

ClaimWatch® - your award-winning job tracking system... the easy way to save time and improve communication



ClaimWatch® is the innovative web-based job tracking system, everyone is talking about - all that's required to operate it is an

internet connection. As the bodyshop uses the program, customers and work providers can track the status of vehicle repairs, accessing up-to-the minute information via the bodyshop's website. Customers can also receive text message updates on their mobile phones.

Using ClaimWatch, the bodyshop can also manage and track its courtesy car fleet and ensure maximum workflow at all times using the 10 day rolling facility. Work providers can also view this information.

ClaimWatch is user-friendly with single clicks and drop-down menus where possible. It is compatible with other bodyshop management programs and therefore data entry can be kept to an absolute minimum.

Customer webpages are fully customised to the bodyshop's colours and can also carry work provider or manufacturer branding.

ClaimWatch costs just £22 per week!*

*plus set-up fee and 10p per SMS text.



ClaimWatch

Online vehicle repair tracking



The bodyshop controls ClaimWatch. As information is updated within the current repairs list, customer and work provider webpages automatically update.

Vehicle	Owner	Registration	Work Provider	Start Date	Status of Repair	Estimate Date	Deadline	Comments
BMW M5	Mr. Jones	AB123CD	Direct	02/12/2002	Work Done	10/12/2002	12/12/2002	On track.
FORD FOCUS	Mr. Smith	EF456GH	Direct	01/12/2002	Arrange Collection	06/12/2002		Arrange collection.
NISSAN MIRA	Mr. Brown	HI789JK	Direct	01/12/2002	Work Done	05/12/2002	10/12/2002	On track.
CITROEN AX	Mr. Ingram	PL5678	First Direct	02/12/2002	Parts Ordered	20/12/2002	23/12/2002	Awaiting parts delivery
PEUGEOT 206	Mr. Green	LM9012	Direct	03/12/2002	Work Done	12/12/2002		On track.
RENAULT MEGANE	Mr. Baker	NO3456	Direct	02/12/2002	At Shop	17/12/2002		Delay
AUDI A6	Mr. Williams	OP7890	Direct	03/12/2002	Parts Ordered	08/12/2002		On track.
MINI COOPER	Mr. Wilson	QR1234	First Direct	29/11/2002	At Shop	05/12/2002	06/12/2002	Waiting to start
AUDI A3	Mr. Harper	ST5678	Direct Job	30/11/2002	At Shop	05/12/2002	10/12/2002	On track.
AUDI 90	Mr. Richardson	TR9012	First Direct	04/12/2002	At Shop	15/12/2002	16/12/2002	On track.

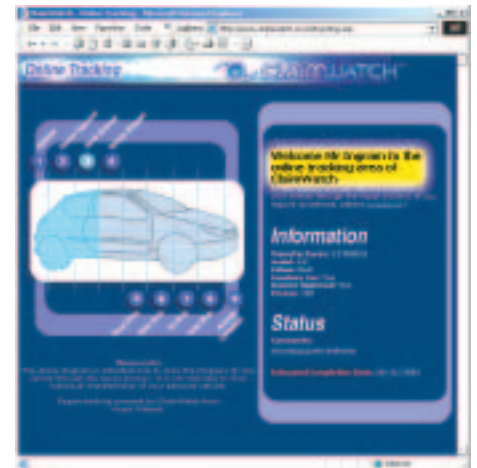
The bodyshop's real-time 'day to view' jobs list



ClaimWatch automatically sends text message updates to customers' mobile phones at points in the repair process chosen by the bodyshop (if a mobile number has been entered).

Example:

- 1 Customer is informed of your bodyshop website address and a personal access code (this information is also sent via email).
- 2 Half way through the repair process the customer is informed of the stage of repair and an estimated completion date is supplied.
- 3 Customer is advised that the car will be completed that day and asked to call the bodyshop regarding collection arrangements.



Customers can view their personalised webpage on the bodyshop's website, using unique access codes automatically allocated by ClaimWatch.

Owner	Vehicle	Registration	Repair Status	Est. Completion	Notes
Mr. Brown	AX	PL5678	Parts Ordered	20/12/02	
Mr. Baker	MEGANE	NO3456	At Shop	05/12/02	
Mr. Richardson	A3	ST5678	At Shop	05/12/02	

Work providers can view a full list of their vehicles undergoing repairs at the bodyshop. The bodyshop provides each work provider with an exclusive username and password to access information solely applicable to them.

Work providers can also view the bodyshop's remaining work capacity and their courtesy car availability.

Call 01273 244088 for more information or trial our demo site at www.claimwatch.co.uk

- To view and test the example **bodyshop site**, username: **cwguest** password: **cw52**
- To view the example **work provider site**, username: **church** password: **hill** or username: **first** password: **direct**
- To view the example **customer site**, access code: **1017** or **1018**



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