

Qapter Claims 2-Day Classroom Certification Session

Audatex | Training

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