



It's Free
www.crashzone.com.au

Crashzone user manual for ORM 3.0 version 1.02

RECEIVING A NEW JOB FROM ORM

- Click on the ORM button on the main page to import any new jobs or messages from the ORM system

The screenshot shows the main interface of the Crashzone software. At the top left is the logo. To the right is the user email 'winston@crashzone.com.au' and navigation links for 'Settings', 'Help', 'Contact Us', and 'Sign Out'. Below this is a search bar with 'Search' and 'Add Search' buttons. A navigation menu contains buttons for 'New', 'ORM', 'All', 'Quote', 'Job', 'Invoice', and 'Finished'. The 'ORM' button is circled in red. Below the menu is a table of jobs.

Ref	Date	Owner	Rego	Make	Model	Colour	Insurance
14	02/12/2008	ADAMGILCHRIST	AG100	LEXUS	GS300	SILVER	NRMA Insurance
13	02/12/2008	ADAMGILCHRIST	AG101	LEXUS	GS300	SILVER	NRMA Insurance
12	28/11/2008						
11	21/11/2008	JOANNERICHARDS	SRD900	MITSUBISHI	PAJERO		Insurance Manufacturer
10	20/11/2008	CHRISTIAN SMITH	TUE938	NISSAN	NAVARA	SILVER	Insurance Manufacturer
9	20/11/2008	ARRON JAMES	TYR303	MAZDA	3	RED	
8	20/11/2008	DUNCAN JONES	RYT 394	NISSAN	350Z	BLACK MET	SGIO Insurance
7	20/11/2008	WINSTON OKEEFE	AAA999	HOLDEN	MONARO	ORANGE MET	NRMA
6	10/11/2008	HEATHERSTANDFIELD	FQ0172	HOLDEN	COMMODORE	WHITE	Insurance Manufacturer
5	10/11/2008	STUARTWAGSTAFF	TR8001	FORD	FALCON	SILVER	NRMA Insurance
4	10/11/2008	DAVIDLUCAS	XD1748	NISSAN	X TRAIL	BLACK MET	SGIO Insurance
3	08/11/2008	SABRINAAGUIAR	14DB540	MITSUBISHI	LANCER	BLACK MET	SGIO Insurance
2	08/11/2008	LINDAGABRAEL	YTC299	TOYOTA	PRADO	Silver Met	NRMA Insurance
1	08/11/2008	KATE JONES (DEMO QUOTE)	BT001	MITSUBISHI	MIRAGE	SILVER	NRMA

- Any new jobs will be added to the job list in the main page
- Click on the job to go to the details page

This screenshot is identical to the previous one, but the first two rows of the job list table are highlighted in red to indicate that new jobs have been imported from the ORM system.

Ref	Date	Owner	Rego	Make	Model	Colour	Insurance
14	02/12/2008	ADAMGILCHRIST	AG100	LEXUS	GS300	SILVER	NRMA Insurance
13	02/12/2008	ADAMGILCHRIST	AG101	LEXUS	GS300	SILVER	NRMA Insurance
12	28/11/2008						
11	21/11/2008	JOANNERICHARDS	SRD900	MITSUBISHI	PAJERO		Insurance Manufacturer
10	20/11/2008	CHRISTIAN SMITH	TUE938	NISSAN	NAVARA	SILVER	Insurance Manufacturer
9	20/11/2008	ARRON JAMES	TYR303	MAZDA	3	RED	
8	20/11/2008	DUNCAN JONES	RYT 394	NISSAN	350Z	BLACK MET	SGIO Insurance
7	20/11/2008	WINSTON OKEEFE	AAA999	HOLDEN	MONARO	ORANGE MET	NRMA
6	10/11/2008	HEATHERSTANDFIELD	FQ0172	HOLDEN	COMMODORE	WHITE	Insurance Manufacturer
5	10/11/2008	STUARTWAGSTAFF	TR8001	FORD	FALCON	SILVER	NRMA Insurance
4	10/11/2008	DAVIDLUCAS	XD1748	NISSAN	X TRAIL	BLACK MET	SGIO Insurance
3	08/11/2008	SABRINAAGUIAR	14DB540	MITSUBISHI	LANCER	BLACK MET	SGIO Insurance
2	08/11/2008	LINDAGABRAEL	YTC299	TOYOTA	PRADO	Silver Met	NRMA Insurance
1	08/11/2008	KATE JONES (DEMO QUOTE)	BT001	MITSUBISHI	MIRAGE	SILVER	NRMA

NEW JOB RECEIVED FROM ORM

- Information from the request for quote from ORM will be populated into the fields in the details page

winston@crashzone.com.au | Settings | Help | Contact Us | Sign Out

Search Avd Search

Back New 14 Details Quote View

Owner

Owner: ADAMGILCHRIST
Address:
Phone 1: 58965478
Phone 2:
Fax:
Email:

Shop

Quote: 14
Date in: 01/12/2008
Date out: 09/12/2008
Estimator: winston
Total: \$3,138.22 Status: Quote

Vehicle

Rego: AG100
D.O.M: 200601
Make: LEXUS
Model: GS300
Colour: SILVER
Body: Sedan4Door
Vin Number: KJ75415WST1S112A
Odometer: 795228
Transmission: AUTOMATIC

Rates

RR: 30.90
Repair: 30.90
Paint: 52.00 S1
Part Markup:
Update quote ORM

Invoice

Create tax invoice \$2,538.22
Create excess invoice \$600.00

Invoice No	Type	Amount	Status
------------	------	--------	--------

Insurance

Insurance: NRMA Insurance
Address:

Comment Total Loss

QUOTE REQUEST

- The request for quote and the ORM message log is shown at the bottom of the details page in the notes section.

Note
New

Request For Quote received
ClaimNo: APACR0842017
ContractText: Work completed under our authority is performed for us at our cost unless we advise otherwise in relation to a particular repair.
Incident Date Time: 02/12/2008 00:00:00
Incident Description: OUR CLIENT COLLIDED INTO OTHER APRTY
Damaged Area: 3
Damaged Area: 4
Damaged Area: 5
ClaimantType : Insured
Policy Type: AGREED
Sum Insured: 85000.00
ClaimThreshold: 600.00
Claim Status: Current

>winston@crashzo
02/12/2008 16:07

ORM Note

>winston@crashzo QML_RequestForQuote received. [View](#)

02/12/2008 16:07

SETTING RATES

- Set the labour rates and paint type for the job
- 2nd paint type is set from the details page and the 2nd paint labour rate is set from the quote page
- Once labour rates have been entered click update to set the rates to the quote.
- NTAR rates should be set as your default rate in the settings page

Rates

RR:

Repair:

Paint:

Part Markup:

Update quote
ORM

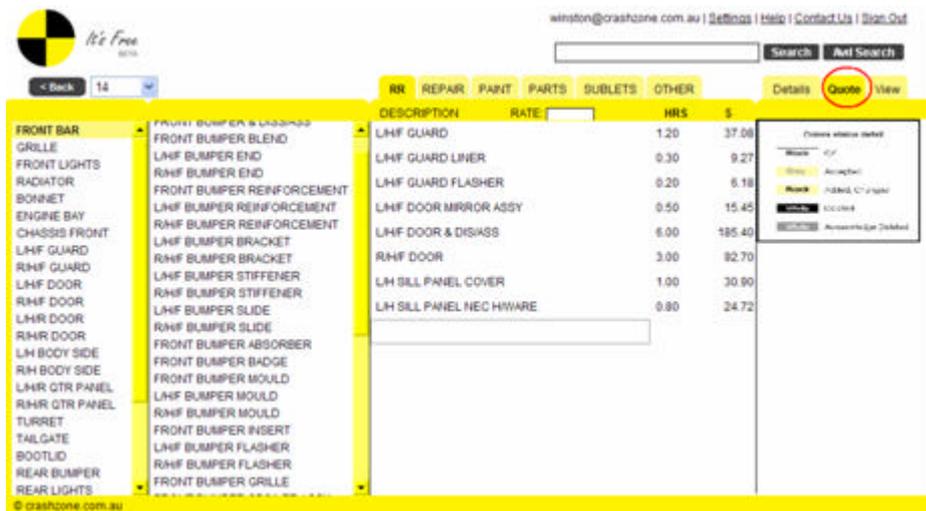
MANDATORY FIELDS

- Fill in the mandatory fields required by ORM before sending the quote
- Colour, Body, VIN, Transmission, Vehicle location, Date in, Date out Labour rates & Paint type

Address: <input type="text"/> Phone 1: <input type="text" value="58965478"/> Phone 2: <input type="text"/> Fax: <input type="text"/> Email: <input type="text"/>	Date in: <input type="text" value="01/12/2008"/> Date out: <input type="text" value="06/12/2008"/> Estimator: <input type="text" value="winston"/> Total: \$3,331.38 Status: <input type="text" value="Quote"/>								
Vehicle Rego: <input type="text" value="AG100"/> D.O.M: <input type="text" value="200601"/> Make: <input type="text" value="LEXUS"/> Model: <input type="text" value="GS300"/> Colour: <input type="text" value="SILVER"/> Body: <input type="text" value="Sedan4Door"/> Vin Number: <input type="text" value="KJJ75415WST1S112A"/> Odometer: <input type="text" value="795228"/> Transmission: <input type="text" value="AUTOMATIC"/>	Rates RR: <input type="text" value="30.90"/> Repair: <input type="text" value="30.90"/> Paint: <input type="text" value="52.00"/> <input type="text" value="S1"/> <input type="text" value="--"/> Part Markup: <input type="text"/> <input type="button" value="Update quote"/> <input type="button" value="ORM"/>								
Insurance Insurance: <input type="text" value="NRMA Insurance"/> Address: <input type="text"/> ABN: <input type="text" value="11000016722"/> Email: <input type="text"/> Claim No. / Policy: <input type="text" value="APACR0842017"/> Assessor: <input type="text"/> Assessment Date: <input type="text"/> Excess: <input type="text" value="600.00"/> Contribution: <input type="text"/> Discount: <input type="text"/> Vehicle Location: <input type="text" value="REPAIRER"/>	Invoice <input type="button" value="Create tax invoice \$2,731.38"/> <input type="button" value="Create excess invoice \$600.00"/> <table border="1"> <thead> <tr> <th>Invoice No</th> <th>Type</th> <th>Amount</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Invoice No	Type	Amount	Status				
Invoice No	Type	Amount	Status						
Comment	Total Loss <input type="text"/>								

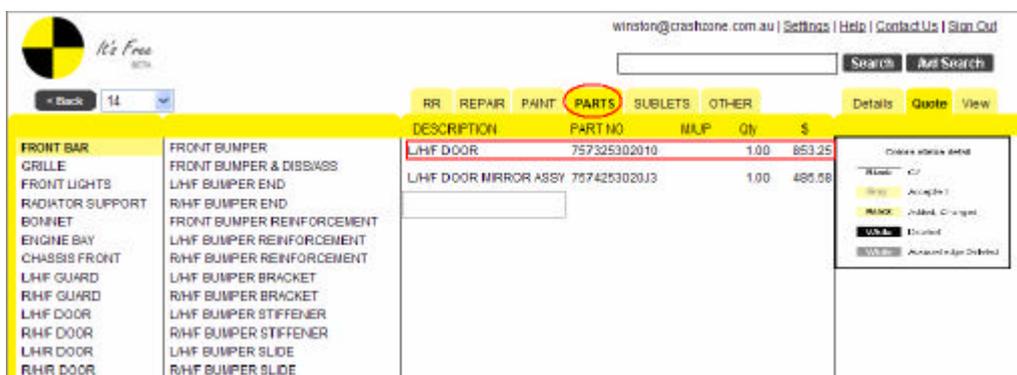
WRITING A QUOTE FOR ORM

- Click on the quote tab to start writing the quote
- R&R, Repair & Paint are covered under standard CZ user manual



WRITING A QUOTE – PARTS SECTION

- In the parts section you must enter the following information for each line
- Part description
- Part number (for used or exchange items enter “Used” or “Exchange” as the part number
- If no quantity is added the line will default to a value of one (please note quantity is a manual field and total will be total value of the item
- Price is total price less GST



WRITING A QUOTE – SUBLET SECTION

- Sublet items must have the suppliers name added in the repairer field



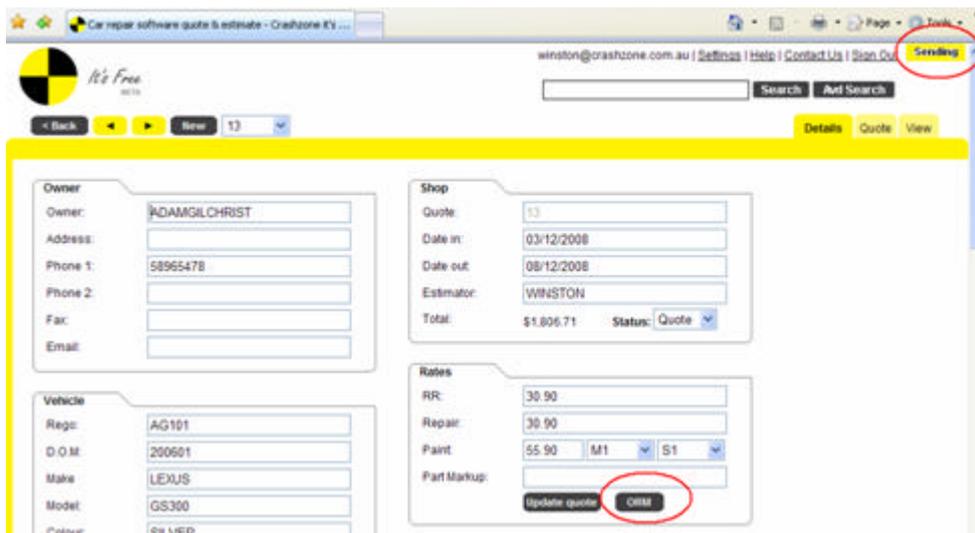
WRITING A QUOTE – OTHER SECTION

- Other section on the quote page is used for miscellaneous items
- For Mechanical item the code “MECH” must be typed in front of the description
- For towing the code “TOWING” must be typed in front of the description.

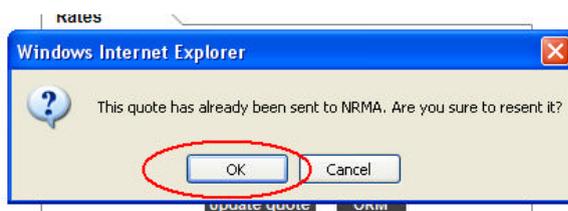


SENDING A QUOTE TO ORM

- To send a quote to the ORM system
- Click on ORM in the Details page
- Crashzone will pop up a message to confirm you want to send the quote
- A message will appear in the top right corner indicating that the quote is in the process of sending
- All images on the quote will be sent with the job when sending



- If the quotes has already been sent to ORM and no changes have been made you will get the following warning before being able to resend



NOTES SECTION – QUOTE SENT

- Once the quote has been sent to ORM a message will appear in the ORM notes section at the bottom of the details page

ORM Note

→winston@crashzo	QML_Quote Created. View	01/12/2008 10:11	✉ ✕
→winston@crashzo	QML_RequestForQuote received. View	10/11/2008 14:52	✉ ✕

- If any errors occur when sending a quote to ORM they will appear in the ORM notes section at the bottom of the details page

Error example 1

ORM Note

→winston@crashzo	QML_Quote Created. XML can not be parsed XML cannot be parsed: Line Number: 218, Column Number: 28, Details: cvc-minLength-valid: Value "" with length = '0' is not facet-valid with respect to minLength '1' for type 'String2Def'. View	01/12/2008 10:09	✉ ✕
→winston@crashzo	QML_RequestForQuote received. View	10/11/2008 14:52	✉ ✕

Error example 2

ORM Note

→winston@crashzo	QML_Error received. View	11/11/2008 17:46	✉ ✕
→winston@crashzo	QML_Quote Created. View	11/11/2008 17:45	✉ ✕

JOB STATUS IN YOUR EMAILS

- When you click on ORM in the main page it will import any messages that are waiting from the ORM system
- These include the authorised quote, Authorised payment etc...
- The message will be shown in the ORM notes section and you will also be informed by email that a message has been received

Received email example

Delete | Reply | Forward | Redirect | View Thread | Blacklist | Whitelist

Date: 3 Dec 2008 08:19:24 +1100 [08:19:24 AUS Eastern Daylight Time]

From: winston@crashzone.com.au 

To: winston@crashzone.com.au

Subject: Adjusted quote received for job: 13 , Rego: AG101

headers: Show All Headers

 Click HERE to view HTML content in a separate window.

Adjusted quote received with Total Authorised amount: 1642.46

ORM note example

ORM Note			
>winston@crashzo	QML_TaxInvoice Created. View	03/12/2008 08:28	 
>winston@crashzo	QML_Quote received. View	03/12/2008 08:19	 
>winston@crashzo	QML_Quote Created. View	02/12/2008 16:25	 
>winston@crashzo	QML_RequestForQuote received. View	02/12/2008 15:58	 

ORM ADJUSTED QUOTE

- When you receive an adjusted quote from ORM you will notice that all the items in the quote page are colour coded indicate their status.
- The legend showing the different statuses is on the right side of the page scrolling over the legend it will enlarge on the screen.

The screenshot shows the ORM Adjusted Quote interface. At the top, there is a navigation bar with the company logo 'No Free BETA' and contact information 'winston@crashzone.com.au | Settings | Help | Contact Us | Sign Out'. Below this is a search bar and a navigation menu with tabs for 'RR', 'REPAIR', 'PAINT', 'PARTS', 'SUBLETS', and 'OTHER'. The main content area displays a table of items with columns for 'DESCRIPTION', 'RATE', 'HRS', and '\$'. The items are color-coded: 'FRONT BUMPER & DISSASS' is highlighted in black, 'GRILLE' is highlighted in grey, and 'BONNET & DISSASS' is highlighted in white. A legend on the right side of the page shows the color coding: Black for CZ, Grey for Accepted, Black for Added, Changed, White for Deleted, and White for Acknowledge Deleted.

DESCRIPTION	RATE	HRS	\$
FRONT BUMPER & DISSASS	33.9	1.50	46.35
GRILLE <i>comment on item</i>		0.20	6.16
BONNET & DISSASS		2.00	61.00
LHF GUARD		1.25	37.00
RHF GUARD		1.25	37.00
LH HEADLAMP ASSY		0.40	12.36
RH HE			10.00

Colors status detail

Black CZ

Grey Accepted

Black Added, Changed

White Deleted

White Acknowledge Deleted

ASSESSORS COMMENTS

- Text shown in red is comments made by the assessor

GRILLE	comment on item	0.20	6.18
--------	-----------------	------	------

- Items placed on report by the assessor will show a code in red “RO” with a zero value for the line

FRONT BUMPER REINFORCEMENT RO		
-------------------------------	--	--

- You can edit the value of any item and add new items to the system
- This will be show up with the different colour codes to indicate the status
- When you make changes you will need to go back to the details page and click the ORM button to send the quote changes

INVOICING

- To invoice a job for ORM
- First check that the total matches the authorised amount (you will not be able to send the invoice if the total does not match)
- Click create tax invoice to generate the invoice
- Click on the tax invoice number in blue to view the invoice if required
- Click the ORM button to send the invoice to ORM
- Once the invoice has been sent a note will be shown in the ORM notes section at the bottom of the details page

Phone 2: <input type="text"/>	Estimator: <input type="text" value="WINSTON"/>
Fax: <input type="text"/>	Total: \$1,806.71 Status: <input type="text" value="Quote"/>
Email: <input type="text"/>	

Vehicle	Rates
Rego: <input type="text" value="AG101"/>	RR: <input type="text" value="30.90"/>
D.O.M: <input type="text" value="200601"/>	Repair: <input type="text" value="30.90"/>
Make: <input type="text" value="LEXUS"/>	Paint: <input type="text" value="55.90"/> M1 <input type="text" value="S1"/>
Model: <input type="text" value="GS300"/>	Part Markup: <input type="text"/>
Colour: <input type="text" value="SILVER"/>	<input type="button" value="Update quote"/> <input type="button" value="ORM"/>
Body: <input type="text" value="Sedan4Door"/>	
Vin Number: <input type="text" value="KJJ75415WST1S112A"/>	
Odometer: <input type="text" value="79850"/>	
Transmission: <input type="text" value="AUTOMATIC"/>	

Insurance	Invoice
Insurance: <input type="text" value="NRMA Insurance"/>	<input type="button" value="Create tax invoice \$1,206.71"/>
Address: <input type="text"/>	<input type="button" value="Create excess invoice \$600.00"/>
ABN: <input type="text" value="11000016722"/>	
Email: <input type="text"/>	
Claim No. / Policy: <input type="text" value="APACR0842014"/>	
Assessor: <input type="text"/>	
Assessment Date: <input type="text"/>	
Excess: <input type="text" value="600.00"/>	

Invoice								
<table border="1"> <thead> <tr> <th>Invoice No</th> <th>Type</th> <th>Amount</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>4</td> <td>Tax</td> <td>\$1,206.71</td> <td>Not Paid</td> </tr> </tbody> </table>	Invoice No	Type	Amount	Status	4	Tax	\$1,206.71	Not Paid
Invoice No	Type	Amount	Status					
4	Tax	\$1,206.71	Not Paid					

Comment	Total Loss
<input type="text"/>	<input type="text"/>

ORM Note
jwinston@crashzo QML_TaxInvoice Created. View 03/12/2008 08:28 <input type="button" value="X"/>

SENDING A JOB AS A TOTAL LOSS

- To send a job as “Total loss requested”
- From the details page click on the link “Total loss”
- You will see “TOTAL LOSS” appear in the comments section
- Click ORM to send the job as “Total loss requested”

Part Markup:

Update quote **ORM**

Invoice

Create tax invoice \$2,578.22

Create excess invoice \$900.00

Invoice No	Type	Amount	Status
------------	------	--------	--------

Comment **Total Loss**

TOTAL LOSS

DECLINE A JOB FROM ORM

- To decline a job that has been sent by ORM
- Click on the job in the main page
- In the details page change the job status to “finished”
- Click on the ORM button to send the job as “Job Declined”

Shop	
Quote:	14
Date in:	01/12/2008
Date out:	06/12/2008
Estimator:	winston
Total:	\$
Status:	Quote

Rates			
RR:	30.90		
Repair:	30.90		
Paint:	52.00	S1	--
Part Markup:			

Update quote **ORM**

REQUEST AN INSPECTION

- To request an inspection
- From the details page click on the link “Request inspection”
- You will see “Request inspection” appear in the comments section
- Click ORM to send the job as “Request inspection”

Invoice

[Create tax invoice \\$454.55](#)

[Create excess invoice \\$500.00](#)

Invoice No	Type	Amount	Status	
------------	------	--------	--------	--

Comment [Total Loss](#) [Request Inspection](#)