



AUDAWATCH WORKFLOW USER GUIDE

AUDATEX SERVICE DESK

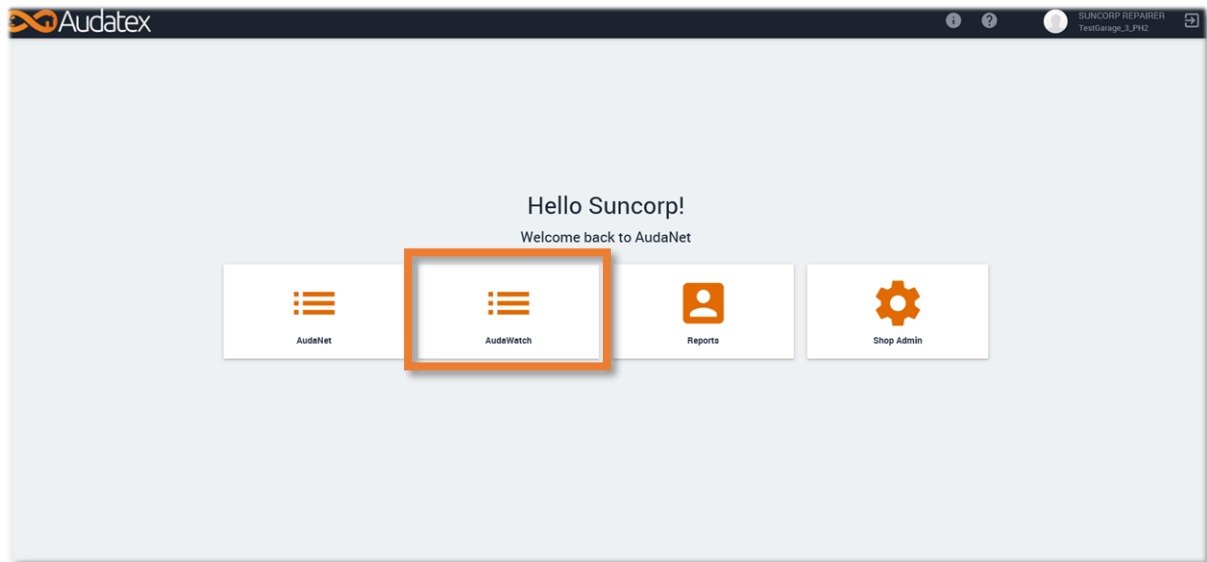
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1 Audatex

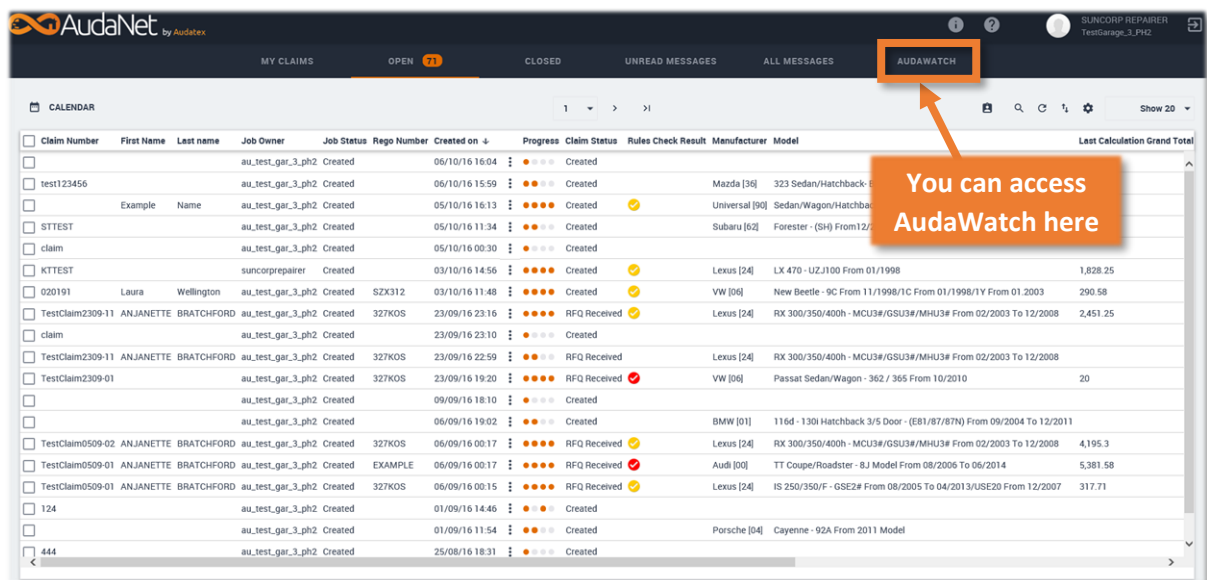
The purpose of this document is to guide you through the features and functionality of Audatex.

2 Accessing Audatex

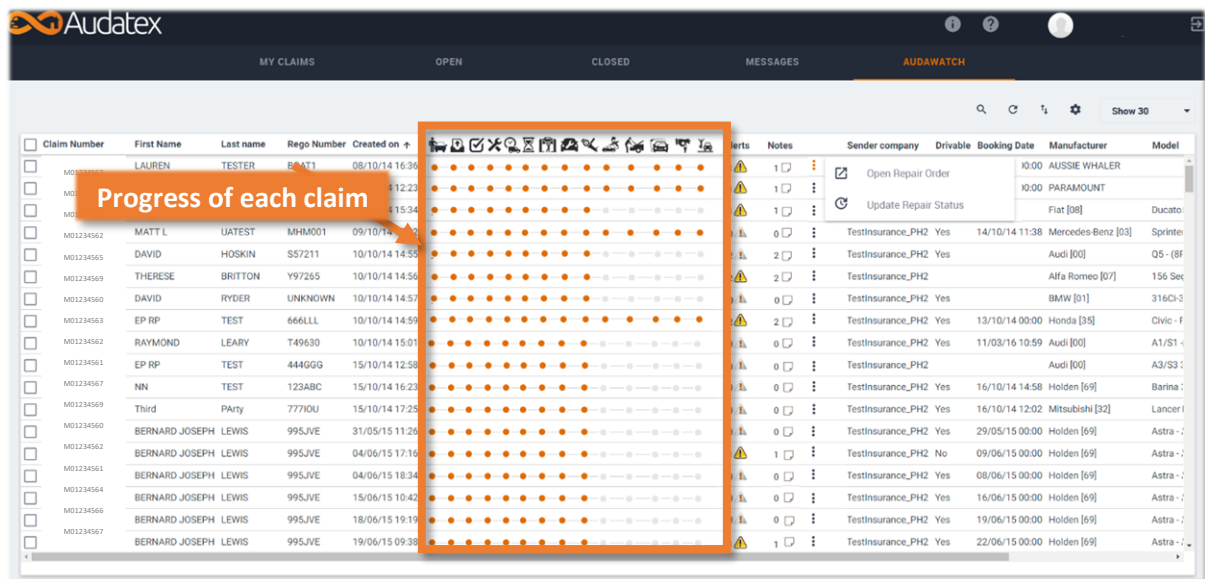
AudaWatch allows you to manage your customers by keeping them informed of the progress of the repairs. You can access Audatex from the Dashboard or from your Work List Grid.



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



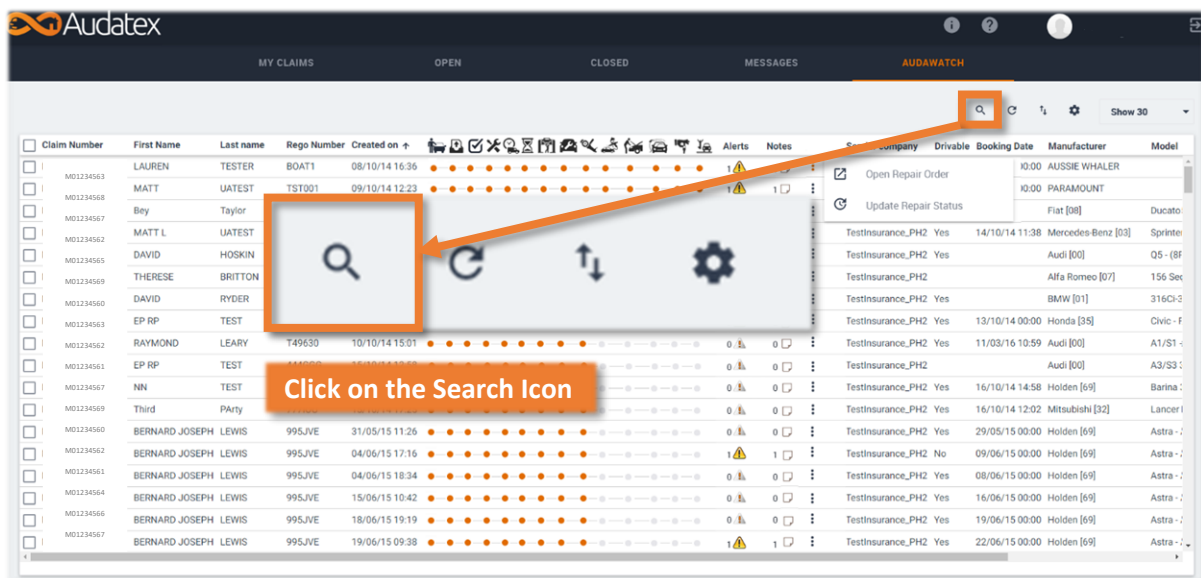
AudaWatch will load a list of your claims along with the progress of each claim.



Claim Number	First Name	Last name	Rego Number	Created on	Progress	Alerts	Notes	Sender company	Drivable	Booking Date	Manufacturer	Model
MO1234563	LAUREN	TESTER	BOAT1	08/10/14 16:36	<div><div></div></div>	1	Open Repair Order	X000 AUSSIE WHALER				
MO1234568	MATT	UATEST	TST001	09/10/14 12:23	<div><div></div></div>	1	Update Repair Status	X000 PARAMOUNT				
MO1234562	MATT L	UATEST	MHM001	09/10/14 12:23	<div><div></div></div>	0	TestInsurance_PH2	Yes	14/10/14 11:38	Mercedes-Benz [03]	Sprinter	
MO1234565	DAVID	HOSKIN	S57211	10/10/14 14:55	<div><div></div></div>	2	TestInsurance_PH2	Yes		Audi [00]	Q5 - (8F	
MO1234569	THERESE	BRITTON	Y97265	10/10/14 14:56	<div><div></div></div>	2	TestInsurance_PH2	Yes	11/03/16 10:59	Audi [00]	A1/S1	
MO1234560	DAVID	RYDER	UNKNOWN	10/10/14 14:57	<div><div></div></div>	0	TestInsurance_PH2	Yes		BMW [01]	316Ci	
MO1234563	EP RP	TEST	666LLL	10/10/14 14:59	<div><div></div></div>	2	TestInsurance_PH2	Yes	13/10/14 00:00	Honda [35]	Civic - F	
MO1234562	RAYMOND	LEARY	T49630	10/10/14 15:01	<div><div></div></div>	0	TestInsurance_PH2	Yes		Audi [00]	A3/S3	
MO1234561	EP RP	TEST	444GGG	15/10/14 12:58	<div><div></div></div>	0	TestInsurance_PH2	Yes		Audi [00]	A3/S3	
MO1234567	NN	TEST	123ABC	15/10/14 16:23	<div><div></div></div>	0	TestInsurance_PH2	Yes	16/10/14 14:58	Holden [69]	Astra	
MO1234569	Third	Party	777IOU	15/10/14 17:25	<div><div></div></div>	0	TestInsurance_PH2	Yes	16/10/14 12:02	Mitsubishi [32]	Lancer	
MO1234560	BERNARD JOSEPH	LEWIS	995JVE	31/05/15 11:26	<div><div></div></div>	0	TestInsurance_PH2	Yes	29/05/15 00:00	Holden [69]	Astra	
MO1234562	BERNARD JOSEPH	LEWIS	995JVE	04/06/15 17:16	<div><div></div></div>	1	TestInsurance_PH2	No	09/06/15 00:00	Holden [69]	Astra	
MO1234561	BERNARD JOSEPH	LEWIS	995JVE	04/06/15 18:34	<div><div></div></div>	0	TestInsurance_PH2	Yes	08/06/15 00:00	Holden [69]	Astra	
MO1234564	BERNARD JOSEPH	LEWIS	995JVE	15/06/15 10:42	<div><div></div></div>	0	TestInsurance_PH2	Yes	16/06/15 00:00	Holden [69]	Astra	
MO1234566	BERNARD JOSEPH	LEWIS	995JVE	18/06/15 19:19	<div><div></div></div>	0	TestInsurance_PH2	Yes	19/06/15 00:00	Holden [69]	Astra	
MO1234567	BERNARD JOSEPH	LEWIS	995JVE	19/06/15 09:38	<div><div></div></div>	1	TestInsurance_PH2	Yes	22/06/15 00:00	Holden [69]	Astra	

3 Simple Search

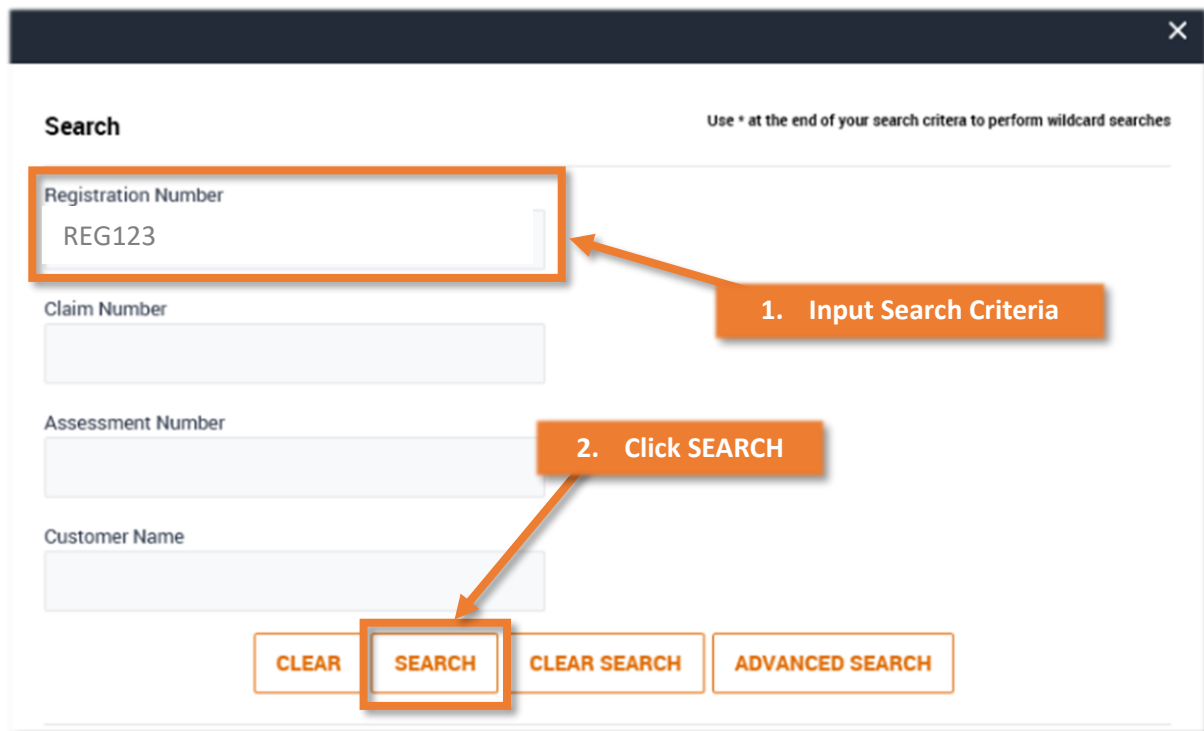
You can use the Simple Search feature to find claims easily.



Claim Number	First Name	Last name	Rego Number	Created on	Progress	Alerts	Notes	Sender company	Drivable	Booking Date	Manufacturer	Model
MO1234563	LAUREN	TESTER	BOAT1	08/10/14 16:36	<div><div></div></div>	1	Open Repair Order	X000 AUSSIE WHALER				
MO1234568	MATT	UATEST	TST001	09/10/14 12:23	<div><div></div></div>	1	Update Repair Status	X000 PARAMOUNT				
MO1234562	MATT L	UATEST	MHM001	09/10/14 12:23	<div><div></div></div>	0	TestInsurance_PH2	Yes	14/10/14 11:38	Mercedes-Benz [03]	Sprinter	
MO1234565	DAVID	HOSKIN	S57211	10/10/14 14:55	<div><div></div></div>	2	TestInsurance_PH2	Yes		Audi [00]	Q5 - (8F	
MO1234569	THERESE	BRITTON	Y97265	10/10/14 14:56	<div><div></div></div>	2	TestInsurance_PH2	Yes	11/03/16 10:59	Audi [00]	A1/S1	
MO1234560	DAVID	RYDER	UNKNOWN	10/10/14 14:57	<div><div></div></div>	0	TestInsurance_PH2	Yes		BMW [01]	316Ci	
MO1234563	EP RP	TEST	666LLL	10/10/14 14:59	<div><div></div></div>	2	TestInsurance_PH2	Yes	13/10/14 00:00	Honda [35]	Civic - F	
MO1234562	RAYMOND	LEARY	T49630	10/10/14 15:01	<div><div></div></div>	0	TestInsurance_PH2	Yes		Audi [00]	A3/S3	
MO1234561	EP RP	TEST	444GGG	15/10/14 12:58	<div><div></div></div>	0	TestInsurance_PH2	Yes		Audi [00]	A3/S3	
MO1234567	NN	TEST	123ABC	15/10/14 16:23	<div><div></div></div>	0	TestInsurance_PH2	Yes	16/10/14 14:58	Holden [69]	Astra	
MO1234569	Third	Party	777IOU	15/10/14 17:25	<div><div></div></div>	0	TestInsurance_PH2	Yes	16/10/14 12:02	Mitsubishi [32]	Lancer	
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MO1234562	BERNARD JOSEPH	LEWIS	995JVE	04/06/15 17:16	<div><div></div></div>	1	TestInsurance_PH2	No	09/06/15 00:00	Holden [69]	Astra	
MO1234561	BERNARD JOSEPH	LEWIS	995JVE	04/06/15 18:34	<div><div></div></div>	0	TestInsurance_PH2	Yes	08/06/15 00:00	Holden [69]	Astra	
MO1234564	BERNARD JOSEPH	LEWIS	995JVE	15/06/15 10:42	<div><div></div></div>	0	TestInsurance_PH2	Yes	16/06/15 00:00	Holden [69]	Astra	
MO1234566	BERNARD JOSEPH	LEWIS	995JVE	18/06/15 19:19	<div><div></div></div>	0	TestInsurance_PH2	Yes	19/06/15 00:00	Holden [69]	Astra	
MO1234567	BERNARD JOSEPH	LEWIS	995JVE	19/06/15 09:38	<div><div></div></div>	1	TestInsurance_PH2	Yes	22/06/15 00:00	Holden [69]	Astra	

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.



The screenshot shows a 'Search' window with a dark header bar containing a close button (X). Below the header, the title 'Search' is on the left, and a hint 'Use * at the end of your search criteria to perform wildcard searches' is on the right. There are four input fields: 'Registration Number' (containing 'REG123'), 'Claim Number', 'Assessment Number', and 'Customer Name'. At the bottom are four buttons: 'CLEAR', 'SEARCH', 'CLEAR SEARCH', and 'ADVANCED SEARCH'. Two orange callout boxes with arrows provide instructions: '1. Input Search Criteria' points to the 'Registration Number' field, and '2. Click SEARCH' points to the 'SEARCH' button.

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 of your search criteria to perform wildcard searches

Registration Number

Claim Number

Assessment Number

Customer Name

Manufacturer

Completed

Photos

Promise Date From

To

Repair Order Stage

Work Provider

Brand

Model

Alerts

Rental

CLEAR

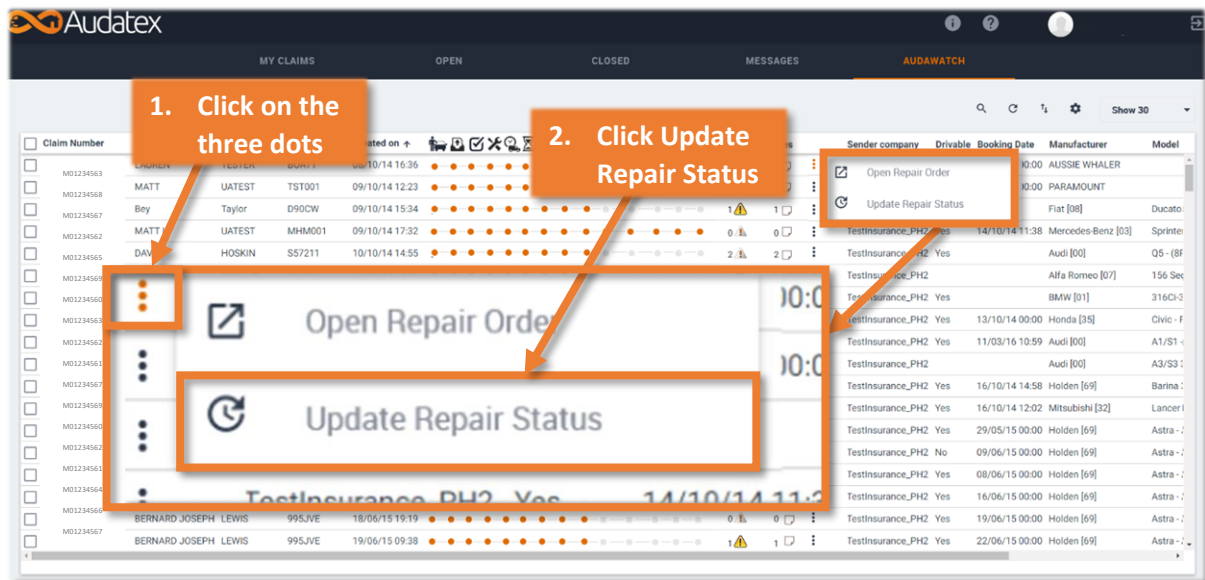
SEARCH

CLEAR SEARCH

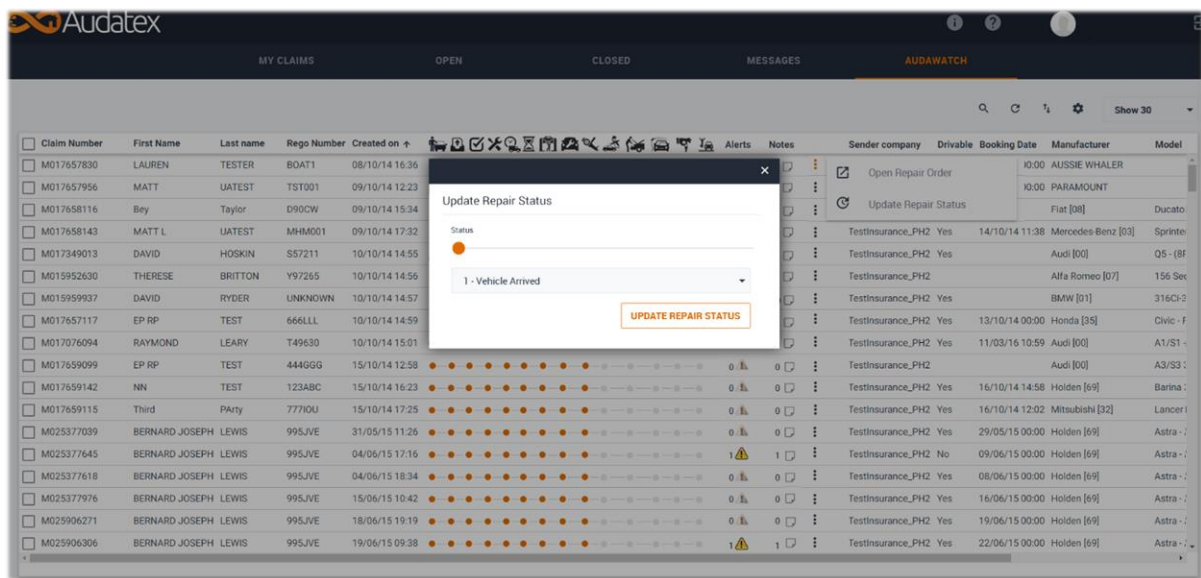
SIMPLE SEARCH

5 Update Repair Status

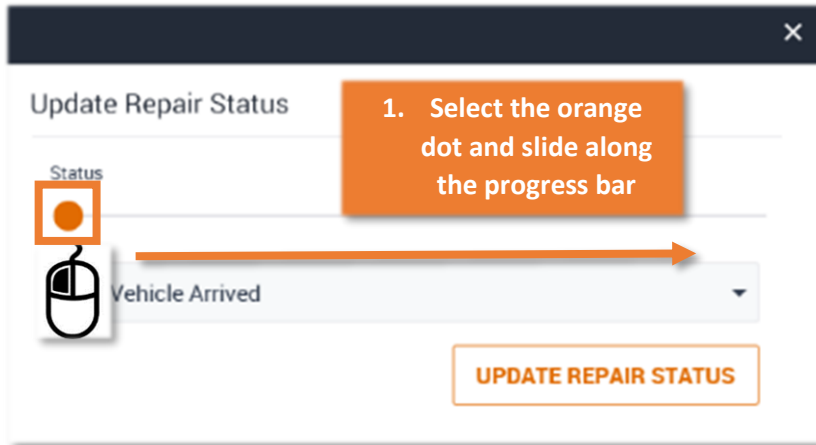
From within the Audatex Work List Grid you can take actions on claims. To do this, click the three dots. You will be presented with an option to **Open Repair Order** or to **Update Repair Status**.



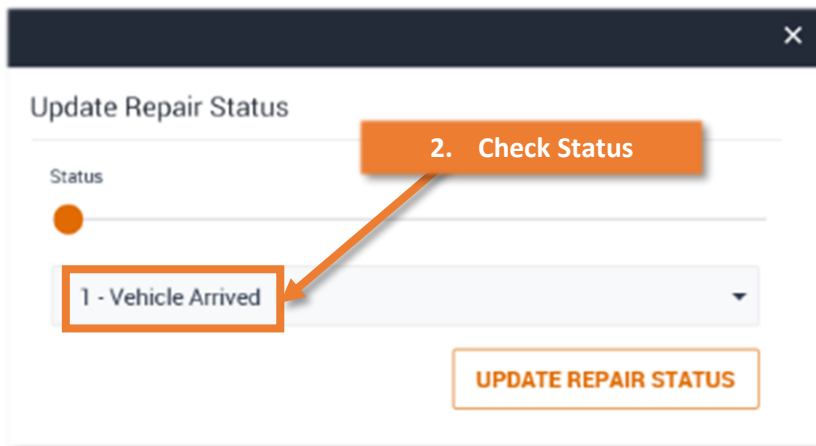
You will be presented with the repair status progress bar.



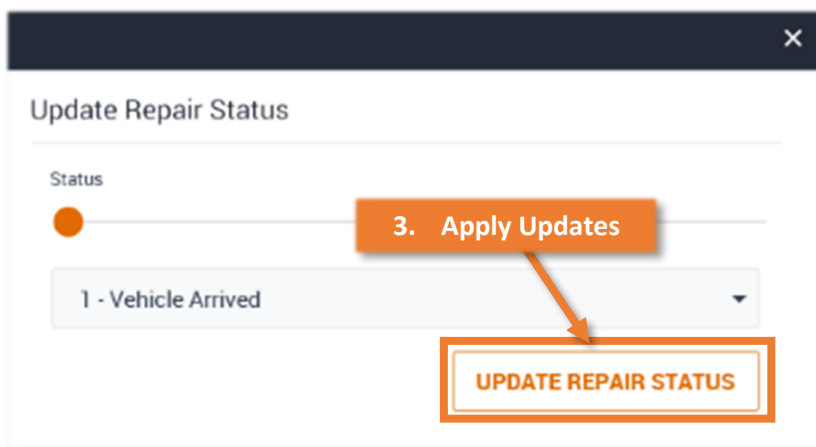
Use your mouse to move the orange dot along the bar into the status you require.



You can check the status before applying the updates.

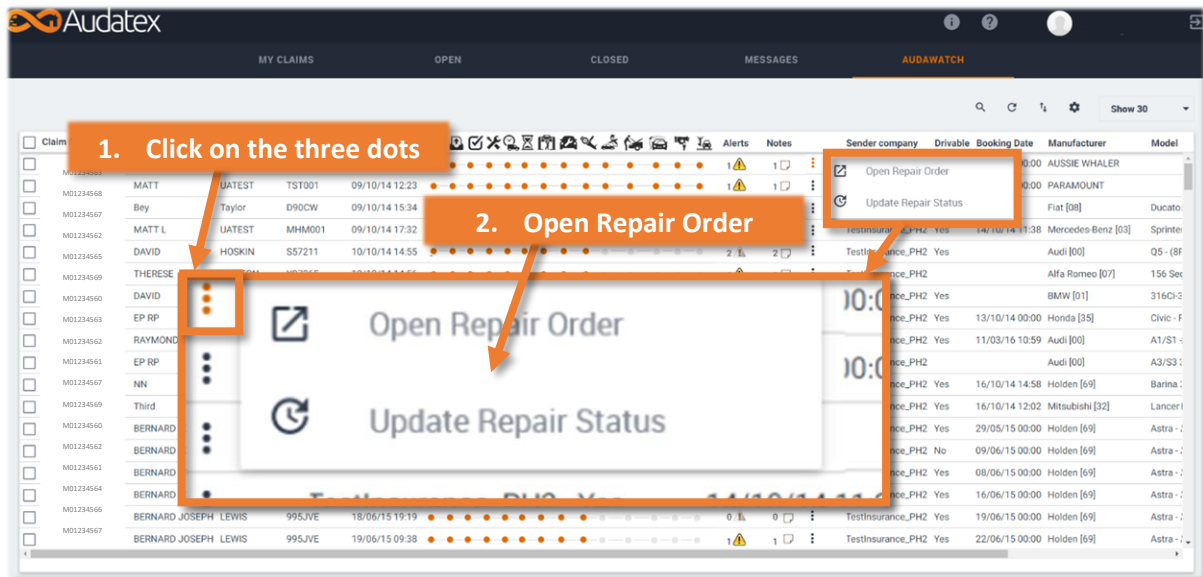


Apply the repair status updates by clicking **Update Repair Status**.

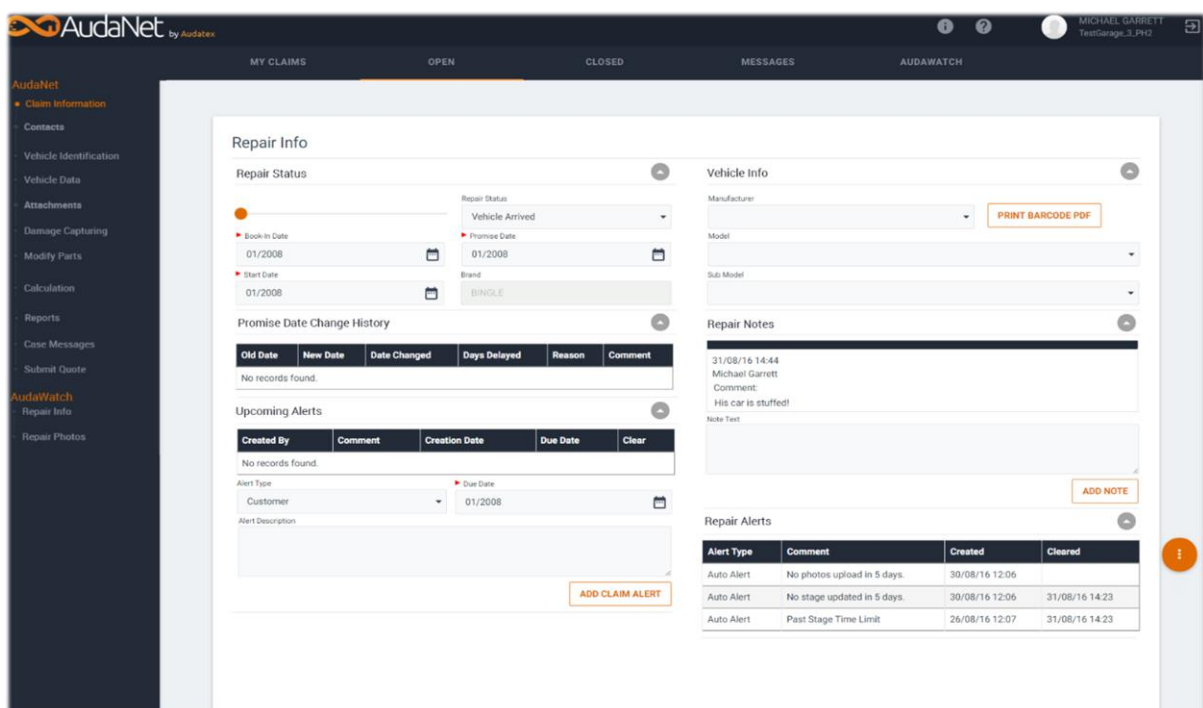


6 Open Repair Order

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**.

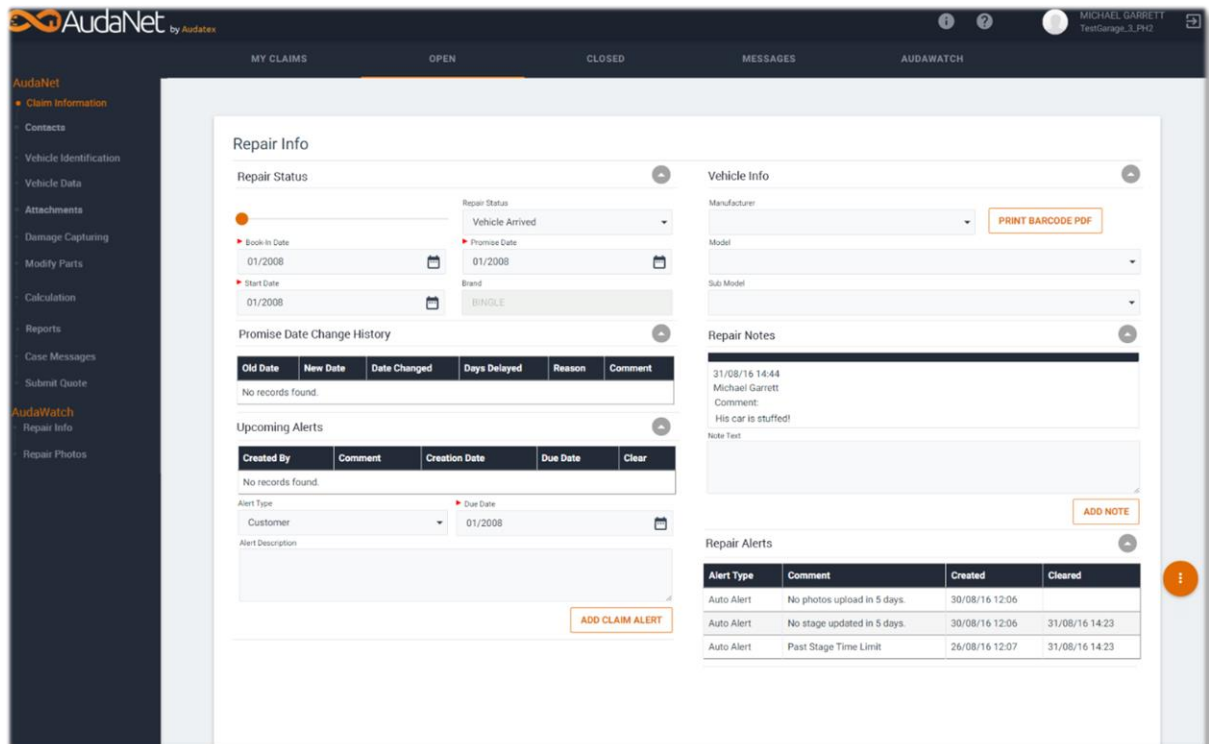


When you select to open the AudaWatch Repair Order you will be navigated to the AudaWatch section of the claim.



7 Repair Info

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



Repair Info

Repair Status

Repair Status: Vehicle Arrived

Book In Date: 01/2008

Promise Date: 01/2008

Start Date: 01/2008

Brand: BINGLE

Promise Date Change History

Old Date	New Date	Date Changed	Days Delayed	Reason	Comment
No records found.					

Upcoming Alerts

Created By	Comment	Creation Date	Due Date	Clear
No records found.				

Alert Type: Customer

Due Date: 01/2008

Alert Description:

ADD CLAIM ALERT

Vehicle Info

Manufacturer:

Model:

Sub Model:

PRINT BARCODE PDF

Repair Notes

31/08/16 14:44
Michael Garrett
Comment:
His car is stuffed!

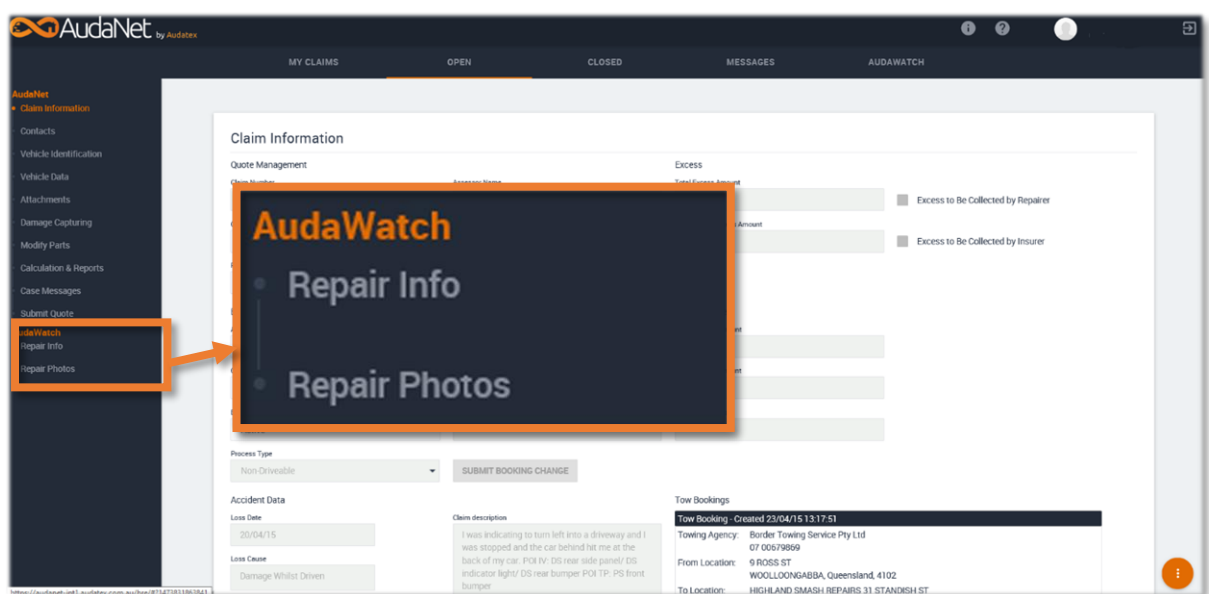
Note Text:

ADD NOTE

Repair Alerts

Alert Type	Comment	Created	Cleared
Auto Alert	No photos upload in 5 days.	30/08/16 12:06	
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

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**.



Claim Information

Quote Management

Claim Number:

Excess Amount:

Excess Type:

Excess

Excess to Be Collected by Repairer

Excess to Be Collected by Insurer

Accident Data

Loss Date: 20/04/15

Loss Cause: Damage Whilst Driven

Claim description

I was indicating to turn left into a driveway and I was stopped and the car behind hit me at the back of my car. POI IV: DS rear side panel/ DS indicator light/ DS rear bumper POI TP: PS front bumper

Tow Bookings

Tow Booking	Created	Agency
Tow Booking - Created 23/04/15 13:17:51	23/04/15 13:17:51	Border Towing Service Pty Ltd 07 00579869

From Location: 9 ROSS ST
To Location: WOOLLOONGABBA, Queensland, 4102
HIGHLAND SMASH REPAIRS 31 STANDISH ST

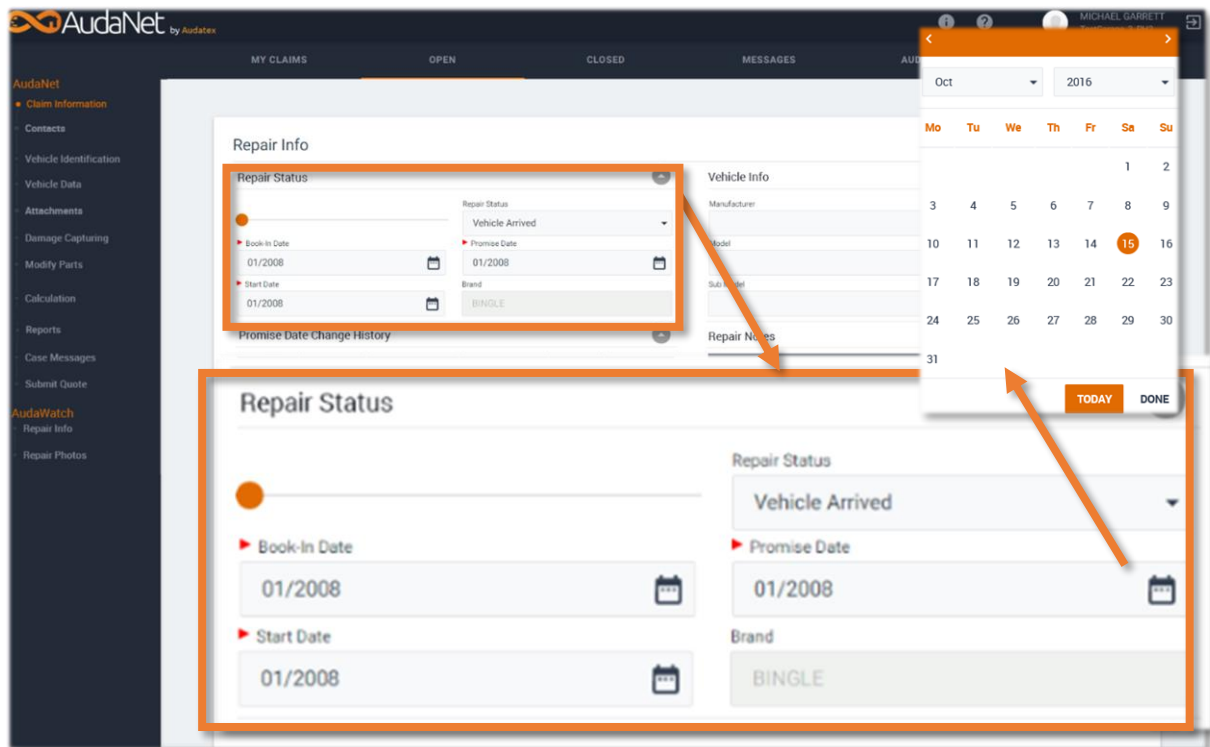
AudaWatch

- Repair Info
- Repair Photos

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.



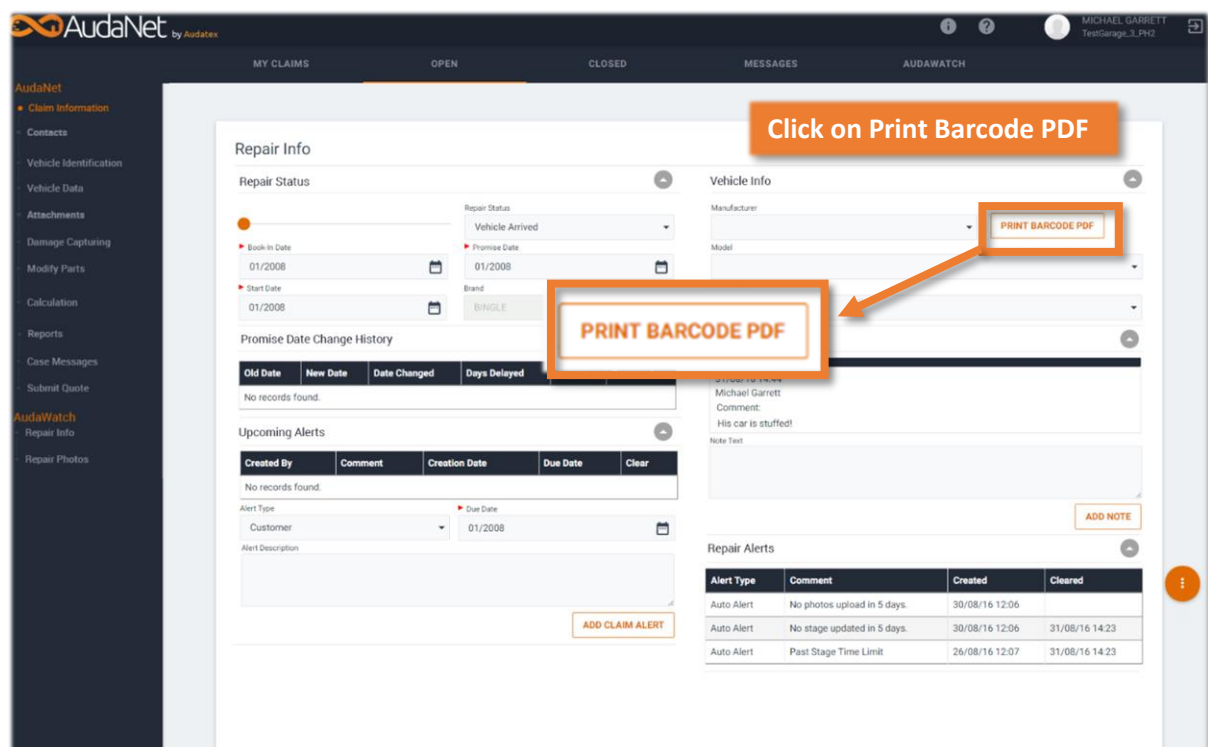
Under the Repair Status header, you can easily amend the Book-in Date, Promise date or the Start Date. Once a new date has been inputted, it will automatically save. You can use the calendar icons to quickly set a new date. The book-in date is the date in which the customer will drop the vehicle off 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.



Click on Print Barcode PDF

PRINT BARCODE PDF

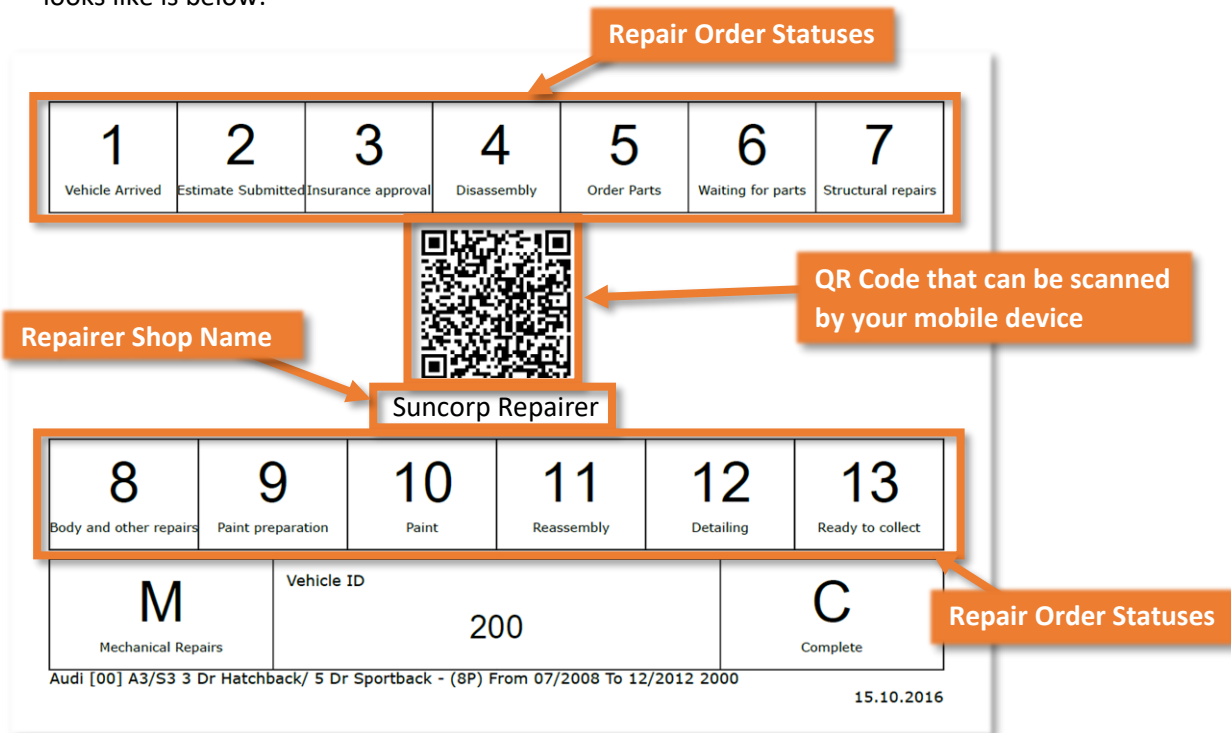
PRINT BARCODE PDF

ADD CLAIM ALERT

ADD NOTE

Alert Type	Comment	Created	Cleared
Auto Alert	No photos upload in 5 days.	30/08/16 12:06	
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

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



Repair Order Statuses

1 Vehicle Arrived	2 Estimate Submitted	3 Insurance approval	4 Disassembly	5 Order Parts	6 Waiting for parts	7 Structural repairs
----------------------	-------------------------	-------------------------	------------------	------------------	------------------------	-------------------------

Repairer Shop Name

Suncorp Repairer

QR Code that can be scanned by your mobile device

8 Body and other repairs	9 Paint preparation	10 Paint	11 Reassembly	12 Detailing	13 Ready to collect
-----------------------------	------------------------	-------------	------------------	-----------------	------------------------

Repair Order Statuses

M Mechanical Repairs	Vehicle ID 200	C Complete
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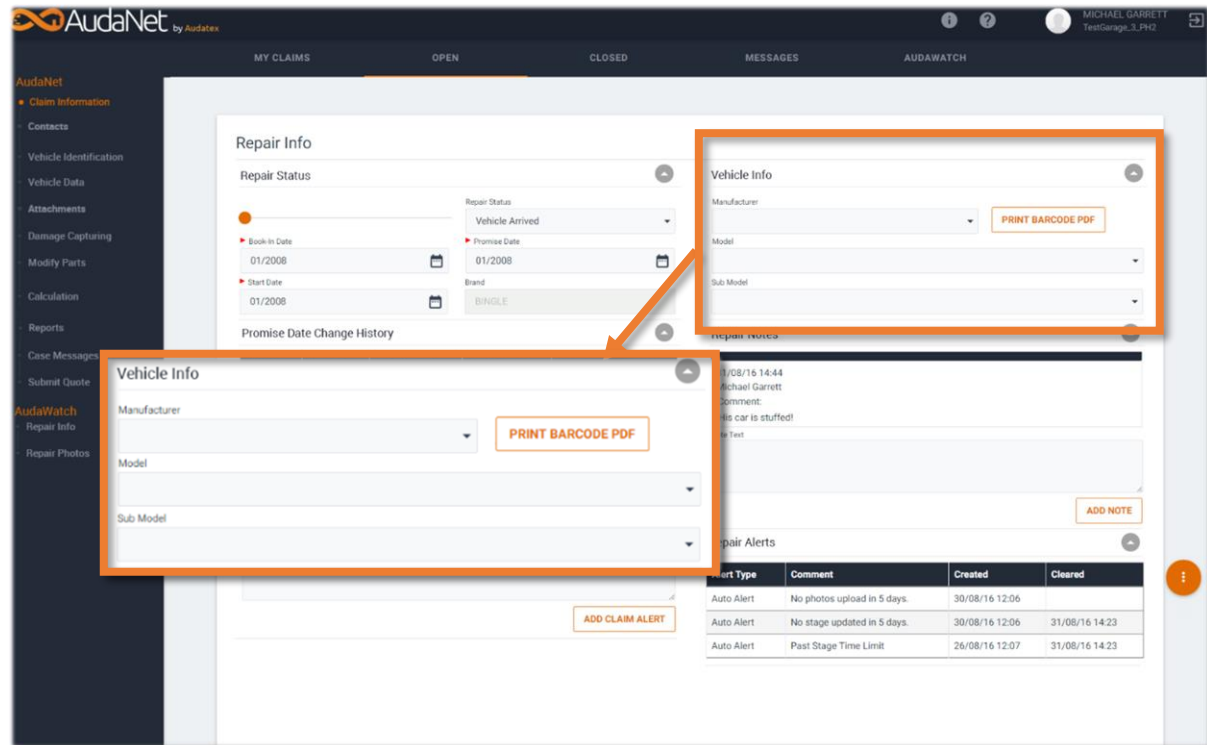
Audi [00] A3/S3 3 Dr Hatchback/ 5 Dr Sportback - (8P) From 07/2008 To 12/2012 2000

15.10.2016

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

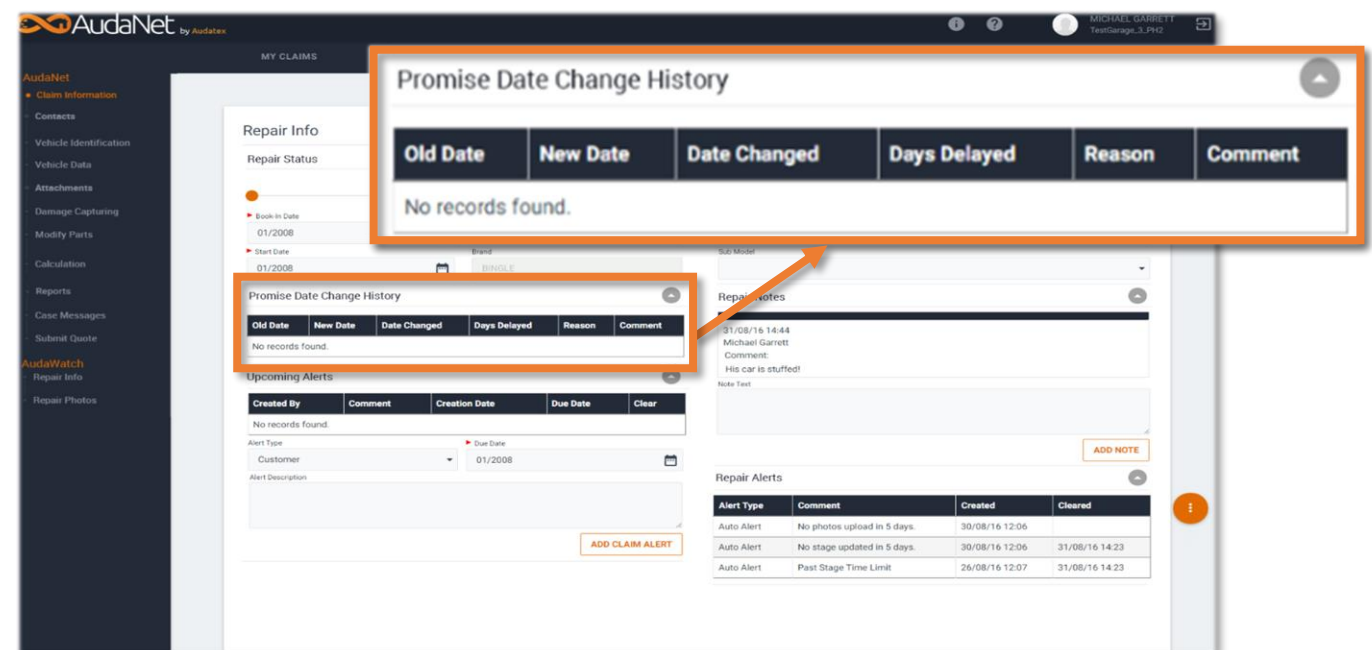
Within the Repair Info tab you can find Vehicle Information including the manufacturer and model of the vehicle that is being worked on.



The screenshot displays the Audatex AudaNet interface. The 'Repair Info' tab is active. The 'Vehicle Info' section is highlighted with an orange box, showing fields for Manufacturer, Model, and Sub Model. A 'PRINT BARCODE PDF' button is visible next to the Manufacturer field. The 'Repair Status' section shows 'Vehicle Arrived' and 'Book In Date' as 01/2008. The 'Repair Notes' section shows a note from Michael Garrett dated 31/08/16.

7.3 Promised Date Changes

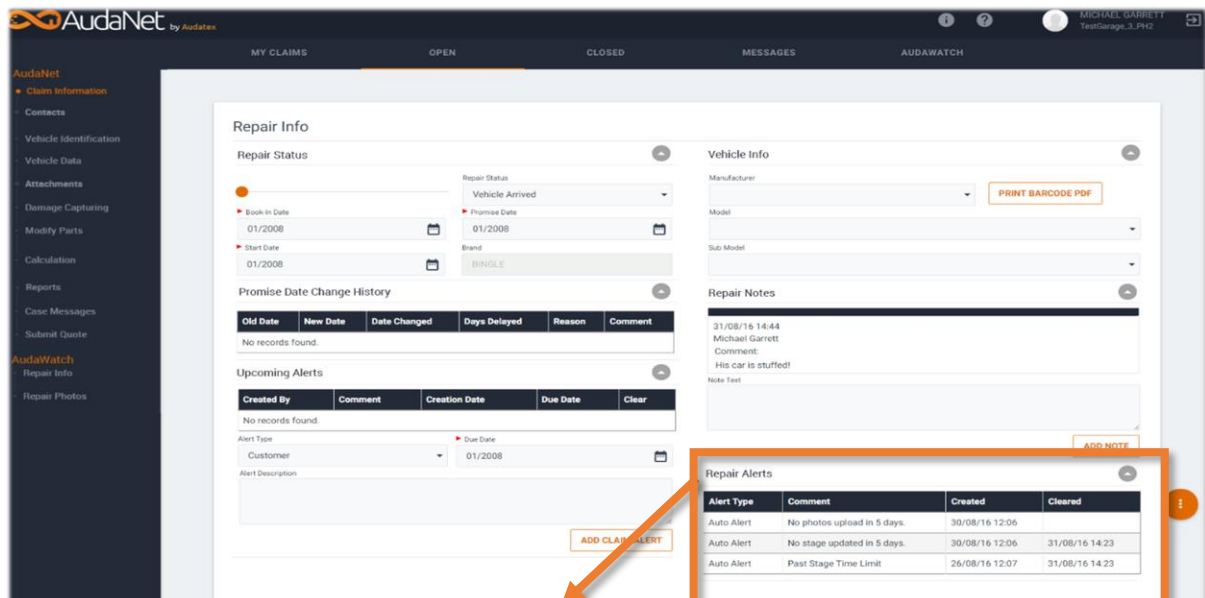
You can view all previous promise dates and the reasons as to why this was adjusted.



The screenshot displays the Audatex AudaNet interface. The 'Promise Date Change History' section is highlighted with an orange box, showing a table with columns: Old Date, New Date, Date Changed, Days Delayed, Reason, and Comment. The table is currently empty, displaying 'No records found.' The 'Repair Info' section shows 'Vehicle Arrived' and 'Book In Date' as 01/2008. The 'Repair Notes' section shows a note from Michael Garrett dated 31/08/16.

7.4 Repair Alerts

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



Repair Info

Repair Status

Book In Date: 01/2008
 Promise Date: 01/2008
 Start Date: 01/2008
 Brand: BINGLE

Vehicle Info

Manufacturer: [Dropdown]
 Model: [Dropdown]
 Sub Model: [Dropdown]

Repair Notes

31/08/16 14:44
 Michael Garrett
 Comment: His car is stuffed!
 Note Text: [Text Area]

Repair Alerts

Alert Type	Comment	Created	Cleared
Auto Alert	No photos upload in 5 days.	30/08/16 12:06	
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

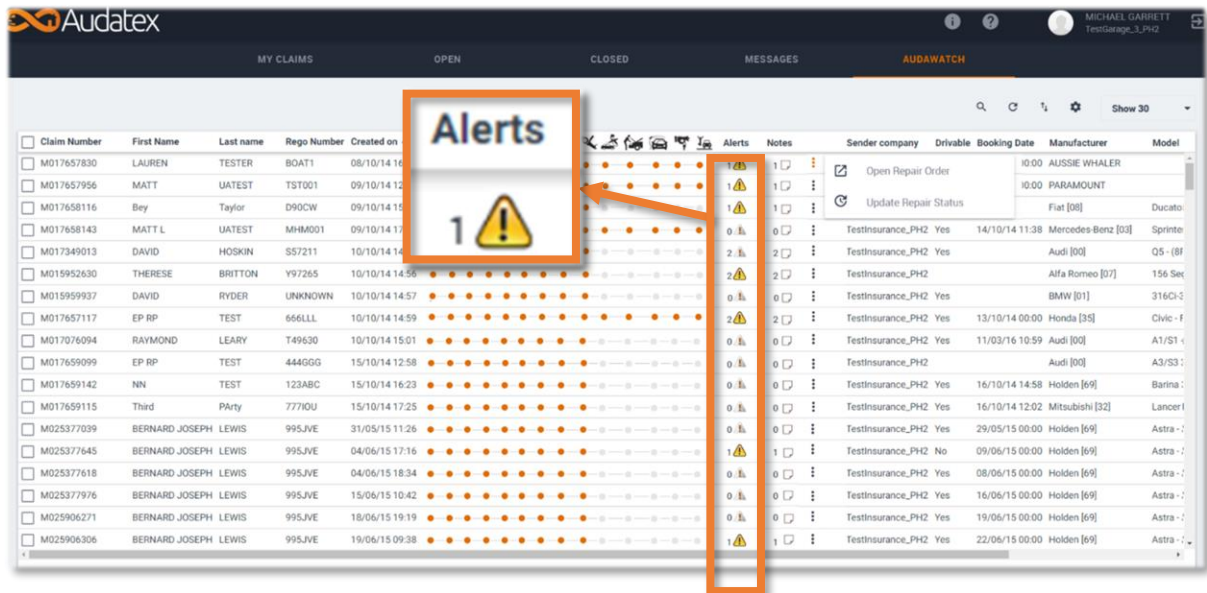
Repair Alerts

Alert Type	Comment	Created	Cleared
Auto Alert	No stage updated in 3 days.	19/08/16 00:06	10/10/16 16:51
Auto Alert	No photos upload in 2 days.	18/08/16 00:12	
Auto Alert	Past Stage Time Limit	17/08/16 00:06	10/10/16 16:51

Page « 1 »

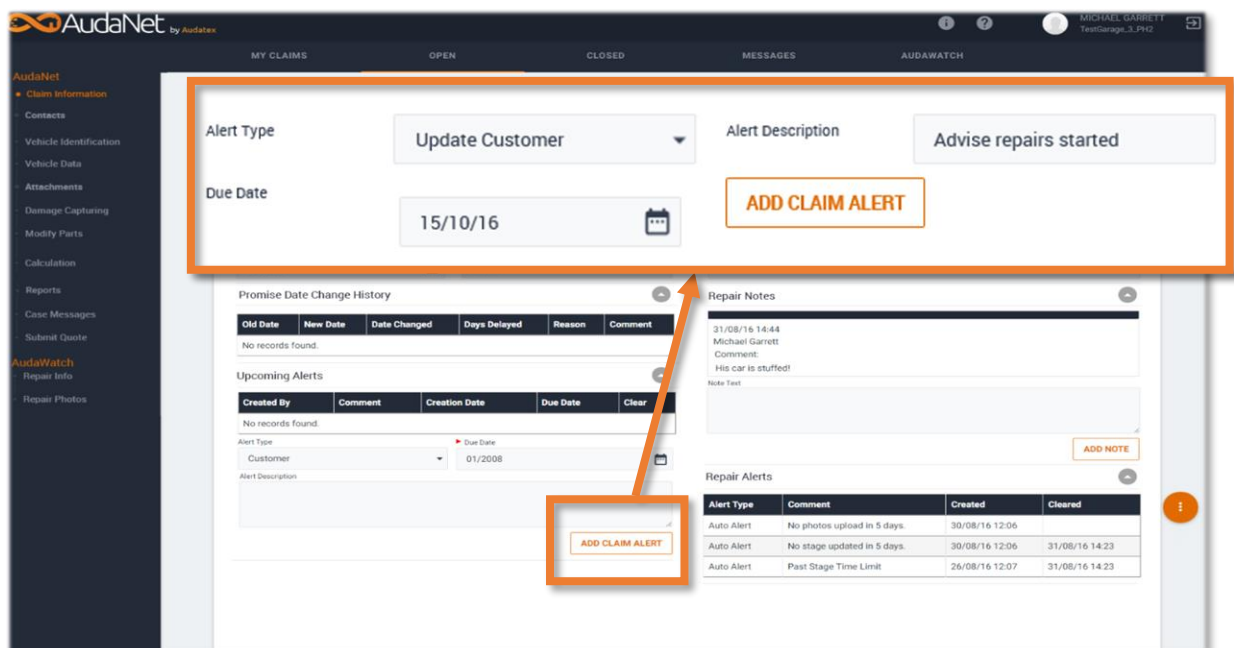
7.5 Create a Repair Alert

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.



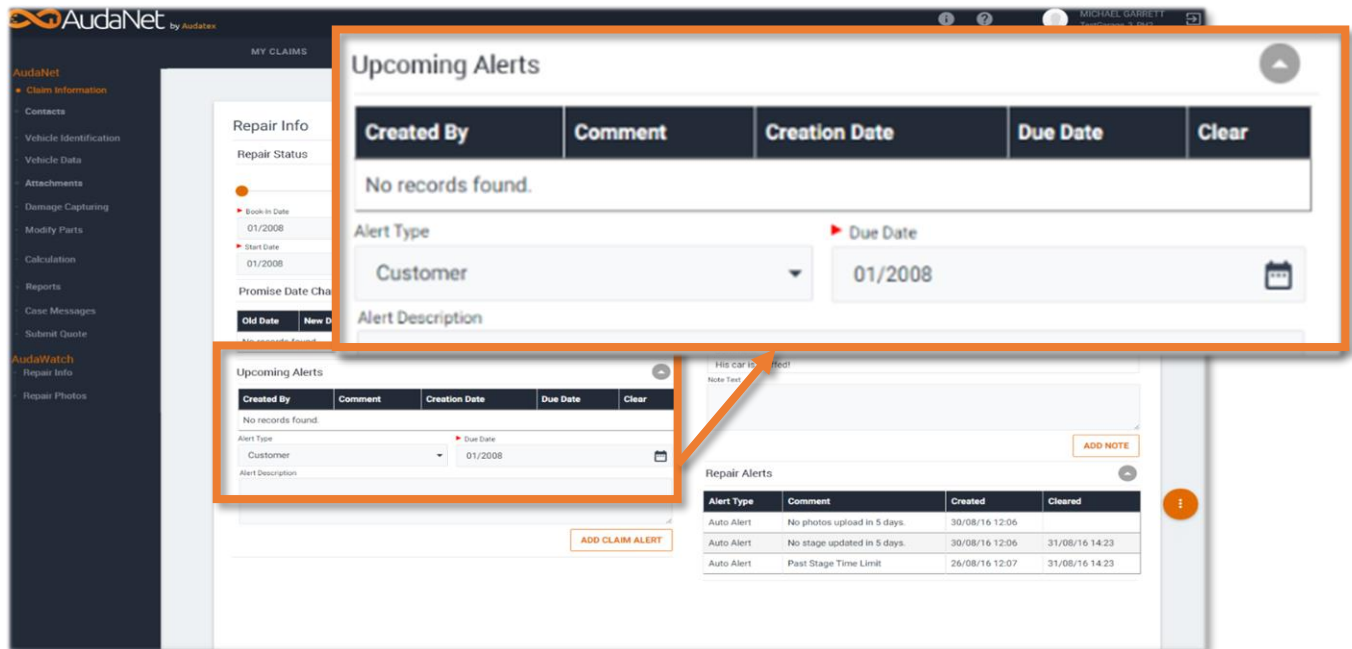
To create an Alert click the **Add Claim Alert** button. The Alert Type field is a drop down box in which you can select **Waiting for Parts**, **Update Customer** or **Other**. You can add in an Alert Description and use the calendar icon to select the date in which the alert will be triggered.

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



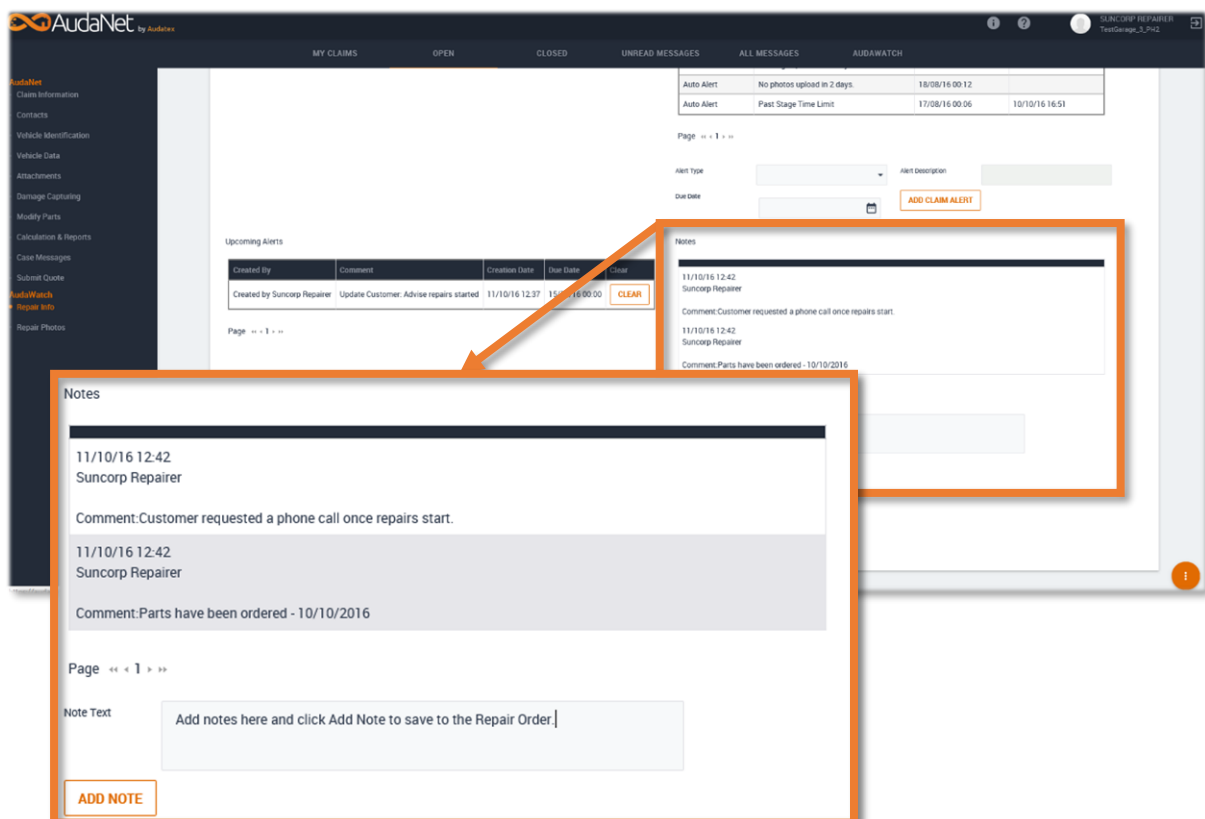
7.6 View Upcoming Alerts

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



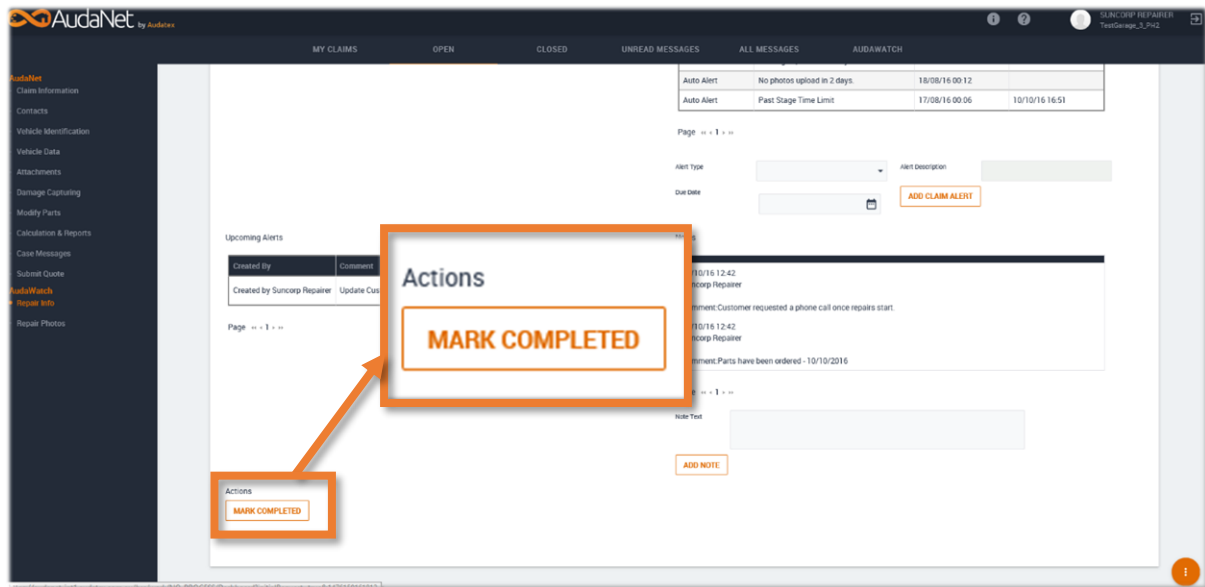
7.7 Adding Notes

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.



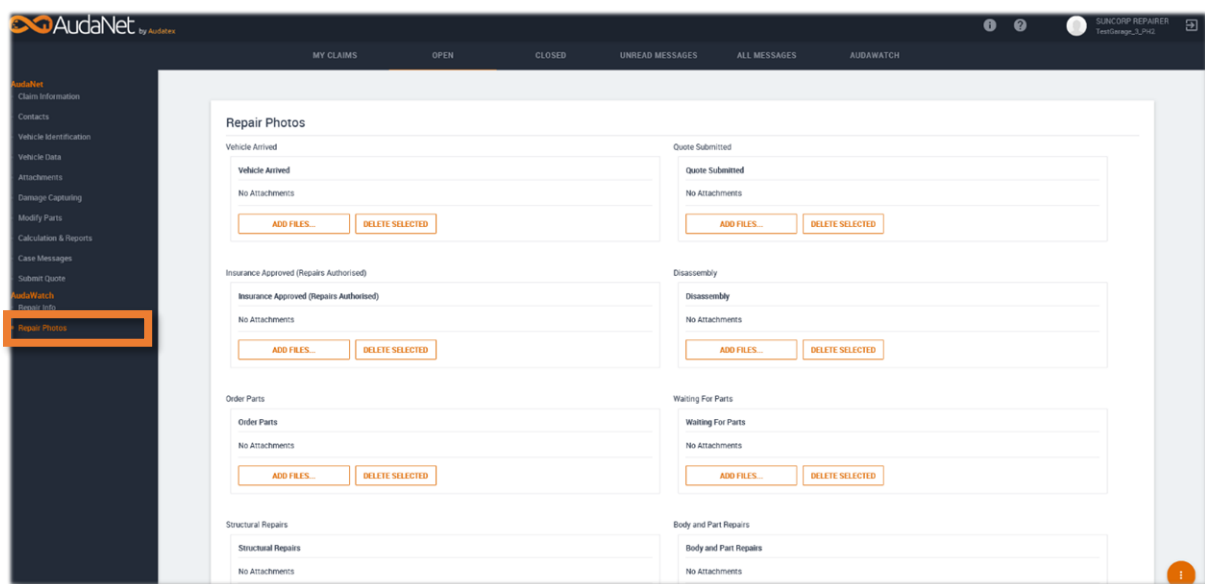
7.8 Mark Completed

You can mark the Audatex 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 Audatex repair info, click the re-instate button.



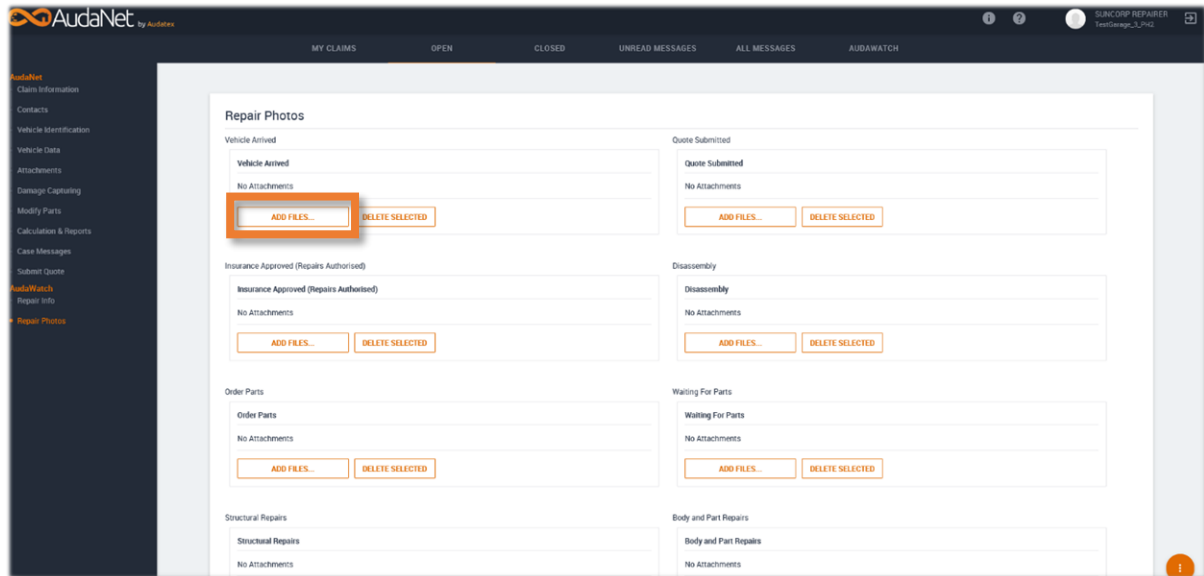
8 Repair Photos

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

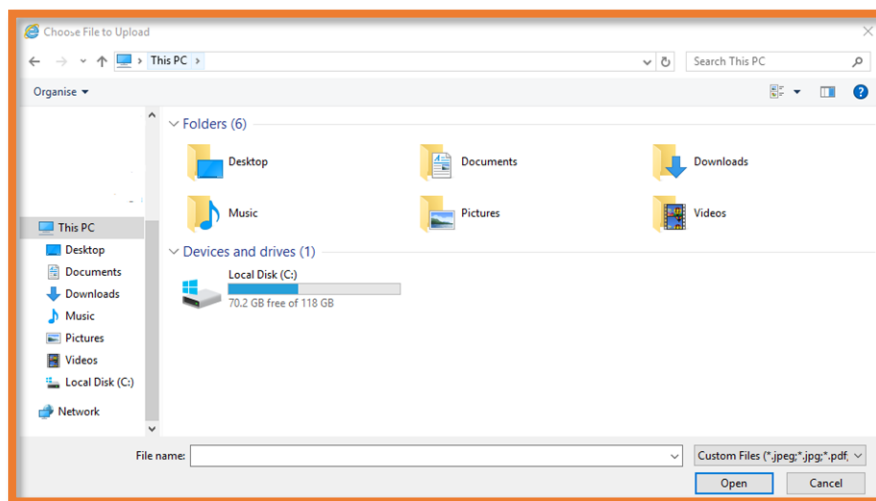


8.1 Adding Attachments

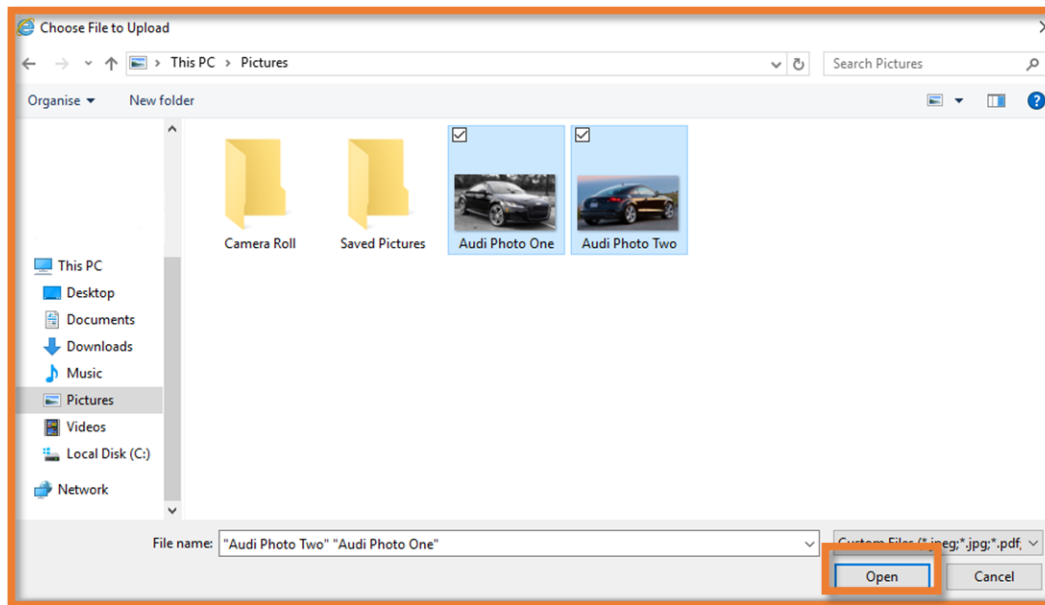
To add images to your AudaWatch Repair Order, click Add Files. Ensure you are adding files to the correct repair order status.



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



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.



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 [here](#) to provide feedback.