User Guide

And

Frequently Asked questions

Contents

Log into Web-Est using the credentials issued in the Thank You letter. All information must be entered exactly as printed on the letter. The password field is case sensitive. Please make sure you do not have your CAPS lock on.

If any problem is encountered while attempting to log into Web-Est, or for any reason, please do not hesitate to call us for technical support. Our toll-free phone number is (888) 362-8790 EXT 112 and the hours of operation are weekdays between 8:30 AM and 5:30 PM EST.

The **"Minimum Requirements"** link in the bottom blue bar will be helpful. If Adobe Acrobat Reader or Viewpoint Viewer is not installed on the computer, there are links to install them that may be reached from the **"Minimum Requirements"** link.

The **"Start Page"** will be shown after a successful login. Click the buttons on this page to proceed or use the links in the left-hand column. Please note the link to return to the **"Start Page"**.

Click on **"System Setup"** to begin entering Company information, labor rates, sales tax, and other preset options. The other buttons shown on the start page are shortcuts to open an existing estimate or to create a new one, parts lookup, and Vendor selection.

The first step in getting started is to create a **Company Profile.**

Click the **"Company Profile"** button. This is where the name address, and all Company contact information will be entered. Some of the entries are optional because Web-Est may be used for any type of business related to the crash industry.

Note the button to upload a logo at the bottom of the company profile page. If desired, a picture stored on your computer may be uploaded to be included on the header of your estimate reports. When finished, Click the **"Save"** button at the top of the page.

Tip: An uploaded logo will display on the upper left corner of any estimate report using that rate profile.

Vehicle Info
2003 Honda Accord EX

Setting Up Rate Profiles

Click on the **"Rate Profiles"** button on the left side of the page. Follow the instructions at the top of the rate profile page to **"add a blank"** form should you need to create multiple profiles or proceed to click on **"Edit"** to edit the current rate profile. Multiple rate profiles may be created and should be named according to the intended usage. Examples of this would be "ABC Fleet Rate", "XYZ Insurance Co." and "Standard". One profile should be checked as a **"default"** by checking the option for it on the profile page.

			Name	Description	Default	Default Preset Charges	Created	
Edit	View	Copy	XYZ Insurance		☐	☐	11/03/08 - 12:50:14 PM	Delete
Edit	View	Copy	Default Standard		☑	☐	11/03/08 - 12:50:14 PM	Delete

After clicking on **"Edit"**, you may enter or change the labor rates in the table and check the option if sales tax is applicable. The sales tax rate will be entered later. Please remember to click on the **"SAVE"** button at the top of the page.

The following entries are optional. Labor rates for an operation may be included in the total for another operation by using the appropriate drop-down box in the rate table. The example below will include the **Clearcoat** rate with the total for the **Paint** labor. Caps apply a limit to the total accrued for the entry. Caps may be set to hours or a dollar amount. However, if a cap is selected, its amount may not be zero.

Labor

Type	Don't total separately. Select a rate type To include in.	Rate		Cap Type (see cap note below)	Cap Amount	Taxable	Discount/Markup Ex. -10 for a 10% Discount 10 for a 10% markup
Body:		42	/Hr	○$ ○Hrs ⊙None	0	☑?	0 %
Paint:		40	/Hr	○$ ○Hrs ⊙None	0	☑?	0 %
Mechanical:		40	/Hr	○$ ○Hrs ⊙None	0	☑?	0 %
Frame:		40	/Hr	○$ ○Hrs ⊙None	0	☑?	0 %
Structure:		40	/Hr	○$ ○Hrs ⊙None	0	☑?	0 %
Electrical:		40	/Hr	○$ ○Hrs ⊙None	0	☑?	0 %
Glass:		35	/Hr	○$ ○Hrs ⊙None	0	☑?	0 %
Detail:		18	/Hr	○$ ○Hrs ⊙None	0	☑?	0 %
Cleanup:		10	/Hr	○$ ○Hrs ⊙None	0	☑?	0 %
Other:		15	/Hr	○$ ○Hrs ⊙None	0	☑?	0 %
Clearcoat:	Paint	0	/Hr	○$ ○Hrs ⊙None	0	☐?	0 %

If an item is capped and included into another item, the cap will be applied before being included.

"Discount/Markup" If a discount is to be applied, enter a minus sign before the number for the percentage of discount. A markup is accomplished by entering the number for the percentage alone. This enables the estimator to enter the actual wholesale or jobber part cost while Web-Est calculates resale charges and prints them on the estimate report.

Supplies may be set up to have an hourly charge assessed as shown in the table below hourly labor rates. Like labor changes, supply totals may be included with another by using the drop-down box in that table.

If an item is capped and included into another item, the cap will be applied before being included.

In this example above, supplies for bodywork would be charged $18 per hour times the total hour of body labor for the estimate.

This completes the **Rates/Caps/Discounts** page of Rate Profiles. Please note the other button options at the top of the Rate Profile page, as there is a total of five sections to each profile. The next section is the **Paint/Finish** page.

Click on the **Paint/Finish** button to proceed to that section. Options for adjacent panels, paint set up, blending, edging, and related operations are included on this page. Default variables have been preset but should be checked for accuracy and saved using the save button at the top of the page.

Tip: Profile pages will be automatically saved when changing pages within Web-Est. However, we recommend periodically clicking **"Save"** at the top of the page to ensure a back-up of estimate information. Also please remember data will not be saved when navigating out of Web-Est or when the web browser is closed unless the **"Save"** button is clicked.

The next section of Rate Profiles includes options for printing estimate reports. The look and content of printed reports may be customized by clicking the **"Printing"** button and selecting these options. These printing options will be stored separately for different rate profiles.

Profiles – Print Setup

Estimate Report Options:
- ☐ No Header Logo
- ☐ No Insurance Section
- ☐ No Vehicle Accessories
- ☐ No Photo Page
- ☐ External Notes
- ☑ Internal Only Notes
  ("Internal Use Only" will appear on the report")
- ☐ Use Larger Fonts
- ☑ Put labor and paint into own columns separate from the other labor times.
- ☐ Print report using dollars instead of labor times.
- ☑ Print alternating grey bars on report.

Select the image quality:
- ⦿ Low ◯ Medium ◯ High

Low quality will create a smaller report, good for drafts, while high quality will create larger repc

Contact Information Options: Example of Contact Option Chosen.

◯ Line Format

⦿ Label Format

Examples of how these printing and supplement options will look are shown after selecting the option on the Web-Est screen.

Vehicle Info	VIN
2001 Porsche 911 Carrera 4	WP0CA29931S65022

Owner	Insurance Company
John Doe	Erie Insurance Company
400 Combo Lane	100 Erie Ins Pl.
Columbus, OH 43215	Erie, PA 16530
Work Phone: 614-555-1234	Fax Number: 555-333-4444

Supplement Options:
- ⦿ Full Report
- ◯ Full Alternate
- ◯ Changes since Original Estimate
- ◯ Changes in Most Recent Supplement
- ◯ Final (Merged)

Example of Supplement Option Chosen.

8500-SDA-Z	$441.30	1	3.0 Body(Bet), 3.0 MajorClear(Bet), 1.2 Clearcoat(Bet), 1.5 Edging(Bet)
	$0.00	0	5.00 Taxed
	$0.00	1	20.0 Clearcoat 5.0 Edging
			Supplement Version 1
5-SDA-C00	$11.33	1	5.0 Body
			Supplement Version 2
	$0.00	0	6.00 Nontaxed
	$100.00	1	1.0 Body, 2.0 MajorClear

At the bottom of the **"Printing"** options page, estimate report footer text may be entered to create a disclaimer, warranty, or any other information to be printed on an estimate report.

Estimate report footer text: (Max. 4000 Characters)

The **"Misc"** page in rate profiles includes a field to enter sales tax rate and a few automatic charges. At this time, the automatic charges have not been made active but will be included in a future Web-Est update.

Profiles - Misc

Sales Tax			
		Additional Tax Levels (if needed)	
Base Rate		Amount 2nd Tax Level Begins	2nd Tax Rate
6.000 %	$	0.00	0.000 %

The final section of Rate Profiles deals with **"Preset Charges"**. Adding a preset charge from this page creates an entry in a dropdown box near the top of the manual parts entry page. Some common uses for preset charges would be hazardous materials disposal, mask car for paint, setup for frame pull, and tint base/clear. Fields on this page are optional and depend upon the operation specified for the preset item being created.

Profiles - Preset Charges

Add

| Operation | ☐ Betterment ☐ Sublet |

Operation	Align	Operation Description	Front End Alignment
Part Number		Get Available Parts-->	
Part Description		Part Source	Vendor
Price $	48.00	Quantity	1	☐ This item is part of an overhaul

Labor Type	Labor Time	Other Charge $	Other Type
Mechanical ▼	▼ ___ ▲Hrs.	___	Taxed ▼

| Paint Type | Paint Time | Panel Type | | Betterment % |
| ▼ | ▼ ___ ▲ Hrs. | ___ ▼ ☐ Lock Panel Type | | ___ |

2 Tone/3 stage Allowance	Clearcoat Time	Blend Time	Edging Time	Underside Time
▼ ___ ▲ Hrs.	▼ ___ ▲ Hrs.	▼ ___ ▲ Hrs.	▼ ___ ▲ Hrs.	▼ ___ ▲ Hrs.
☑ Include?	☑ Include?	☑ Include?	☑ Include?	☑ Include?

Show/Hide Notes   Add

These entries will produce a preset charge for a front-end alignment. Preset charges may be set up a number of ways and may include a part number and price, labor type and time, other charges, and / or paint process time.

The **"Show/Hide"** Notes button at the bottom of the preset item page will open the window shown to the right, which enables entry of internal and external notes for the preset item being created. internal and external notes may be turned on or off, through **"Printing"** Options in **"Rate Profile"** and is shown below.

Notes everyone sees:

Notes only your Org/Shop sees

Profiles - Print Setup

Estimate Report Options:
☐ No Header Logo
☐ No Insurance Section
☐ No Vehicle Accessories
☐ No Photo Page
☐ External Notes
☑ Internal Only Notes
   ("Internal Use Only" will appear on the report")

When the preset charge is complete, click the **"Add"** button. Saved preset charges may be viewed, edited, or deleted from the bottom of the **"Preset Charges"** page.

	Preset Lines							
	Op	Op Description	Part Name	Part #	Part Price	Part Source	Overhaul	Labor Items
Edit	Refinish	Refinish Hazardous Waste			$5.00		No	,	Delete
Edit	Other	Other buffing			$50.00		No	,	Delete
Edit	Align	Align Front End Alignment			$48.00		No	,	Delete

Creating an Estimate

Click on **"New Estimate"** either on the left hand side menu
or the button on the start page to begin creating your estimate.

Part Lookup
Logout
Start Page
Data Status
Estimate Info.
Lookup Estimate
New Estimate
Contact Information
Vehicle Information
Add Parts (Graphical)
Add Parts (Manual)
Attach Images
Edit Est's Rate Profile

New Estimate

Once you have clicked on the **"New Estimate"** link, you
will see several gray buttons listed at the top of your page.

Customer Vehicle Insurance Details Accident Info Payment Info Print Options
Save

"Customer" Information: Please fill out any required fields for your records. Once all information has been entered, click on the **"Vehicle"** Information tab. Here is where you will enter any pertinent vehicle information. A vehicle may be selected one of two ways. Enter the VIN and click the "**Decode**" button or use the drop-down boxes. You must always be sure to enter the **"Trim Level"** of the vehicle in order to be able to use the **"Graphical"** section to enter your repair parts.

Vehicle Information

Manual Click to use the manual vehicle information page.

VIN Decode [   ] Decode

Vehicle Search [   ] Search

Country   ⦿ United States   ○ Canada
Year   2006
Make   Jeep
Model   Wrangler
Trim Level   Unlimited

Body Type   2 Door Sport Utility
Drive Type   4WD
               Save

Click **"Save"** and proceed to the **"Add Part (Graphical)"** page when finished entering the vehicle information.

Estimate Info.

Lookup Estimate

New Estimate

Contact Information

Vehicle Information

Add Parts (Graphical)

Add Parts (Manual)

Attach Images
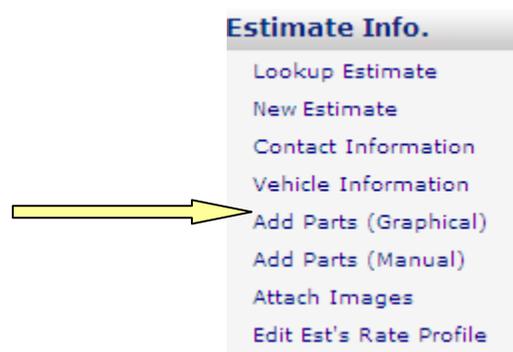
Edit Est's Rate Profile
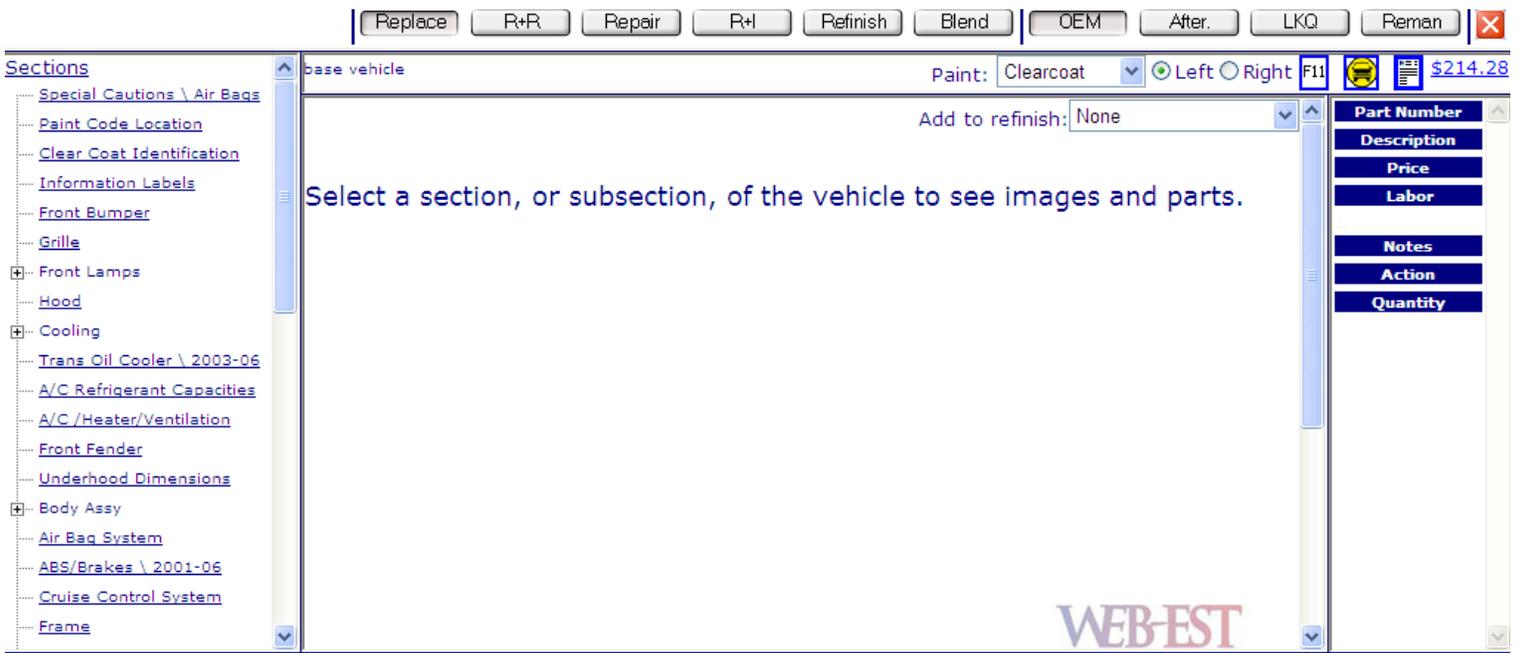
The **"Sections"** menu for the graphical parts entry page will be listed on the left hand side of the page. The parts section is listed in the following order: front of vehicle to rear of vehicle. We will demonstrate how to add a fender to this estimate in the following steps.

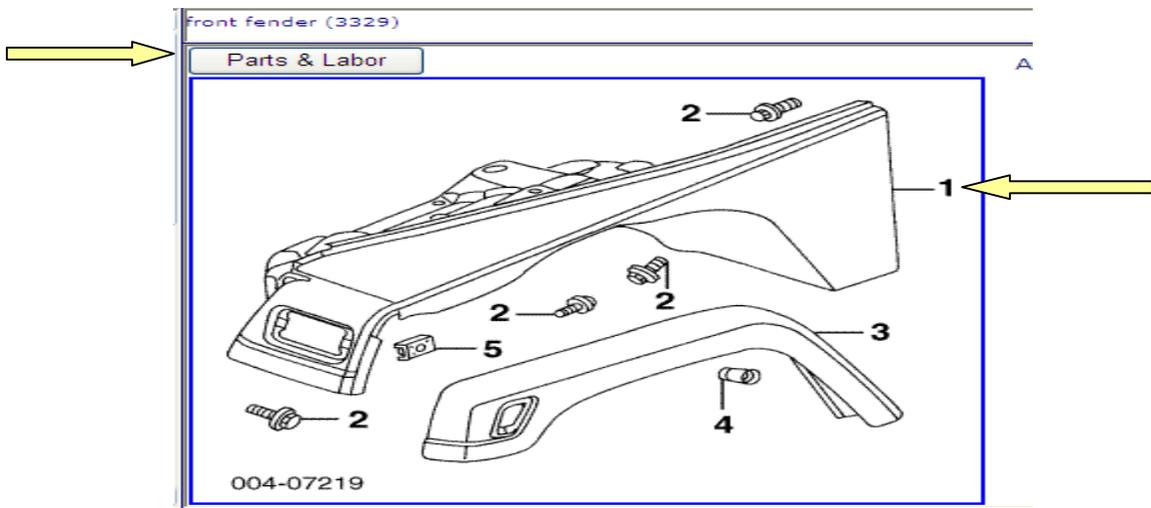1) Click the **"Front Fender"** link in the **"Sections"** menu on the left. A picture of the fender and surrounding components will be displayed. The operation task will always default to **"Replace"**. Should you need to Repair, Refinish, etc, please click on the gray buttons listed at the top of the **"Graphical Picture Viewer"**

2) Select the source, if necessary i.e.; OEM, Aftermarket, LKQ. Choosing a source enables selection of Vendors from a drop-down box in the next step. Please note that Vendors must be set up separately from the Vendor pages in the **"System Setup"** section. Next click on the fender, item number 1. The system is automatically set up to default to the left side of the vehicle. If you hover your mouse over the number 1 and left click your mouse, it will add the left fender, if you right click your mouse it will add the right fender. You also have the option to select left or right side of the vehicle located in the upper right hand side of the **"Graphical Viewer Screen"**.

Please note that if at any given time you cannot determine which part you are looking for by looking at the picture window, please click on the gray **"Parts & Labor"** Button at the top of the picture to give you a listing of all the parts and operations pertaining to that section of the vehicle.

Adding a part is that easy! When a part has been added to the estimate you will see that line item at the bottom of your **"Graphical Viewer Screen"**.

Line #	Status	Group	Op	Op Desc	Part Desc	Part #	Part Price	Source	O/H?	Labor Info
1		FRONT FENDER	Replace		Fender (Left)	5003951AG	844.00	OEM	No	2.5 hrs. Body, 2.0hrs. Paint panel , 0.8hrs. Clearcoat

Web-Est keeps a running total of your estimate near the upper right hand corner of your **"Graphical Viewer Screen"**. You can also click on the total dollar amount at any time to see a summarized version of your totals to include labor hours, parts, sales tax, etc.

Next we will **"Repair"** the Front Face Bar. Click on Front Fender in the **"Sections"** menu. Click on the gray **"Repair"** tab at the top of the **"Graphical Viewer Screen"**.

If you hover you mouse over the number 1 in picture window, you will also notice all of the part information listed on the right-hand side of your screen. Web-Est will produce the pop-up prompt shown on the right to enter the estimated repair time for the part or click ok to accept the already populated repair time listed.
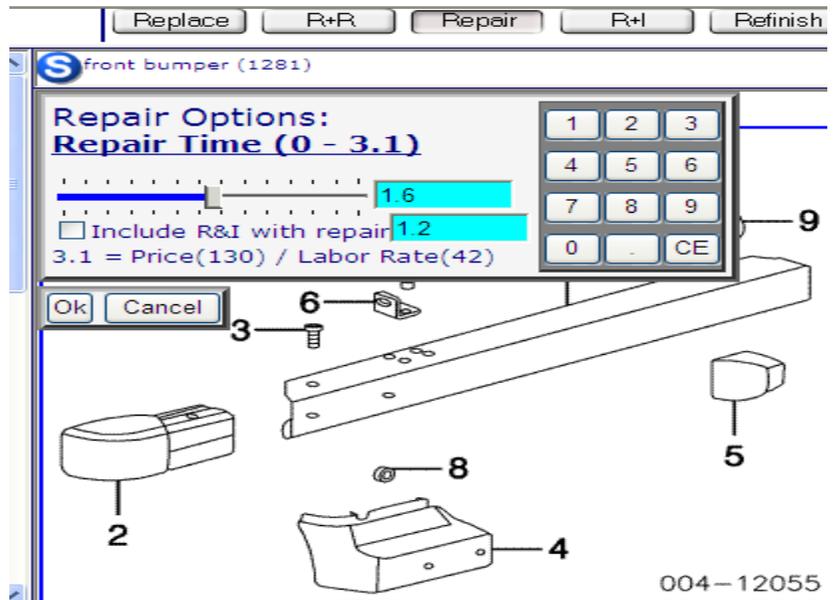
This example shows that the fender is being replaced and the front face bar is being repaired.

Line #	Status	Group	Op	Op Desc	Part Desc	Part #	Part Price	Source	O/H?	Labor Info
2		FRONT BUMPER	Repair		Face Bar	5ED16JX8AF	0.00		No	1.6 hrs. Body
1		FRONT FENDER	Replace		Fender (Left)	5003951AG	844.00	OEM	No	2.5 hrs. Body, 2.0hrs. Paint panel , 0.8hrs. Clearcoat

Click the **red X** in the upper right corner of the **"Graphical Viewer Screen"** at any time to exit the graphics viewer and proceed with writing the estimate manually.

Adding Part Manually

Click on **"Add Parts (Manual)"** to proceed.
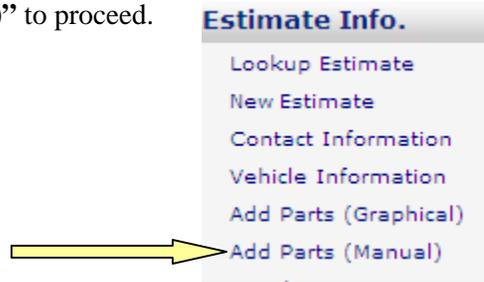
The manual item entry screen provides all the necessary fields to add parts that cannot be added through the graphical interface. Notes may be added to these parts, exactly as they were with the preset items on page 6 of this guide. When finished creating the entry, click the **"Add"** button.

The manual parts entry page is also where preset charges are added to an estimate. Select the desired preset item from the drop-down menu and click the **"Add"** button.

Any part on the current estimate may be edited or deleted from the **"Estimate Lines"** table at the bottom of the manual parts entry page. When finished making changes, click the "Update" button on the manual parts entry page.

Estimate Lines

	Line #	Status	Group	Op	Op Description	Part Name	Part #	Part Price	Part Source	Overhaul	Labor Items	
Edit	2		FRONT BUMPER	Repair		Face Bar	5ED16JX8AF	0.00		No	1.6 hrs. Body	Delete
Edit	1		FRONT FENDER	Replace		Fender (Left)	5003951AG	844.00	OEM	No	2.5 hrs. Body, 2.0hrs. Paint panel , 0.8hrs. Clearcoat	Delete

Committing an Estimate and Creating a Supplement

From the **"Customer"** Information tab or the **"Vehicle"** Information tab, click on the **"Details"** tab listed at the top of the page.

You will see that you can **"Change"** the status of your estimate and convert it to a **"Repair Order"** as well as **"Commit"** your original estimate and create a **"Supplement"** if needed.

The additional fields in the **"Estimate Information"** section on this page are optional and include a field for you to name or give a description of the estimate, select a report header should you want to print a **"Final Bill"** or an **"Invoice"** as well as selecting a different rate profile to apply to the current estimate. There is also a section for you to add any additional notes you may want to appear on the estimate when you print it. Please be sure to mark the check box below to include the note on the estimate report. And always remember to click the **"Save"** button at the top of the page.

An estimate must be open and Adobe Acrobat Reader must be installed on the computer before a report can be viewed. Most computers already come with this program but if you need to download it, please go to www.adobe.com .

Click on the **"Print Estimate"** link under the **"Reports"** section on the left hand side.

By default, the following page is not enabled and Web-Est will launch Adobe Acrobat reader immediately. However, it may be useful to save and name different estimate reports intended for insurers, claimants, shop copies, and customer copies. To enable this page, click on the **"Login Information"** under the **System Setup** heading

To enable report naming and the ability to save multiple reports for the same job, check **"Keep old Printouts"** as shown below.

Tom's Body Shop

Estimate
ID #511127
Internal Use Only
FederalTaxID: 45-456456456

Vehicle Info	VIN	Color Ext. / Int.	License (St.)	Miles In / Out
2006 Jeep Wrangler Unlimited Rubicon		Black / Smoke Grey	123-456 (FL)	32000 / 32000

Vehicle Accessories
Power Brakes,Power Steering,Cruise Control,Air Conditioning,Air Bag-Driver,Air Bag-Passenger,AM/FM Radio,CD Player,Center Console,Cloth/Velour Seats,Covertable Top,Tilt Steering Wheel,Bucket Seats,Styled Steel Wheels,Fog Lights,Winch,Running Boards,Automatic Transmission

Owner
John Jones
555 South Main Street
Oldsmar, FL 34677
Home Phone: 813-555-5555
Work Phone: 813-444-4444
Cell Phone: 813-333-3333
jjones@email.com

Insurance Company
ABC Insurance

Other Info
Policy Number: 123456
Claim Number: 7891011
Loss Date: 2/15/2009
Deductible: 500.00

Estimator
Becky Nabors

Adjuster
Patty Thomas

Description	Part #	Price	Qty	Labor	Paint	Other
FRONT BUMPER						
Repair Face Bar	5ED16JX8AF			1.6 Body hrs.		
FRONT FENDER						
Replace Fender (Left)	5003951AG	$844.00	1	2.5 Body hrs.	2.0 hrs.	
0.8hrs. Clearcoat					0.8 hrs.	

Totals

Type	Hours	Rate ($/hr)	Total	Taxable
OEM Parts			$844.00	✓
Body Labor	4.1	$42.00	$172.20	✓
Paint Labor	2.8	$40.00	$112.00	✓
Body Supplies	4.1	$18.00	$73.80	✓
Paint Supplies	2.8	$18.00	$50.40	✓
Taxable Amount			$1,252.40	
Tax 6.000%			$75.14	
Grand Total			$1,327.54	
Less deductible			($500.00)	
Net Total			$827.54	

Estimate Notes:
Test Notes, Test Notes, Test Notes

Q: Is there any additional software that I need to install or download to my computer in order to use Web-Est Collision Estimating Software?
A: No. Web-Est is a web-based estimating system which is available online, all the time.   All you need is a computer with a web-browser, and Internet access.

Q: Will I be able to use Web-Est on my web-enabled hand-held device, such as Blackberry or I-phone?
A: While you will be able to access the system on your handheld device, you may find it a bit cumbersome to use because Web-Est was not designed with these handheld devices in mind. Stay tuned as we explore this new technology, and the possibility of offering a portable, PDA-compatible version of Web-Est in the future.

Q: Do I have to be on the Internet to view previously written estimates?
A: No. You have the ability to save estimates and other reports as a .pdf file onto your personal computer or external drive, so that you may view them at any time. Additionally, you have the ability to email these estimates and reports simply by attaching the saved .pdf document to an email, just as you would attach a photo or any other type of file attachment.

Q: What are the first steps necessary to start using Web-Est?
A: From the Start Page, go to "System Setup" to enter Company Profile and Rate Profile information.

Q: How is a new estimate created?
A: Click the "New Estimate" button from the Start Page or use the "New Estimate" link in the menu on the left side of the page.

Q: How do I print an estimate?
A: Under the "Reports" heading in the menu on the left side of the page. Click on Print Estimate/Appraisal then click "Create Estimate as PDF". An estimate must be open and a rate profile must be selected before a report can be created/printed.

Q: Why does the estimate report appear blank?
A: It is likely that Acrobat Reader is not installed. Navigate to the Web-Est login page at http://myweb-est.com/ and follow the link to "Minimum Requirements" at the bottom of the screen. Click the link "Adobe Acrobat Reader which can be downloaded here" and follow Adobe's instructions to install their software". *Or you may need to restart your computer as sometimes Adobe does updates and your computer may not have received the update yet.*

Q: What does committing a Supplement mean?
A: Committing an estimate locks entries to where they may not be edited. Once an estimate has been committed, any changes must be in the form of a supplement. Once a supplement has been created, you may continue to the graphical section or the manual entry section to continue writing your estimate. Anything added to the estimate from this point forward would all be supplemental items. This can be accomplished by clicking on the "Details" tab within Web-Est.

Q: Why won't any graphics display?
A: It is likely that the viewer for the graphics is not installed. Navigate to the Web-Est login page at http://myweb-est.com/ and then follow the link to "Minimum Requirements" found at the bottom of the page. Click the link "Viewpoint Media Player which can be downloaded here" and follow ViewPoint's instructions to install the viewer. **"Viewpoint Media Player, which can be downloaded here".** You may also need to log out of Web-Est and then log back in.

Q: What if that didn't work for graphics or estimate reports?
A: It is possible that Internet Explorer's security settings are preventing the Viewpoint or Adobe plug-ins from running. If prompted (by gold bar at the top of the Web-Est screen), select "Allow blocked content" or "Always allow". Otherwise it may be necessary to change settings within Internet Explorer (IE). Use the "Tools" menu at the top of an IE window and select "Internet Options". Click the "Security" tab. Click on the GREEN icon named "Trusted Sites", then click the "Sites" button below the icons. Click the "Add" button and enter http://myweb-est.com/. Click the "OK" buttons to close the open tools.

Q: How do I get the hours for two tone and 3-stage paint?
A: When filling out the vehicle information, below the trim level section there is a button for paint type override.

Q: How do I get the hours for edging and underside paint?
A: On the upper right side of the graphical page there is a drop down to add blend, edge, and underside.

Q: How do I change my labor rates?
A: System setup> rate profiles> edit (not "View").

Q: How do I change my sales tax?
A: System setup> rate profiles> Misc tab.

Q: Where do I add charges/services that I perform on every job that the system will remember (preset charges)?
A: System setup> rate profiles> preset charges tab.

Q: Can I alter the way the estimate looks?
A: System setup> rate profiles> Printing tab.

Q: How do I put my shop info in and upload a logo?
A: System setup> company profile.

Q: How do I change it to an appraisal rather than an estimate or vice versa?
A: System setup> company profile> company type.

Q: How do I do a parts search if I don't need to write an estimate?
A: New estimate> vehicle tab> "enter vehicle info"> left side menu> parts lookup.

Q: How do I select an aftermarket vendor?
A: System setup>Select Vendors.

Q: Why does the VIN not decode with specificity?
A: Web-Est is not equipped with a complete VIN decoding system as of yet. It only provides limited information. You may need to look through several vehicles to determine which one you need to select. If unsure, then you may also just enter the year make and model and trim level of the vehicle using the drop down menus.

Q: Do I need to fill in every field on the vehicle information tab to get to the graphic viewer (drive type, body type, mileage, etc.)?
A: No you do not. The only requirement is the year, make, model and trim level.

Q: How do I change/close the job status?
A: Under the details tab within Web-Est you may convert to Repair Order or Close the Repair Order.

Q: How do I select anyone of the profiles I've created for a particular estimate?
A: Under the details tab within Web-Est, "Select a rate profile to apply to this estimate". Click on the drop down arrow and select which rate profile you wish to apply to the current estimate.

Q: I entered the vehicle in the drop down boxes, but it won't let me view the graphic viewer?
A: Please double check and make sure you have entered a **"TRIM"** level. If you are unsure of which trim level, it is always best to use the BASE model.

Q: I changed the rates but it went back to the old rates. Why does it do that?
A: More than likely, you had an estimate currently open in which your changes only affected the current estimate you were working on. Please make sure to have all estimates closed when you need to make a change to the overall rate profiles. Or you selected "View" instead of "Edit" on the Customer Profile page. Viewing the rate profiles will not allow you to save your changes. You must click the edit button in order for your changes to save.

Q: How do I delete a line?
A: You can do this one of two ways. 1) While in the graphical section, click on the parts and labor button above the picture and scroll to find the part you wish to remove and select remove. 2) Go to the manual entry screen and scroll towards the bottom and you can click on the delete button on the right hand side of the screen for the line item you wish to delete.

Q: The graphic viewer will only let me pick the left side. How do I select a part on the right side of the vehicle?
A: The graphical section will always default to the left side of the vehicle. You can either select the right side of the vehicle by clicking on the radio button in the upper right hand corner by the total of the estimate or you can hold your mouse over the number of the part you wish to add and *"RIGHT"* click your mouse to add the right side of a vehicle.

Q: How do I add R&I with a repair?
A: Graphical viewer> select section of desired part> select repair> select part> Check R&I check box to include.

Q: How do I add to refinish?
A: Graphic viewer> select section of desired part> select refinish> select part to refinish.

Q: How do I select a preset charge?
A: Manual entry screen> select a preset charge from the drop down box.

Q: How do I attach images?
A: Open estimate> left side menu: select attach images> "browse"> select picture from hard-drive> click upload.

Q: The image does not exist for the section of the vehicle I need to look at. How do I add a part in if I can't view the image?
A: Click on the parts and labor button above the graphical picture. Select part to add.

Q: How do I write an estimate for a vehicle not in the program?
A: New estimate> vehicle information> manual tab. *Note…you will only be able to add items to the estimate from the manual entry screen.*

Q: How do I make the image in the graphic viewer bigger?
A: System setup> login information

Q: Where can I find an authorization letter?
A: Open estimate> left side menu: letters

Q: How do I add text so that it shows on every estimate that I write?
A: System setup> rate profiles> printing tab> scroll to bottom of the page> click on save at top of page

Q: How do I add a line manually?
A: From the manual entry screen, enter all necessary information regarding part or operation and click the add button at the top of the page.

Q: How do I edit a line?
A: From the manual entry screen, scroll down and find the line number you wish to edit. Click on the edit button, make changes needed, and then click on the update button.

Q: How do I edit a rate profile for an open estimate?
A: Open estimate> left side menu:> Edit Estimate's Rate Profile