



**Electronic Communications  
Committee  
Scottsdale, AZ  
July 28, 2005**



# EC Committee Members

**Cindy Schnier Granse, Chair, VeriFacts Automotive**

**Barry Dorn, Vice-Chair, Dorn's Body & Paint**

- **Eric Bickett, FixAuto**
- **John Bosin, AKZO**
- **Mike Condon, Allstate**
- **Lou Dilisio, Automotive Industry Consulting**
- **Jim Guthrie, ARMS**
- **Gene Hamilton, Sports & Imports**
- **Brian Hemker, Enterprise Logistics**
- **David Horrock, B&H Automotive**
- **Fred Iantorno, CIECA**
- **Scott Jenkins, ADP**
- **Curt Jingle, ARMS**
- **Brent Johnson, Chief**
- **Mark Kovacs, ProcessClaims**
- **Susan Lane, Mitchell**
- **Bill Lopez, OEConnection**
- **Wayne Marsden, ADA Houston**
- **David McCreight, Collision Resources**
- **Rose Morrow, OEConnection**
- **Carlos Navarro, CCC**
- **Rick Palmer, ComputerLogic**
- **Bernard Sangenito, N'Site Solutions**
- **Joyce Schuenke, ARMS**
- **Pete Tagliapetra, NuGen I.T.**
- **Chad Taylor, Mitchell**
- **Russell Thrall, I-CAR**
- **Robert Turner, SceneAccess**
- **Bruce Yungkans, CCC**



# Accomplishments

- Rekeying Task Force met in Chicago
- Drafted a “White Paper” entitled  
*“Clarification of End-User  
Requirements for Estimate Rekeying”*
- Routed for review to EC Committee
- Finalized in early July
- Circulated for distribution
- Posted on CIC’s website



# Background

	Re-keying Data	
	Same	Different
	System	System
	<u>X-to-X</u>	<u>X-to-Y</u>
Administrative Data	5.75	5.75
Estimate Line Data	15.35	27.34
Total Minutes	21.10	33.09

**Estimate rekeying costs  
the industry *a minimum* of  
\$17,640,000 each year**



# Background (cont.)

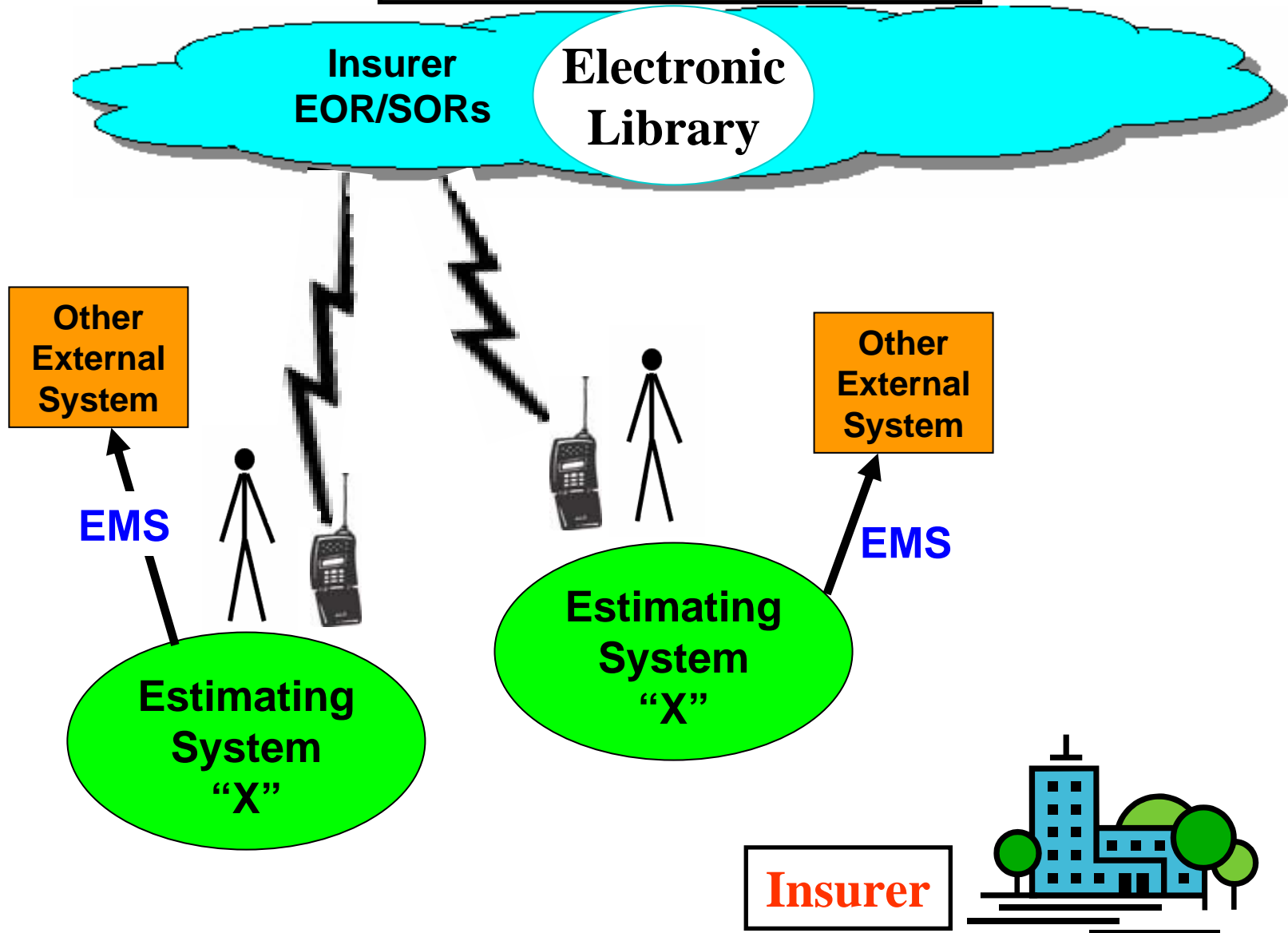
- Information Providers maintain an “electronic library” for insurer-written estimates
  - ◆ “Version Control”
  - ◆ Estimate of Record (EOR)
  - ◆ Supplement(s) of Record (SOR)
  - ◆ Serves as backup and store mechanism for insurer laptops



# Background (cont.)

- Estimates usually removed from insurer laptop after upload
  - ◆ “Version control” automatically maintained by information providers
- Shop-written estimates and supplements are maintained separately from insurer-written estimates and supplements

# Information Provider

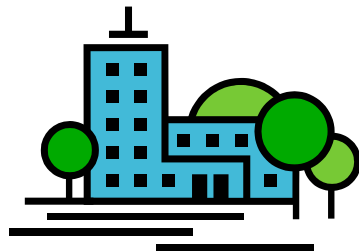




# Information Provider

Electronic  
Library

DRP  
EOR/SORs



Shop

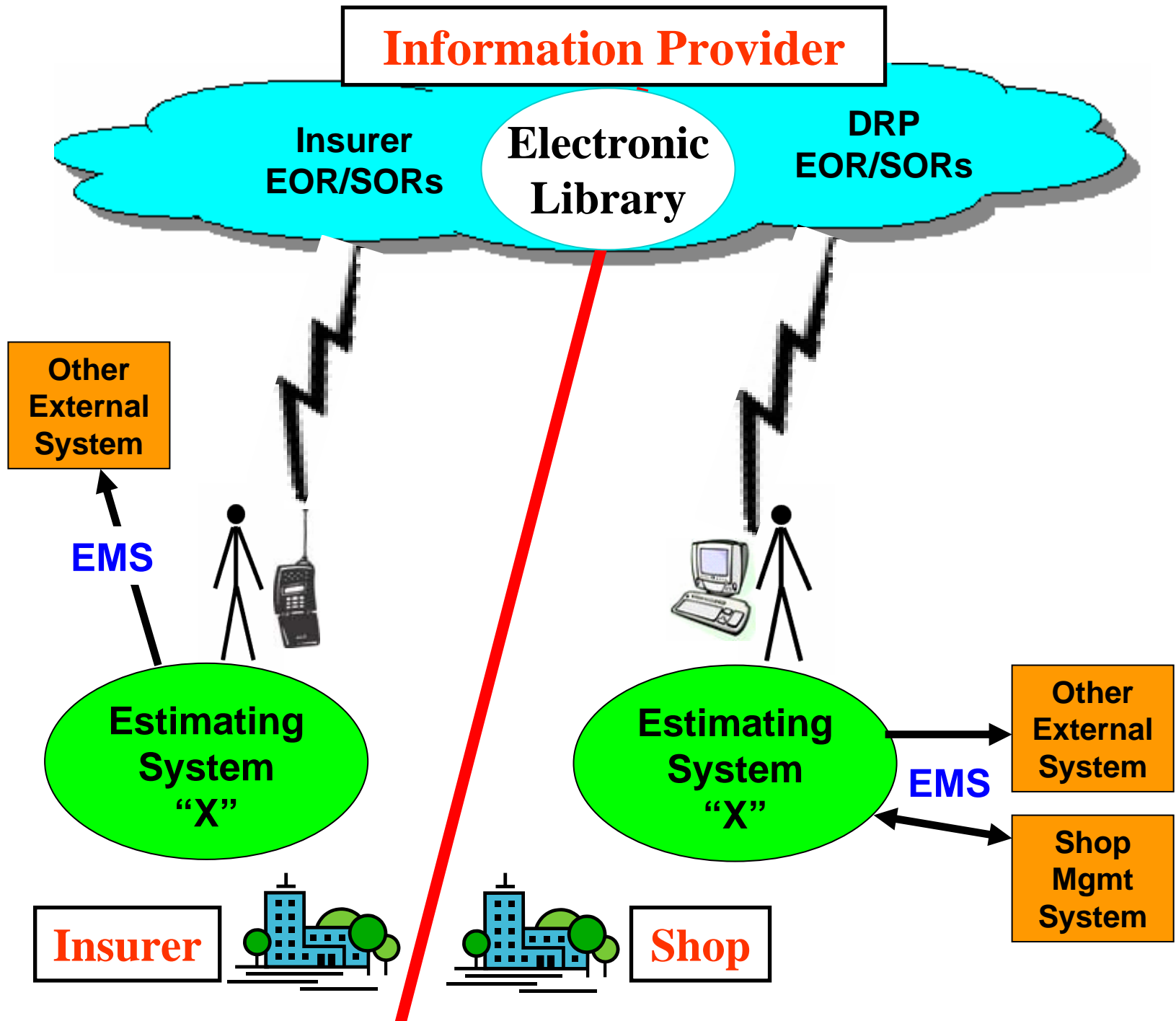
Estimating  
System  
"X"

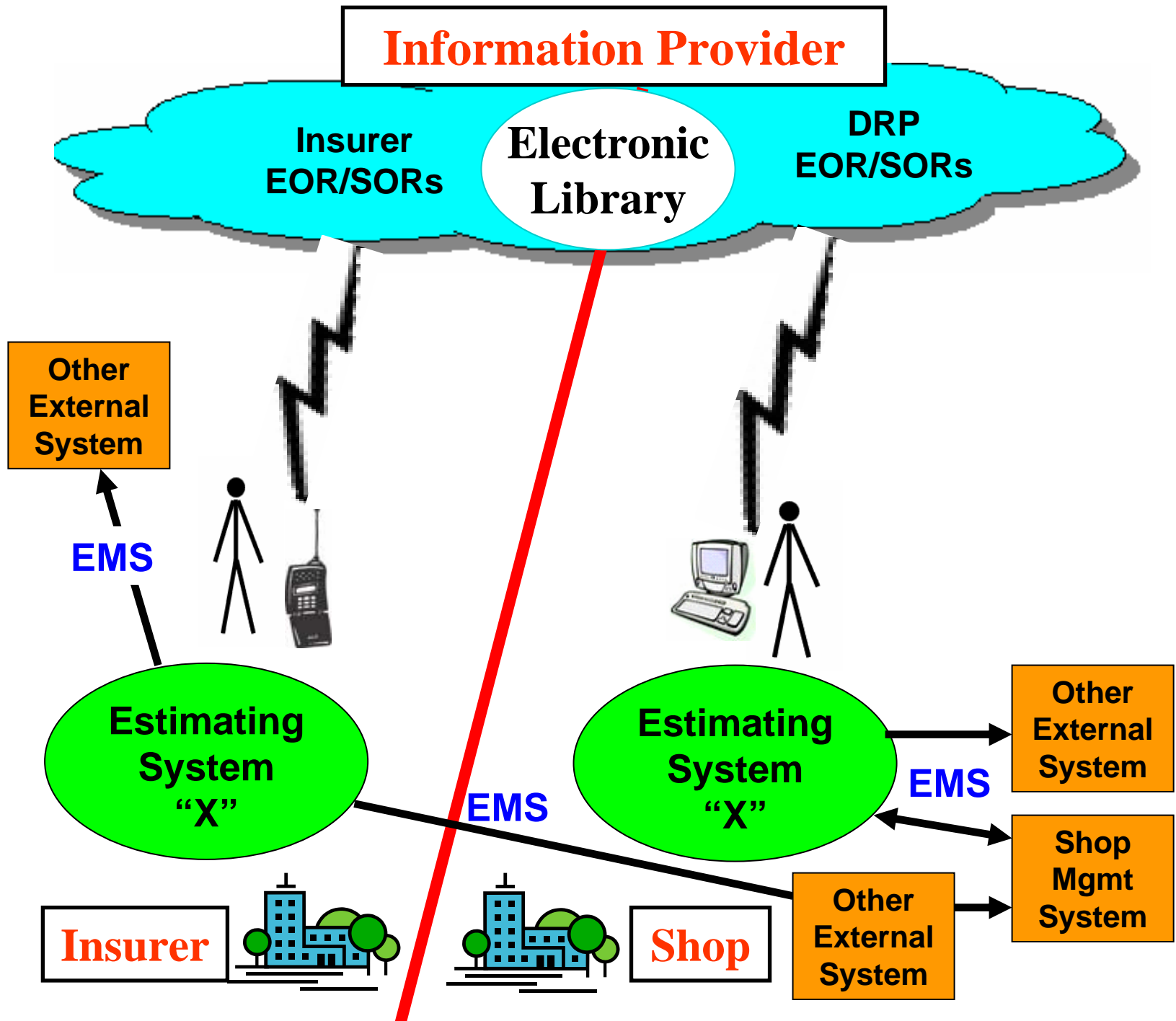
EMS

Other  
External  
System

Shop  
Mgmt  
System









# Myth Buster!!!

## MYTH

The EMS extract file can be imported into an estimating system to create an estimate.

## FACT

It can not !



# Background (cont.)

## ■ Supplement “Rules of Thumb”

- ◆ If insurer wrote original estimate, insurer will write any supplements
- ◆ DRP – If the shop writes the original estimate, they write and upload any supplements
- ◆ Non-DRP – Shop writes supplement, provides it to the insurer that wrote the original estimate, insurer re-keys the supplement



# Rekeying Scenarios

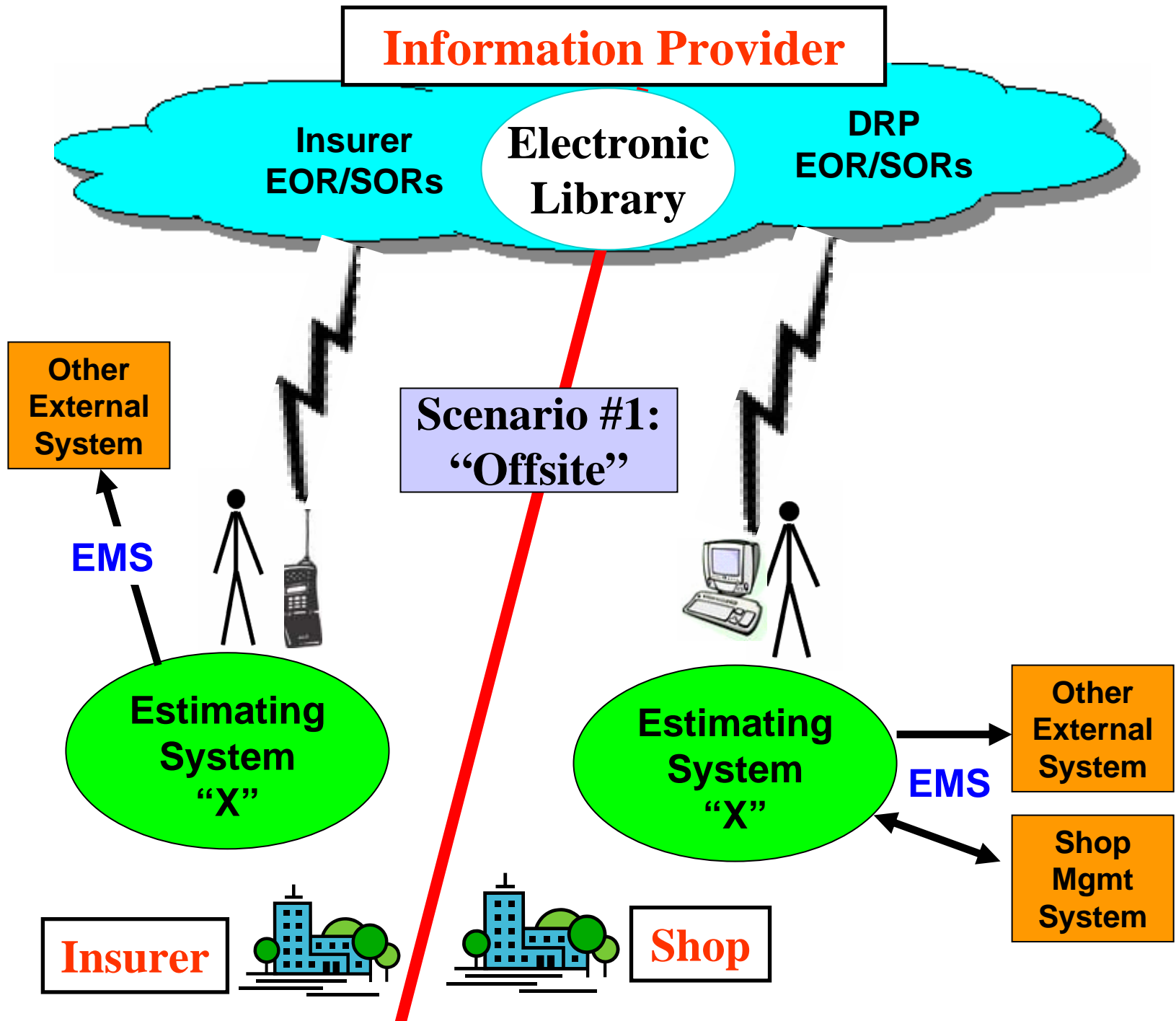
## ■ Scenario #1: “Offsite”

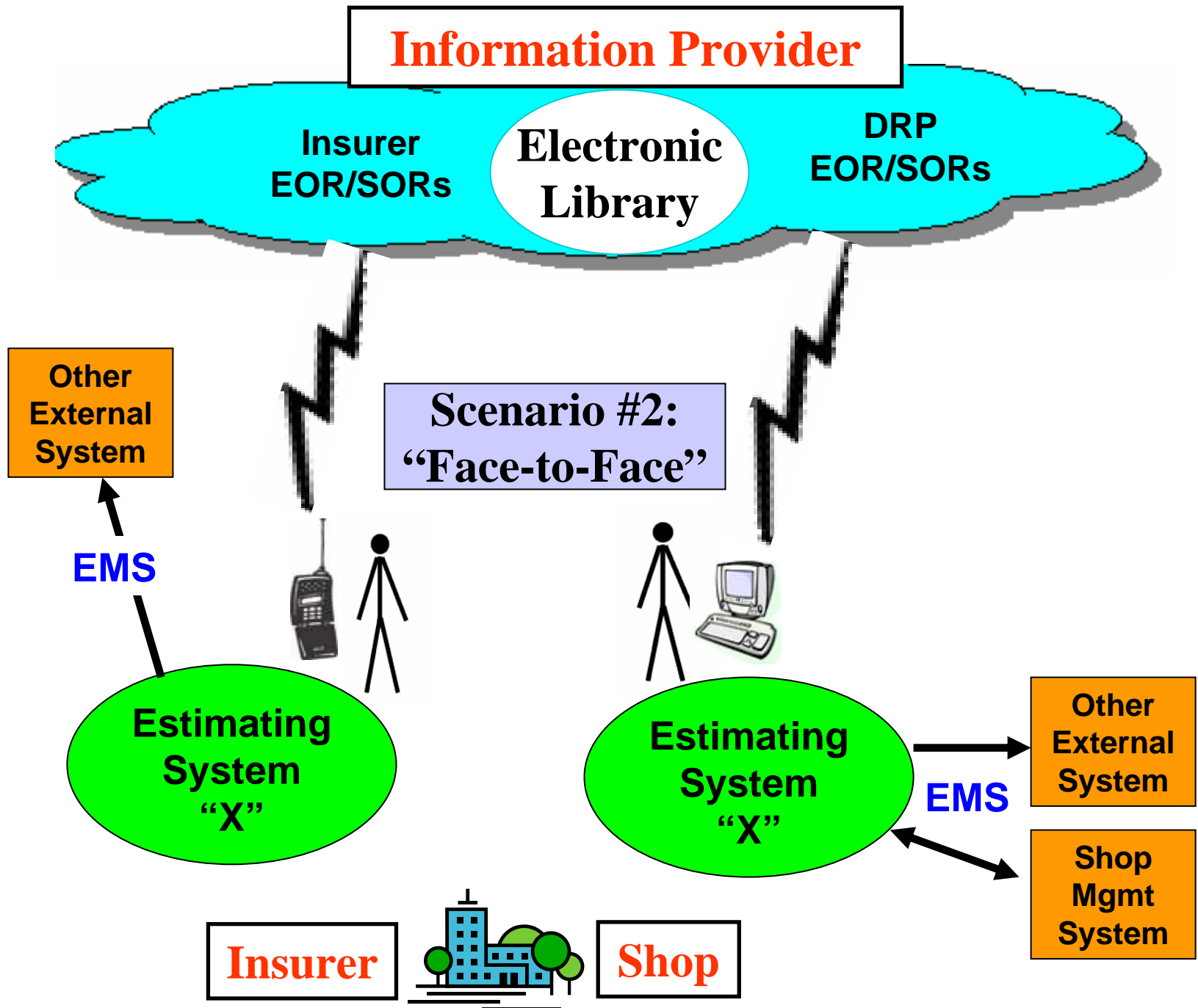
- ◆ Paper or faxed estimate is rekeyed without estimate originator present

## ■ Scenario #2: “Face-to-Face”

- ◆ Paper estimate is rekeyed while estimate originator is present

**Scenario #1 is most common**







**How can  
estimate data be  
transferred  
electronically  
to eliminate  
estimate re-keying?**





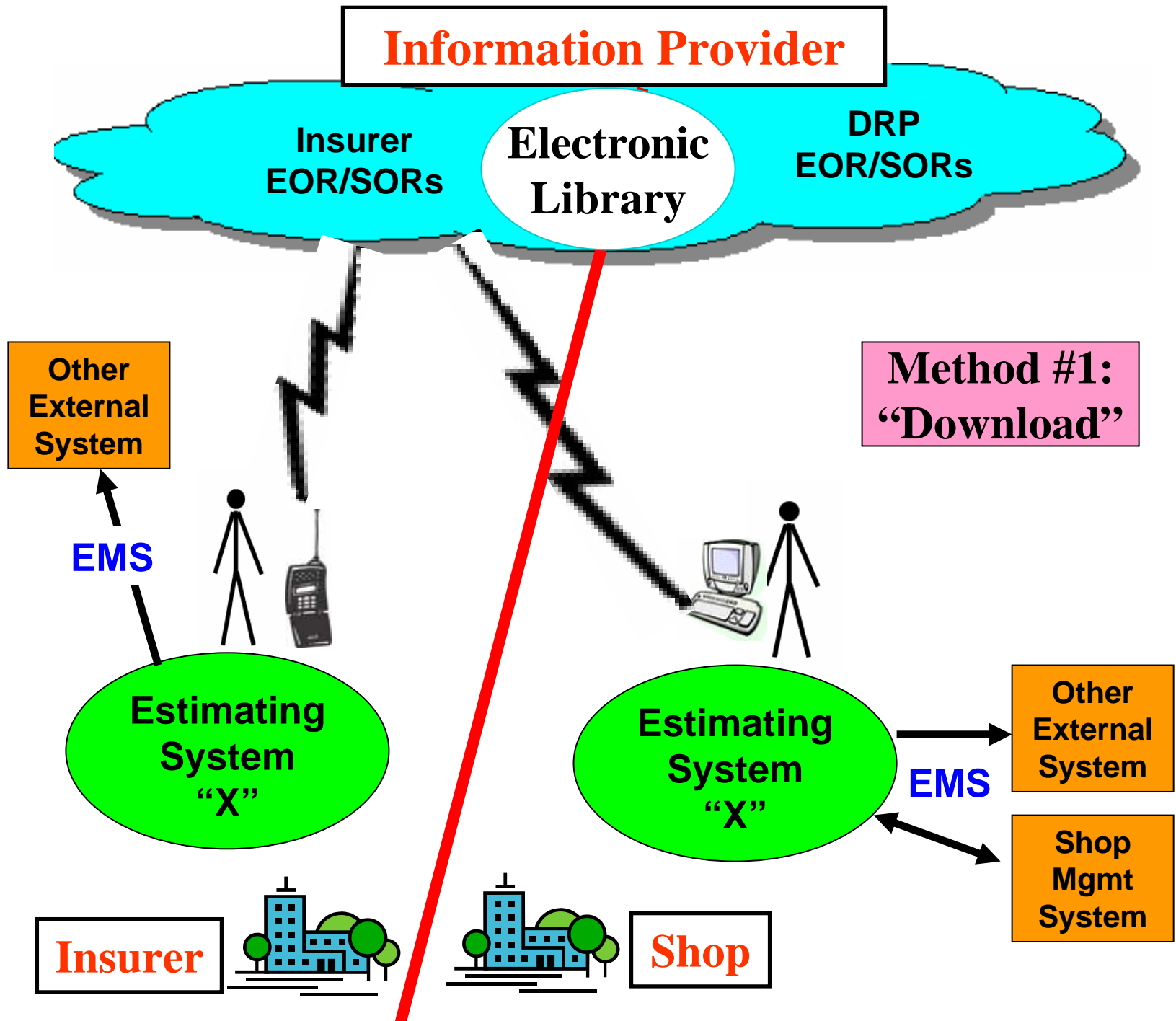
# Data Transfer Methods

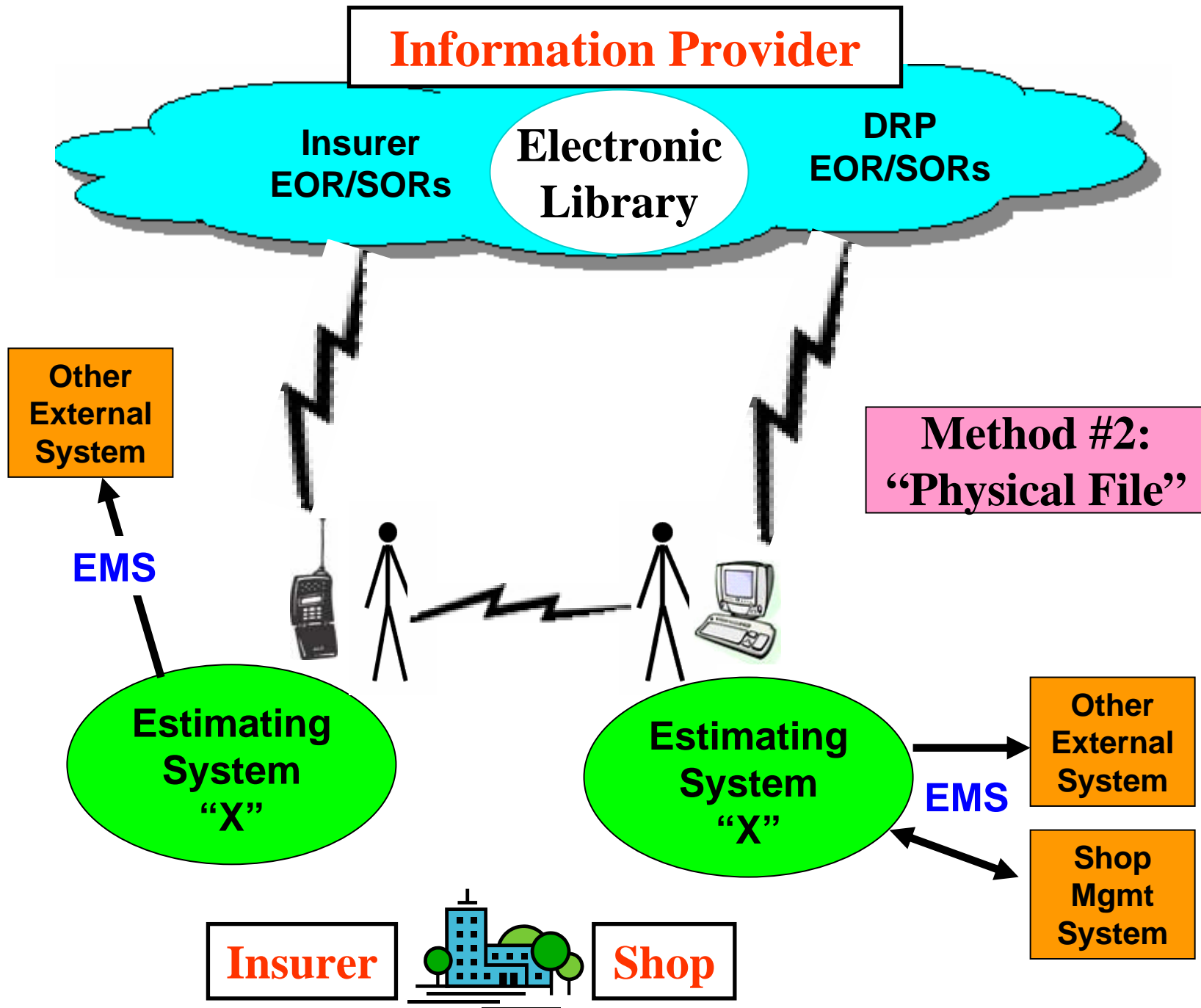
## ■ Method #1: “Download”

- ◆ Access and download estimate data from “electronic library”

## ■ Method #2: “Physical File”

- ◆ Estimate data transferred via thumb drive, diskette, USB cable, etc.







# Solution Requirements

- Retrieve and download one specific file for which you have the code/key
- Download or transfer a copy of the latest file (EOR or EOR+SOR)
- Insurer's EOR/SOR library and "version control" is not compromised
- DRP or other relationship not required
- Open to all industry participants



# Solution Requirements (cont.)

- Insurer decides which transfer method(s) to allow
  - ◆ Either, both, none
- Receiver does not need to request data transfer from library via a phone call, fax or e-mail
  - ◆ Solution must be “pull” not “push”
- Customer provides the code/key to authorize electronic estimate data transfer



# Solution Requirements (cont.)

- After data imported into receiving estimating system, estimate becomes the receiver's "original" estimate
- Estimate imports into receiver's system in a "locked" status
  - ◆ Can create EMS export
  - ◆ Can create a supplement
    - ◆ Fax to insurer
    - ◆ Upload to insurer (future)



# Assumptions

- Same brand of Estimating System (X-to-X)
  - ◆ Administrative header transfer should be estimating system independent
- Receiver may need access to the information provider's proprietary communications network
- Don't need a shop management to make the solution work



## Benefits

- Immediate and positive impact on cost reduction
- Improves cycle time
- Improves customer service
- Increases estimate accuracy
- Reduces friction

## Drawbacks

- Access to proprietary network may be required
- May entrench dependence on proprietary solutions





# Someday....

- Insurers will be able to communicate to any shop, using either party's preferred communication method and brand of estimating system
- Supplements will be communicated electronically, regardless of how original estimate was produced
- Virtual claim folder will allow sharing of estimates, supplements, images, invoices, payments, documents, etc.



**The business constraints  
and costs placed  
on the industry today  
due to software limitations  
and lack of open solutions  
must be eliminated!**



In the meantime....

**Eliminate  
Estimate  
Re-keying  
NOW !!!**



**White Paper available  
on CIC's website:**

**[www.ciclink.com](http://www.ciclink.com)**



# Questions?



# Thank You!