	TST001	09/10/14 12:23		керан	วเลเนร	7 :	C Open Nepan Order	10:00	PARAMOUNT	
	M01234567	Bey	Taylor	D90CW	09/10/14 15:34		•-•-•	- 1 <u>/</u>	10 :	C Update Repair Status		Fiat [08]	Ducato
	M01234562	MATT	UATEST	MHM001	09/10/14 17:32		• • • / • •	• 0/Å	0 D :	Testinsurance_PH2 es	14/10/14 11:38	Mercedes-Benz [03]	Sprinte
	M01234565	DAV	HOSKIN	S57211	10/10/14 14:55		· · · ·	2	2 🖵 🚦	TestInsurance H2 Yes		Audi [00]	Q5 - (8
	M01234569		-						_	TestInsur Ice_PH2		Alfa Romeo [07]	156 S
	M01234560)0:0	Ter isurance_PH2 Yes		BMW [01]	316Ci-
	M01234563	•		On	en Re	pair Orde				estinsurance_PH2 Yes	13/10/14 00:00	Honda [35]	Civic -
	M01234562		Ľ	Op	cirric	pair oruc			_	TestInsurance_PH2 Yes	11/03/16 10:59	Audi [00]	A1/S1
	M01234561	:)0:0	TestInsurance_PH2		Audi [00]	A3/S3
	M01234567	•	-					_	10.0	TestInsurance_PH2 Yes	16/10/14 14:58	Holden [69]	Barina
	M01234569		C	Lin	data I	an air Ch	-			TestInsurance_PH2 Yes	16/10/14 12:02	Mitsubishi [32]	Lance
	M01234560	:	U.	Up	date F	Repair St	atus			TestInsurance_PH2 Yes	29/05/15 00:00	Holden [69]	Astra -
	M01234562									TestInsurance_PH2 No	09/06/15 00:00	Holden [69]	Astra -
	M01234561	_	_					_		Testinsurance_PH2 Yes	08/06/15 00:00	Holden [69]	Astra -
	M01234564		To	etine	iranco	DH2 Va	1/	10/14	11.0	TestInsurance_PH2 Yes	16/06/15 00:00	Holden [69]	Astra
	M01234566	BERNARD J	OSEPH LEWIS	995JVE	18/06/15 19:19			-0 0/Å	• 🖓 :	TestInsurance_PH2 Yes	19/06/15 00:00	Holden [69]	Astra -
	M01234567	REDNARD I	OSEPH LEWIS	995JVE	19/06/15 09:38			- 1	1 🖸 🚦	TestInsurance_PH2 Yes	22/06/15 00:00	Holden [69]	Astra

You will be presented with the repair status progress bar.

SDUA											0 (9	-	
		MY	CLAIMS		OPEN	CLOSED	ME	SSAGES		AUDAWA	TCH			
											م	c	™ 🗘 Show:	30
Claim Number	First Name	Last name	Rego Number	Created on 🛧		x 2 (m in the	Alerts	Notes	s	ender company Dr	ivable Bo	oking Date	Manufacturer	Model
M017657830	LAUREN	TESTER	BOAT1	08/10/14 16:36				× D	: 2	Open Repair Orde	w.:	10:00	AUSSIE WHALER	
M017657956	MATT	UATEST	TST001	09/10/14 12:23				D				10:00	PARAMOUNT	
M017658116	Bey	Taylor	D90CW	09/10/14 15:34	Update Repair Status			D	: C	Update Repair Sta	atus		Fiat [08]	Ducat
M017658143	MATT L	UATEST	MHM001	09/10/14 17:32	Status			D	: 1	estinsurance_PH2 Ye	is 14	10/14 11:38	Mercedes-Benz [03]	Sprint
	DAVID	HOSKIN	\$57211	10/10/14 14:55				D	: 1	estInsurance_PH2 Ye	15		Audi [00]	Q5 - (8
M015952630	THERESE	BRITTON	Y97265	10/10/14 14:56	1 · Vehicle Arrived				: 1	estinsurance_PH2			Alfa Romeo [07]	156 S
	DAVID	RYDER	UNKNOWN	10/10/14 14:57				D	: T	estinsurance_PH2 Ye	s		BMW [01]	316Ci-
M017657117	EP RP	TEST	666LLL	10/10/14 14:59		UPDATE REPAIR ST	ATUS	D	: T	estinsurance_PH2 Ye	is 13	10/14 00:00) Honda [35]	Civic -
M017076094	RAYMOND	LEARY	T49630	10/10/14 15:01				D	: т	estInsurance_PH2 Ye	s 11	/03/16 10:59	Audi (00)	A1/S1
M017659099	EP RP	TEST	444GGG	15/10/14 12:58		•	0 /1	0 🖸	: 1	estInsurance_PH2			Audi (00)	A3/S3
M017659142	NN	TEST	123ABC	15/10/14 16:23		• - 1 1 1 1	0.1	0 🔽	: T	estinsurance_PH2 Ye	s 16	10/14 14:58	B Holden [69]	Barina
M017659115	Third	PArty	777IOU	15/10/14 17:25			0 1	0 🔽	: T	estinsurance_PH2 Ye	s 16	10/14 12:02	Mitsubishi [32]	Lance
M025377039	BERNARD JOSEPH	LEWIS	995JVE	31/05/15 11:26			0 1	0 🖓	: T	estinsurance_PH2 Ye	s 29	05/15 00:00	Holden [69]	Astra
M025377645	BERNARD JOSEPH	LEWIS	995JVE	04/06/15 17:16		•	14	10	: 1	estinsurance_PH2 No	09	06/15 00:00	Holden (69)	Astra
M025377618	BERNARD JOSEPH	LEWIS	995JVE	04/06/15 18:34		• - 0 - 0 - 0 - 0 - 0	0.1	0 🖸	: T	estInsurance_PH2 Ye	s 08	06/15 00:00	Holden [69]	Astra
M025377976	BERNARD JOSEPH	LEWIS	995JVE	15/06/15 10:42		•	0/5	0 🖸	: 1	estinsurance_PH2 Ye	s 16	06/15 00:00) Holden (69)	Astra
M025906271	BERNARD JOSEPH	LEWIS	995JVE	18/06/15 19:19		• - a a a - a	0 1	0 🖸	; T	estinsurance_PH2 Ye	is 19	06/15 00:00	Holden [69]	Astra
M025906306	BERNARD JOSEPH	LEWIS	995JVE	19/06/15 09:38			14	10	: T	estinsurance_PH2_Ye	\$ 22	06/15 00:00	Holden [69]	Astra



Use your mouse to move the orange dot along the bar into the status you require.



You can check the status before applying the updates.

	×
Update Repair Status	
Status	2. Check Status
•	
1 - Vehicle Arrived	•
	UPDATE REPAIR STATUS

Apply the repair status updates by clicking Update Repair Status.

	×
Update Repair Status	
Status	
•	3. Apply Updates
1 - Vehicle Arrived	-
	UPDATE REPAIR STATUS



6 Open Repair Order

You can open the AudaWatch claim by either double clicking on the claim within your Work List Grid or you can use the action menu. To use the action menu, click the three dots. You will be presented with an option to **Open Repair Order** or to **Update Repair Status**. Click **Open Repair Order**.

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	_											Q (2)	sh	iow 30
Cla	^{im} 1.	Click	on th	he thre	e dots	<u>0</u> (7 × 2	. Z 🕅 🕰 🔍 🍰 🕍 🛱 "			Sender company	Drivable	Booking Date	Manufacturer	Mod
	M01234563					• • • •	•••••	• 11	1 🛛 🕴	Open Repair (Irder		AUSSIE WHALER	
	M01234568	MATT	UATEST	TST001	09/10/14 12:23	• • • • •	• • • • • • • •	−● 1 ▲	10	C Update Repai	r Ctatua	0:00	PARAMOUNT	
	M01234567	Bey	Taylor	D90CW	09/10/14 15:34	2	Open Repair	Ordor	1	O Opuate Repai	Status	_	Fiat [08]	Duca
	M01234562	MATT L	UATEST	MHM001	09/10/14 17:32	۷.	Open Kepan	oruer		Testinsurar CPH2	Yes	14/10/14 11:38	Mercedes-Benz [0	03] Sprin
	M01234565	DAVID	HOSKIN	S57211	10/10/14 14:55	• • • • •	• • • • • • • • • • • • • • • • • • • •	-0 2/Å	2 🖓	Testine_ance_PH2	Yes		Audi [00]	Q5 -
	M01234569	THERESE		VADAKE	10/10/11112/		1 · · · ·	. ^		nce_PH2			Alfa Romeo [07]	156 \$
	M01234560	DAVID)0:(nce_PH2	Yes		BMW [01]	3160
	M01234563	EP RP			Oper	1 Ren	ir Order			nce_PH2	Yes	13/10/14 00:00	Honda [35]	Civic
	M01234562	RAYMOND			oper	· · · · · ·	in order			nce_PH2	Yes	11/03/16 10:59	Audi [00]	A1/S
	M01234561	EP RP	:)0:(nce_PH2			Audi [00]	A3/S
	M01234567	NN	•							nce_PH2	Yes	16/10/14 14:58	Holden [69]	Barin
	M01234569	Third		C	Unde	to De	nair Ctatura			nce_PH2	Yes	16/10/14 12:02	Mitsubishi [32]	Lance
	M01234560		: .	C	Upda	ате не	pair Status			nce_PH2	Yes	29/05/15 00:00	Holden [69]	Astra
	M01234562									nce_PH2	No	09/06/15 00:00	Holden [69]	Astra
	M01234561	BERNARD	_							nce_PH2	Yes	08/06/15 00:00	Holden [69]	Astra
	M01234564	BERNARD	•	-		-	NIO V		10/1	nce_PH2	Yes	16/06/15 00:00	Holden [69]	Astra
	M01234566	BERNARD JOSE	PH LEWIS	995JVE	18/06/15 19:19			-o 0/Å	• 🗔 🚦	TestInsurance_PH2	Yes	19/06/15 00:00	Holden [69]	Astra
	M01234567	BERNARD JOSE		995JVE	19/06/15 09:38			• 1 A	1 🖸 🚦	TestInsurance_PH2	Vec	22/06/15 00:00	Holden [60]	Astra

When you select to open the AudaWatch Repair Order you will be navigated to the AudaWatch section of the claim.

	ates							TestGarage_3_PH
et Information								
icta								
le Identification	Repair Info							
le Data	Repair Status			0	Vehicle Info			0
hments			Repair Status		Manufacturer			
	•		Vehicle Arrived	•			- PRINT	BARCODE PDF
ge Capturing	Book-In Date		Promise Date		Model			
y Parts	01/2008	Ċ,	01/2008					•
lation	 Start Date 01/2008 		Brand		Sub Model			
	01/2008							•
rts.	Promise Date Change Hi	story		0	Repair Note	5		0
Messages	Old Date New Date	Date Changed	Days Delayed R	leason Comment				
it Quote	No records found.	Date Changed	Days Delayed	Comment	31/08/16 14: Michael Gam			
Contraction of the second s								
atab					Comment:			
atch / Info	Upcoming Alerts			0	Comment: His car is stu			
rinfo	Upcoming Alerts		les Data Dus		Comment:			
	Upcoming Alerts	nent Creat	ion Date Due	Date Clear	Comment: His car is stu			
rinfo	Upcoming Alerts Created By Comm No records found.	nent Creat			Comment: His car is stu			
rinfo	Upcoming Alerts Created By Comm No records found. Alert Type		Due Date	Date Clear	Comment: His car is stu			ADD NOTE
rinfo	Upcoming Alerts Created By Comm No records found.	nent Creat			Comment: His car is stu Note Text	uffedl		
rinfo	Upcoming Alerts Created By No records found. Alert Type Customer		Due Date	Date Clear	Comment: His car is stu Note Text Repair Alerts	uffedt S		0
rinfo	Upcoming Alerts Created By No records found. Alert Type Customer		Due Date	Date Clear	Comment: His car is stu Note Text	s Comment	Created	
rinfo	Upcoming Alerts Created By No records found. Alert Type Customer		Due Date	Date Clear	Comment: His car is stu Note Text Repair Alerts	uffed! 5 Comment No photos upload in 5 days.	Created 30/08/16 12:06	0
rinfo	Upcoming Alerts Created By No records found. Alert Type Customer		Due Date	Date Clear	Comment: His car is str. Note Test Repair Alert: Alert Type	s Comment		0





7 Repair Info

When the claim is opened from within the AudaWatch Work List Grid you will be navigated to the Repair Info tab.

	MY CLAIMS	OPE				4070		
	MTCLAIMS	OPE	·	CLOSED	MESS	AGES AUDI	WATCH	
rmation								
	Repair Info							
ntification	the second second			0				0
ini i	Repair Status			0	Vehicle Info			9
10 J			Repair Status		Manufacturer			1
pturing			Vehicle Arrived	•			• PRINT	BARCODE PDF
	 Book-In Date 01/2008 		 Promise Date 01/2008 	•	Model			
(5)	 Start Date 		Brand		Sub Model			
Ř.	01/2008		BINGLE					
	Promise Date Change Hi			0				
	Promise Date Change Hi	story		0	Repair Note	S		0
ages	Old Date New Date	Date Changed	Days Delayed	Reason Comment	31/08/16 14:	44		
ote	No records found.		1 1		Michael Garre			
				-	Comment: His car is stu	ffedl		
	Upcoming Alerts			0	Note Text			
los	Created By Comm	ent Creat	ion Date Du	Date Clear				
	No records found.							
	No records found. Alert Type		Due Date					ADD NOTE
		•						ADD NOTE
	Alert Type	•			Repair Alerts	4		ADD NOTE
	Alert Type Customer	•		8	Repair Alerts	Comment	Created	
	Alert Type Customer	•		ö			Created 30/08/16 12:06	0
	Alert Type Customer	•		ADD CLAIM ALERT	Alert Type	Comment		0
	Alert Type Customer	•			Alert Type Auto Alert	Comment No photos upload in 5 days.	30/08/16 12:06	Cleared

Alternatively, when the claim is opened from the AudaNet Work List Grid you can navigate to the AudaWatch section by clicking on **Repair Info** or **Repair Photos.**

AudaNet by Audatex					00.0	Ð
AudeNet Claim Information						
Contacts	Claim Information					
Vehicle Identification	Quote Management		1	Excess		
Vehicle Data Attachments	Chim Mumber	Longton Name		Cotal Excess Amount	Excess to Be Collected by Repairer	
Attachments Damage Capturing	AudaWa	tob		Amount	Excess to Be Collected by Repairer	
Modify Parts	Auuawa	içn			Excess to Be Collected by Insurer	
Calculation & Reports	. Domain	1-6-				
Case Messages	🕴 Repair	into				
Submit Quote						
Repair Info						
Repair Photos	Repair	Photos				
	ricpan	1 110100				
	Process Type Non-Driveable	 SUBMIT BOOKIN 	IG CHANGE			
	Accident Data			Fow Bookings		
	Loss Døte	Claim description		Tow Booking - Created 23/04/15 13:17	7:51	
	20/04/15		to turn left into a driveway and I I the car behind hit me at the	Towing Agency: Border Towing Serv 07 00679869	rice Pty Ltd	
	Loss Ceuse	back of my car. P		From Location: 9 ROSS ST	Council and Alian	
https://audanet-intl.audatex.com.au/bre/#?1473831863841.e	Damage Whilst Driven	bumper		WOOLLOONGABBA To Location: HIGHLAND SMASH	, Queensiand, 4102 REPAIRS 31 STANDISH ST	



Within the Repair Info tab you can update the status of the repair order, print a barcode for the vehicle and input a book-in date and promise date. Within this tab you can also set repair alerts, see upcoming alerts and add notes to the repair order for your use.

7.1 Repair Status

To update the status of the AudaWatch repair you can slide the orange dot along the progress bar to update the status. Alternatively, you can use the drop down menu to manually pick the status you wish to apply.

DAudaNet www						<				Tottlen		
						AUD						
let m Information							Oct		•	2016		•
acts						N	lo Tu	We	Th	Fr	Sa	S
cle Identification	Repair Info											
cle Data	Repair Status				Vehicle Info						1	2
chmenta			Repair Status		Manufacturer		3 4	5	6	7	8	9
age Capturing	Book in Date		Vehicle Arrived Promise Date	•	Nodel	,	0 11	12	13	14	15	10
ify Parts	01/2008	8	01/2008				0 11	12	15	14		
ulation	 Start Date 		Brand		Sub An del	1	7 18	19	20	21	22	2
	01/2008						4 25	26	27	28	29	3
						1						
ortu	Promise Date Change His	story			Repair No es	2	.4 25	20	21			
orts Messages	Promise Date Change His	story			Repair No es		14 25	20	21			
ortu				Ø	Repair No es			20	21		y D	
orts : Messages mit Quote Vatch	Promise Date Change His Repair State			U	Repair No es			25	21	TODA	Y C	DONE
orts : Messages mit Quote Vatch iri Info				9				25	21		Y C	
orts : Messages mit Quote Vatch				Q	Repair Nores			25	21		y c	
orts : Messages mit Quote Vatch iri Info				0	Repair Status			25			Y C	
orts : Messages mit Quote Vatch iri Info	Repair State			0	Repair Status Vehicle	Arrived		20	21		Y C	DONE
orts : Messages mit Quote Vatch iri Info				U	Repair Status	Arrived		20			y c	DONE
orts : Messages mit Quote Vatch iri Info	Repair State				Repair Status Vehicle	a Arrived ate		20			Y C	DONE
orts : Messages mit Quote Vatch iri Info	Repair Stat			•	Repair Status Vehicle	a Arrived ate		20			v c	DONE
orts : Messages mit Quote Vatch iri Info	Repair State				Repair Status Vehicle	a Arrived ate					Y C	DONE
orts : Messages mit Quote Vatch iri Info	Repair State Book-In Date 01/2008				Repair Status Vehicle / Promise D 01/2008 Brand	a Arrived ate					v c	DONE

Under the Repair Status header, you can easily amend the Book-in Date, Promise date or the Start Date. Once a new date has been inputted, it will automatically save. You can use the calendar icons to quickly set a new date. The book-in date is the date in which the customer will drop the vehicle off at the repair shop to start repairs and the promise date reflects the date inputted within the Submit Quote tab.





See below for a full list of status updates that you can utilise.

1 - Vehicle Arrived
2 - Quote Submitted
3 - Insurance Approved (Repairs Authorised)
4 - Disassembly
5 - Parts Ordered
6 - Waiting For Parts
7 - Structural Repairs
8 - Body and Part Repairs
9 - Paint Preparation
10 - Painting
11 - Reassembly
12 - Detailing
13 - Ready to collect
14 - Vehicle Collected

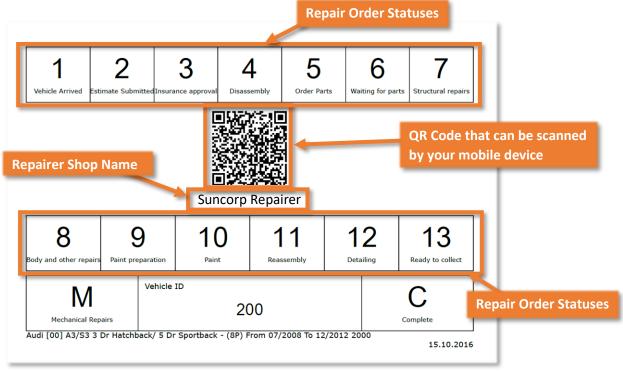
The barcode can be printed and placed in the windscreen of the vehicle. You can use the AudaWatch app to scan the barcode and easily manage AudaWatch repair order updates.

You can download the AudaWatch for your iPhone or Android device, contact the Audatex Service Desk for this user guide.

Net by Audat								
in the second second	-							
	Desciptor					Click on Prin	t Barcode	PDF
	Repair Info							
	Repair Status			0	Vehicle Info			
			Repair Status		Manufacturer			
	•		Vehicle Arrived	•			- PRINT	BARCODE PDF
	Book-In Date		Promise Date		Model			
	01/2008		01/2008	8				
	 Start Date 		Brand				~	
	01/2008		BINGLE					
	Promise Date Change Hi	story		PRINT BAR	CODE PD	₽		
	Old Date New Date	Data Observed	Development	L				
	Old Date New Date	Date Changed	Days Delayed	L	Michael Garry			
	Old Date New Date No records found.	Date Changed	Days Delayed		Michael Garri Comment:	ett		
		Date Changed	Days Delayed	0	Michael Garr Comment: His car is stu	ett		
	No records found.				Michael Garri Comment:	ett		
	No records found. Upcoming Alerts Created By Comm			Clear	Michael Garr Comment: His car is stu	ett		
	No records found. Upcoming Alerts Created By Comm No records found.		tion Date D	Lue Date Clear	Michael Garr Comment: His car is stu	ett		
	No records found. Upcoming Alerts Created By Comm				Michael Garr Comment: His car is stu	ett		ADD NOT
	No records found. Upcoming Alerts Created By Comm No records found. Alert Type	ient Creat	tion Date D	Clear	Michael Garr Comment: His car is stu	ett iffedt		ADD NO
	No records found. Upcoming Alerts Created By One No records found. Aret Type Customer	ient Creat	tion Date D		Michael Garre Comment His car is stu Note Text Repair Alerts	ett iffed!	Created	
	No records found. Upcoming Alerts Created By One No records found. Aret Type Customer	ient Creat	tion Date D		Michael Garre Comment: His car is stu Note Text Repair Alerts Alert Type	st Comment	Created 30/08/16.1206	ADD NO
	No records found. Upcoming Alerts Created By One No records found. Aret Type Customer	ient Creat	tion Date D		Michael Garre Comment: His car is stu Note Text Repair Alerts Alert Type Auto Alert	ett ffed Comment No photos upload in 5 days.	30/08/16 12:06	Cleared
	No records found. Upcoming Alerts Created By One No records found. Aret Type Customer	ient Creat	tion Date D		Michael Garre Comment: His car is stu Note Text Repair Alerts Alert Type	st Comment		



A new window will open displaying the barcode that can be printed. An example of what the barcode looks like is below:



The barcode PDF displays each of the repair statuses that can be applied along with a QR code that can be scanned by your mobile device to easily and quickly update AudaWatch repair orders. For more information on using AudaWatch on your mobile device, see the AudaWatch mobile user guide.





7.2 Vehicle Info

Within the Repair Info tab you can find Vehicle Information including the manufacturer and model of the vehicle that is being worked on.

MudaNet by Auda						0 0	MICHAEL GARRETT E
AudaNet • Claim Information							
Contacts Vehicle Identification	Repair Info			_			
Vehicle Data	Repair Status		0	Vehicle Info			0
Attachments		Repair Status Vehicle Arriv	ed 👻	Manufacturer		PRINT	BARCODE PDF
Damage Capturing	Book-In Date	Promise Date	ea •	Model		- ANT	DARGODE POP
Modify Parts	01/2008	01/2008					
Calculation	 Start Date 	Brand		Sub Model			
	01/2008	BINGLE					•
Reports	Promise Date Change His	tory	0	перал поте	3		
ddiaWatch Repair Info Repair Photos Sub Model		▼ PRI	NT BARCODE PDF	Somment: His car is stu le Text	ffed!		ADD NOTE
				pair Alerts	3		0
				ort Type	Comment	Created	Cleared
				Auto Alert	No photos upload in 5 days.	30/08/16 12:06	
			ADD CLAIM ALERT				
			ADD CLAIM ALERT	Auto Alert	No stage updated in 5 days.	30/08/16 12:06	31/08/16 14:23

7.3 Promised Date Changes

You can view all previous promise dates and the reasons as to why this was adjusted.

AudaNet by Audatex						0 0	MICHAEL GARRETT TestGarage_3_PH2	Ð
AudaNet Claim Information	MY CLAIMS	Promis	e Date Chang	e History				0
 Contacts Vehicle Identification Vehicle Data Attachments Damage Capturing 	Repair Info Repair Status • • Book-In Date	Old Date	e New Date	Date Cha	inged Day	ys Delayed	Reason	Comment
Modify Parts Calculation Reports Case Messages	01/2008 Start Date 01/2008 Promise Date Change H	History	and Direct C	Sto Moder	tes			
Submit Quote AudaWatch Repair Info Repair Photos	Old Date New Date No records found. Upcoming Alerts Created By Com	Date Changed I		omment 31/08/16 Michael G Comment His car is Note Text	arrett			
	No records found. Alert Type Customer Alert Description		bue Date 01/2008	E Repair Ale				
			ADD CLA	Allert Type Auto Alert Auto Alert Auto Alert Auto Alert	Comment No photos upload in 5 days. No stage updated in 5 days. Past Stage Time Limit	Crested 30/08/16 12:06 30/08/16 12:06 26/08/16 12:07	Cleared 31/08/16 14:23 31/08/16 14:23	





7.4 Repair Alerts

You can view all AudaWatch Repair Order Alerts, this includes the Alert Type, Comments, date created and date cleared.

	Densislafe						
in	Repair Info						
	Repair Status		C	Vehicle Info			G
		Repair Sta		Manufacturer			
	Book in Date	Vehic Prome	cle Arrived	• Model			BARCODE PDF
	01/2008	01/20					
	Start Date	Brand		Sub Model			
	01/2008	Divisi					
	Promise Date Change His	tory	C	Repair Notes	1		0
		Date Changed Days De	elayed Reason Comment	31/08/16 14:4 Michael Garre			
	No records found.			Comment:			
	Upcoming Alerts		0	His car is stu Note Text	ffed!		
	Created By Comme	ent Creation Date	Due Date Clear				
	No records found.						
	Alert Type	Due Date					ADD NOTE
	Customer	• 01/200	08	5			AUG NUT
	Alert Description			Repair Alerts			0
				Alert Type	Comment	Created	Cleared
				Auto Alert	No photos upload in 5 days.	30/08/16 12:06	
			ADD CLAIP ALERT	Auto Alert	No stage updated in 5 days.	30/08/16 12:06	31/08/16 14:23
				Auto Alert	Past Stage Time Limit	26/08/16 12:07	31/08/16 14:23
				_			
ir Alerts							
ir Alerts							
ir Alerts							
	Commo	of		Croat	od	Cleare	мd
	Comme	nt		Creat	ed	Cleare	ed
ert Type							
ert Type		nt e updated in	3 days.		ed 3/16 00:06		ed /16 16:51
ert Type to Alert	No stag	e updated in		19/08	3/16 00:06		
ert Type to Alert	No stag			19/08			
ert Type to Alert	No stag	e updated in os upload in	2 days.	19/08	3/16 00:06		
ert Type to Alert to Alert	No stag	e updated in os upload in	2 days.	19/08	3/16 00:06	10/10,	
ert Type to Alert to Alert	No stag	e updated in	2 days.	19/08	3/16 00:06 3/16 00:12	10/10,	/16 16:51
ert Type to Alert to Alert	No stag	e updated in os upload in	2 days.	19/08	3/16 00:06 3/16 00:12	10/10,	/16 16:51
ert Type	No stag	e updated in os upload in	2 days.	19/08	3/16 00:06 3/16 00:12	10/10,	/16 16:51



7.5 Create a Repair Alert

You can create AudaWatch alerts to help you better manage your customers. Alerts are visible within your AudaWatch Work List Grid under the Alerts column along with the number of alerts that have been triggered. You will see a yellow icon informing you there is an alert notification for that claim.

		МҮ	CLAIMS		OPEN	CLOSED	ME	SSAGES		AUDAWATC	H			
Claim Number	First Name	Last name	Rego Number	Created on	Alerts	Kake Ti	Alerts	Notes		Sender company Driva	Q. C	™i late Ma	Show	30 Model
M017657830	LAUREN	TESTER	BOAT1	08/10/14 16			123	10	1 .	Open Repair Order		10:00 AUS	SSIE WHALER	
M017657956	MATT	UATEST	TST001	09/10/14 12			11	10	1	Open nepair order		10:00 PAR	RAMOUNT	
M017658116	Bey	Taylor	D90CW	09/10/14 15			14	10	: (9 Update Repair State	15	Fiat	[08]	Ducato
M017658143	MATT L	UATEST	MHM001	09/10/14 17	1/!		0.4	00	1	TestInsurance_PH2 Yes	14/10/14	11:38 Mer	rcedes-Benz [03]	Sprinte
M017349013	DAVID	HOSKIN	S57211	10/10/14 14			2.1	2 💭	:	TestInsurance_PH2 Yes		Aud	ii [00]	Q5 - (8F
M015952630	THERESE	BRITTON	¥97265	10/10/14 14:56			2	20	1	TestInsurance_PH2		Alfa	Romeo [07]	156 Se
M015959937	DAVID	RYDER	UNKNOWN	10/10/14 14:57		•	0.4	00	:	TestInsurance_PH2 Yes		BM	W [01]	316CI-3
M017657117	EP RP	TEST	666LLL	10/10/14 14:59			2	2 🖓	:	TestInsurance_PH2 Yes	13/10/14	00:00 Hor	nda [35]	Civic - F
M017076094	RAYMOND	LEARY	T49630	10/10/14 15:01			0.4	00	:	TestInsurance_PH2 Yes	11/03/16	10:59 Aud	ii [00]	A1/S1
M017659099	EP RP	TEST	444GGG	15/10/14 12:58			0/1	00	:	Testinsurance_PH2		Aud	ii (00)	A3/S3
M017659142	NN	TEST	123ABC	15/10/14 16:23		· · · · · · · · · · · · · · · · · · ·	0.4	00	:	TestInsurance_PH2 Yes	16/10/14	14:58 Hol	den [69]	Barina :
M017659115	Third	PArty	777IOU	15/10/14 17:25		• • · · · · · · · · · · · · · ·	0.4	00	:	TestInsurance_PH2 Yes	16/10/14	12:02 Mit	subishi [32]	Lancer
M025377039	BERNARD JOSEPH	LEWIS	995JVE	31/05/15 11:26			0.1	00	:	TestInsurance_PH2 Yes	29/05/15	00:00 Hol	den [69]	Astra -
M025377645	BERNARD JOSEPH	LEWIS	995JVE	04/06/15 17:16			11	10	:	TestInsurance_PH2 No	09/06/15	00:00 Hol	den [69]	Astra -
M025377618	BERNARD JOSEPH	LEWIS	995JVE	04/06/15 18:34			0.1	00	:	TestInsurance_PH2 Yes	08/06/15	00:00 Hol	den (69)	Astra -
M025377976	BERNARD JOSEPH	LEWIS	995JVE	15/06/15 10:42			0.4	00	:	TestInsurance_PH2 Yes	16/06/15	00:00 Hol	den [69]	Astra -
M025906271	BERNARD JOSEPH	LEWIS	995.JVE	18/06/15 19:19			0/8	00	1	TestInsurance_PH2 Yes	19/06/15	00:00 Hol	den [69]	Astra -
M025906306	BERNARD JOSEPH	LEWIS	995.JVE	19/06/15 09:38			1	10	:	TestInsurance_PH2 Yes	22/06/15	00:00 Hol	den [69]	Astra -

To create an Alert click the **Add Claim Alert** button. The Alert Type field is a drop down box in which you can select **Waiting for Parts, Update Customer** or **Other**. You can add in an Alert Description and use the calendar icon to select the date in which the alert will be triggered.

Once you have inputted the details of the alert click Add Claim Alert.

Alert Type	Update Custon	ner 💌	Alert Description	Advise repa	bottes started
	opuate ouston	ther •		Auvise repa	ans started
Dura Data					
Due Date			ADD CLAIM ALEF	IT	
	15/10/16				
Promise Date Change	History	C TRep	pair Notes		0
Old Date New Date	Date Changed Days Delayed	Reason Comment	/08/16 14:44		
No records found.	Date Changed Days Delayed	Mi	chael Garrett		
No records found.	Date Changed Days Delayed	Mi Co Hi	chael Garrett imment: is car is stuffed!		
No records found.		C Note	chael Garrett imment: is car is stuffed!		
No records found.		Mi Co Hi	chael Garrett imment: is car is stuffed!		
No records found. Upcoming Alerts Created By Com		C Note	chael Garrett imment: is car is stuffed!		ADD NOTE
No records found. Upcoming Alerts Created By Con No records found. Arr Type Customer	nment Creation Date	Due Date Clear	chael Garrett Imment: Garl is duffed! Text		ADD NOTE
No records found. Upcoming Alerts Created By No records found. Aven Type	nement Creation Date	Due Date Clear	chael Garrett orment s car is stuffed! Text		0
No records found. Upcoming Alerts Created By Con No records found. Arr Type Customer	nement Creation Date	Cue Date Clear	chael Garrett moment: s.car le stuffed! Teet aair Alerts t Type Comment	Crusted	ADD NOTE Cleared
No records found. Upcoming Alerts Created By Con No records found. Arr Type Customer	nement Creation Date	Due Date Clear	chael Garrett smmenet: s car le stuffed! Tret alir Alerts Comment o Alert No photos upload in 5 di	ays. 30/08/16 12:06	Cleared
No records found. Upcoming Alerts Created By Con No records found. Arr Type Customer	nement Creation Date	Due Dute Ctear	chael Garrett moment: s.car le stuffed! Teet aair Alerts t Type Comment	ays. 30/08/16 12:06	0



7.6 View Upcoming Alerts

You can view all upcoming alerts to help you track claim updates.

latex							00	MICHAE TotCo	EL GARRETT	Ð	
MY CLAIMS	Upcoming	Alerts									0
Repair Info Repair Status	_		Comment		Creatio	on Date	1	Due Date		Clea	r
01/2008 Start Date 01/2008	Alert Type Customer						9				Ē
Promise Date Cha Old Date New D		n					-				0
Upcoming Alerts Created By No records found. Alert Type Customer	Þ	ue Date		His car b Note Test	ffedt			ADD NO	OTE	Τ	
Alert Description			ADD CLAIM ALERT	Repair Alert	No photos	s upload in 5 days. updated in 5 days.	Created 30/08/16 12:06 30/08/16 12:07 26/08/16 12:07	Cleared 31/08/16 14:23 31/08/16 14:23			
	Repair Info Repair Status Bush is Date 01/2008 Start Date 01/2008 Promise Date Cha Old Date No records found. Active Type Customer	MY CLAMS Repair Info Repair Status Status Status Status Promise Date Cha Status Promise Date Cha Status Upcoming Alerts Customer Alert Description Records ford Records Customer Custome	AVY CLAME Repair Info Repair Status • south Date 01/2008 Promise Date Cha 01/2008 Promise Date Cha Outcomer Promise Date Cha Vereated By No records found. Alert Type Customer Alert Description Vereated By No records found. Alert Type Customer Alert Description Vereated By Customer Description Promise Date Cha Description Promise Date Cha Descri	Art Description	WY CLAMS Upcoming Alerts Repair Info Created By Repair Status Orrecords found. Info (17000) No records found. Promise Date Char Alert Type Customer Alert Description Vpcoming Alerts More the state of the state o	VY CLAMS Upcoming Alerts Repair Info Repair Statue Statue Statu	Classical Upcoming Alerts Repair Info Created By Comment Creation Date Repair Status No records found. No records found. Statistical Outcomer Due Date 01/2008 Outcomer 01/2008 Vectoring Alerts No records found. No records found. Vectoring Alerts Outcomer Outcomer Vectoring Alerts No records found. No records found. Vectoring Alerts Outcomer Outcomer Vectoring Alerts No records found. No records found. Vectoring Alerts No found to the found f	VY CLAMS Upcoming Alerts Repair Info Repair Statue Upcoming Alerts Created By Comment Creation Date No records found. Alert Type Customer Upcoming Alerts Alert Type Upcoming Alerts Due Date Upcoming Alerts Due Date Upcoming Alerts Alert Description Repair Alerts Auto Alert No photo update in 5 days. 2008/16/12206	VY CLANS Upcoming Alerts Created By Comment Creation Date Due Date No records found. Alert Type Customer Promise Date cha Alert Type Customer Upcoming Alerts Kert Description Upcoming Alerts Kert Description Upcoming Alerts Kert Description Customer Custom	WY CLAMS Upcoming Alerts Repair Info Created By Comment Creation Date Due Date Repair Status No records found. Alert Type Due Date 01/2008 Promise Date Che Alert Type Due Date 01/2008 Veroning Alerts Veroning Alerts No records found. Alert Description No records found. No records found. Alert No photos upload in 5 days. 30/00/16 1220 31/00/16 120	Vr CLANS Upcoming Alerts Created By Comment Creation Date Due Date Clear Provise Date Character Vr Class found. Alert Type Customer Vr Class found. Alert Description Vr Class found. Alert Description Vr Class found. Customer Vr Class found. Vr Class found.

7.7 Adding Notes

You can add notes within AudaWatch; these are for external use only and can assist in keeping track of customer requests or claim updates. You can also view all notes that have been added.

												SUNCORP REP. TestGarage_3_PF	
nation					Auto Alert	No photos upload in 2 da	ys.	18/08/16 00:12					
mation					Auto Alert	Past Stage Time Limit		17/08/16 00:06		10/10/16 16:5	51		
ntification					Page « < 1 > >>								
ta					age are to a								
its					ilert Type		-	Alert Description					
apturing					ue Date			ADD CLAIM ALERT					
rts				_			Ħ					_	
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7.8 Mark Completed

You can mark the AudaWatch Repair Order has completed from within the Repair Info tab. Once a repair order is marked completed it is automatically updated to the Vehicle collected stage which makes the repair order read only. Should you need to re-instate the AudaWatch repair info, click the re-instate button.

8 Repair Photos

The repair photos tab shows each of the AudaWatch statuses allowing you to add images for each stage of the repair process. The following file formats can be added .png, .jpg, .jpg, .gif.

AudaNet by Audatex						0 0	UN Test
formation							
	D						
fentification	Repair Photos						
Data	Vehicle Arrived		Quote Si				
ents	Vehicle Arrived			e Submitted			
Capturing	No Attachments		No A	tachments			
Parts	ADD FILES DELETE SEL	ECTED		ADD FILES	DELETE SELECTED		
ion & Reports							
ssages Juote	insurance Approved (Repairs Authorised)		Disasser	nbiy			
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fo	No Attachments			tachments			
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	ADD FILES DELETE SEL	ECTED		ADD FILES	DELETE SELECTED		
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	Order Parts			ng For Parts			
	No Attachments		No A	tachments			
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	Structural Repairs		Body an	I Part Repairs			
	Structural Repairs		Body	and Part Repairs			





8.1 Adding Attachments

To add images to your AudaWatch Repair Order, click Add Files. Ensure you are adding files to the correct repair order status.

MudaNet by Auditex							00	SUNCO TestGa	DRP REPAIRER
udaNet Claim Information									
Contacts Vehicle Identification	Repair Photos								
Vehicle Data	Vehicle Arrived			Quote Subr	nitted				
Attachments	Vehicle Arrived			Quote S	ubmitted				
Damage Capturing	No Attachments			No Atta	chments				
Modify Parts	ADD FILES DELETE SEL	ECTED			ADD FILES	ELETE SELECTED			
Calculation & Reports									
Case Messages Submit Quote	Insurance Approved (Repairs Authorised)			Disassembl	У				
uudaWatch	Insurance Approved (Repairs Authorised)			Disasse	Disassembly				
Repair Info Repair Photos	No Attachments			No Atta	chments				
Prepara Priorios	ADD FILES DELETE SEL	ECTED			ADD FILES	ELETE SELECTED			
	Order Parts			Waiting For	Parts				
	Order Parts No Attachments			Waiting	Waiting For Parts No Attachments				
				No Atta					
	ADD FILES DELETE SEL	ECTED			ADD FILES	ELETE SELECTED			
	Structural Repairs				Body and Part Repairs				
	Structural Repairs			Body an	d Part Repairs				
	No Attachments			No Atta	chments				

File explorer will open, navigate to the location of your stored files and photos.

Choose File to Upload	×
← → × ↑ 💶 > This PC >	✓ ♂ Search This PC ク
Organise 🕶	S: • 🔳 💡
↑ ∨ Folders (6)	
Desktop Documents	Downloads
This PC	Videos
Desktop	
Bocuments ↓ Downloads Music Pictures Videos ↓ Local Disk (C:) ↓ Downloads ↓ Downloads	
File name:	 ✓ Custom Files (*,jpeg:*,jpg;*,pdf; ✓ Open Cancel

You can select multiple files and photos at one time by holding down the CTRL button on your keyboard. Once your photos have been highlighted, select the **Open** button.



Choose File to Upload		×
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Organise 🔻 New folder	• •	?
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File name: "Audi Photo Two" "Audi Photo One"	Custom Files (* in eg;*.jpg;*.pd	f; ~
	Open Cancel	

The selected files will be added to your AudaWatch repair order.

We are continually striving to improve the services we deliver to you. The features described above include those that have been put forward by the insurer and repairer community as well as ideas and suggestions put forward by the Audatex Australia team. We welcome your feedback on the products and services we provide so that we can continue to improve the services we deliver to you.

Please reach out to the Audatex Service Desk by clicking <u>here</u> to provide feedback.