



Repairer Portal User Guide



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Introduction

This guide provides instructions for using Custom Fleet's Repairer Portal application. The Repairer Portal provides the ability to manage and track the status of repair jobs for Custom Fleet vehicles.

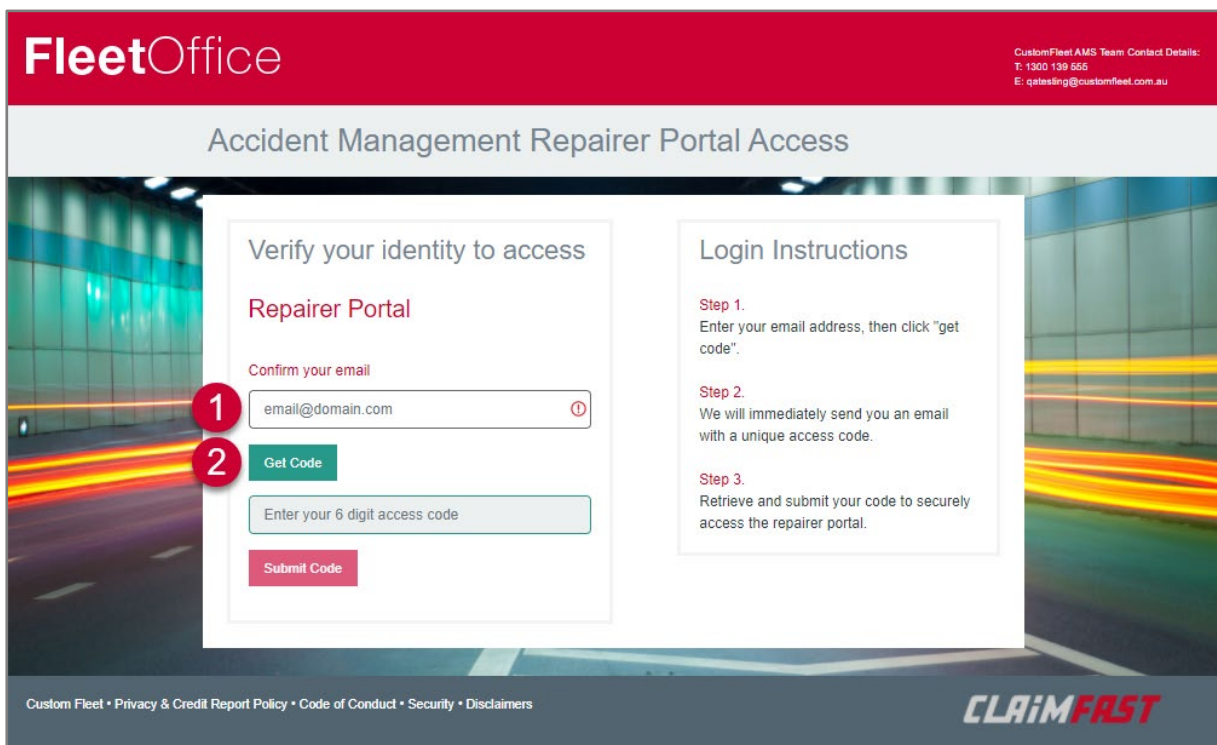
If you require further support or would like to provide feedback, please contact the Accident Management team at Custom Fleet.

Accessing the Repairer Portal

Emails are sent from Custom Fleet with links to the Repairer Portal. After clicking on these links, the Repairer Portal login page is displayed as shown below.

1

2



FleetOffice

CustomFleet AMS Team Contact Details:
T: 1300 139 656
E: qatesing@customfleet.com.au

Accident Management Repairer Portal Access

Verify your identity to access Repairer Portal

Confirm your email

1 email@domain.com ⓘ

2 **Get Code**

Enter your 6 digit access code

Submit Code

Login Instructions

Step 1.
Enter your email address, then click "get code".

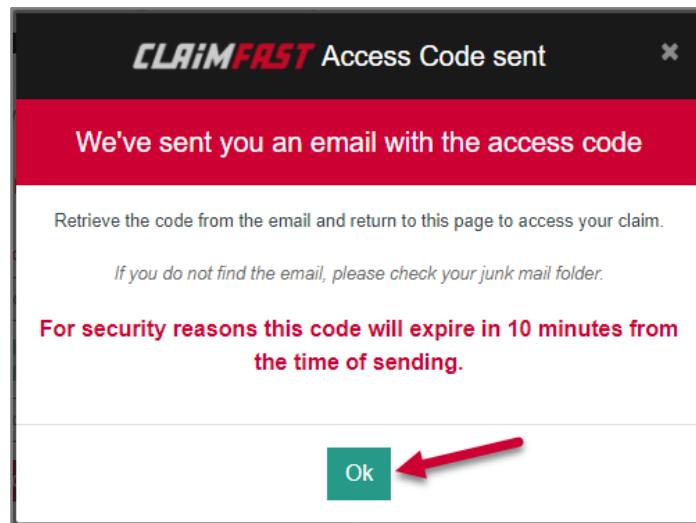
Step 2.
We will immediately send you an email with a unique access code.

Step 3.
Retrieve and submit your code to securely access the repairer portal.

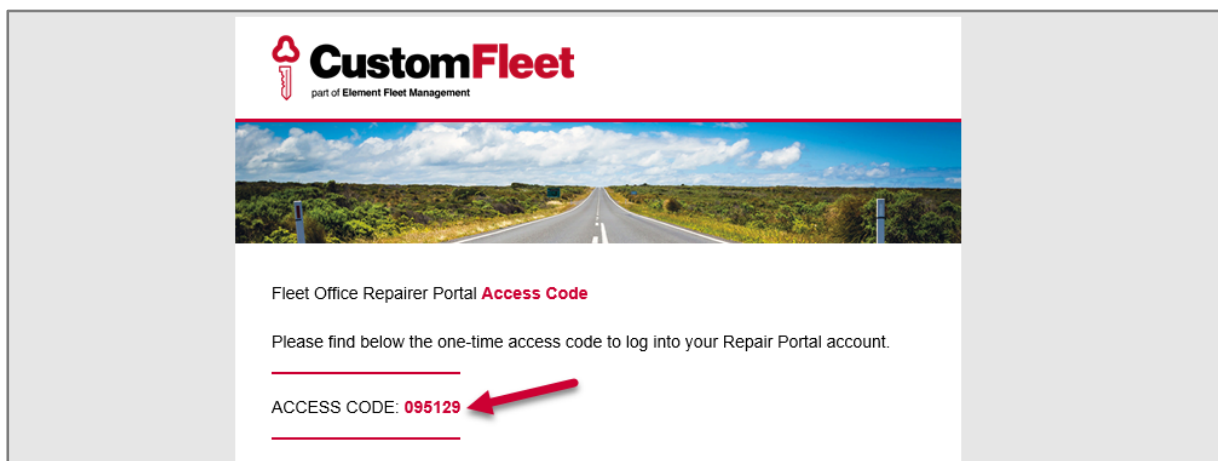
Custom Fleet • Privacy & Credit Report Policy • Code of Conduct • Security • Disclaimers

CLAIMFAST

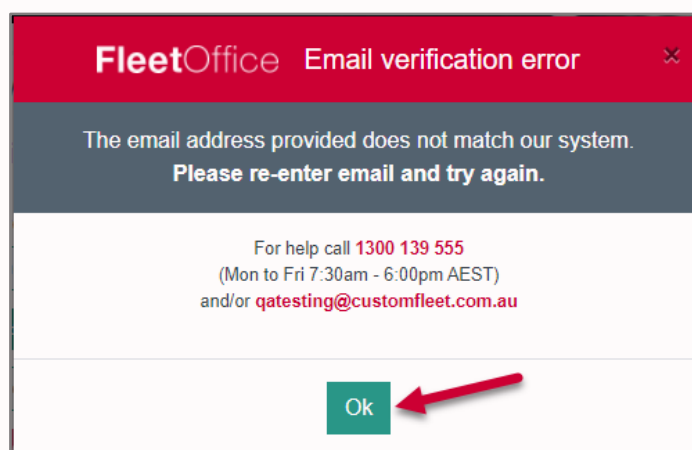
A confirmation pop-up window is displayed confirming an email has been sent to the email address provided. Click on the **OK** button to close the pop-up window.



An email is sent to the email address provided with a code as shown in the example below.



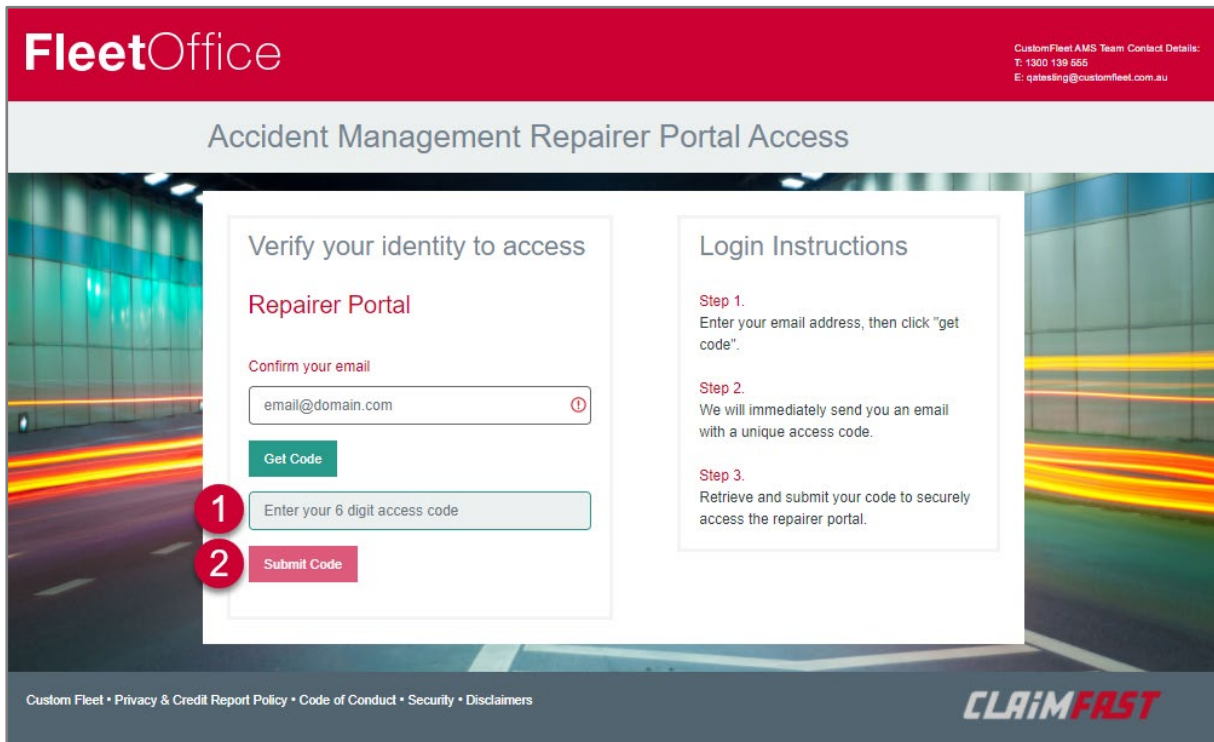
If the email has been entered incorrectly or does not match the email address recorded on our system, the below error message is displayed. Please first check the email address is entered correctly and contact us via phone or email if the issue persists.



Once the email has been received:

1

2

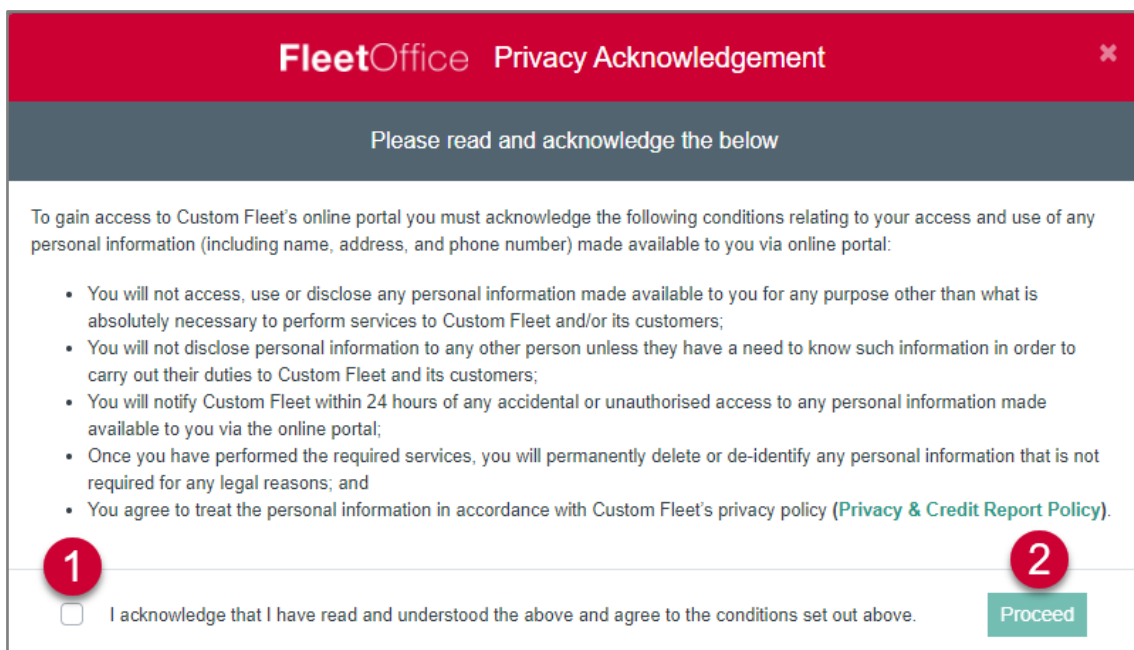


A pop-up window is displayed requiring acknowledgement of how you will access and use personal information made available via the Repairer Portal.

1

Click on the check box to confirm acknowledgement of the conditions listed.

2



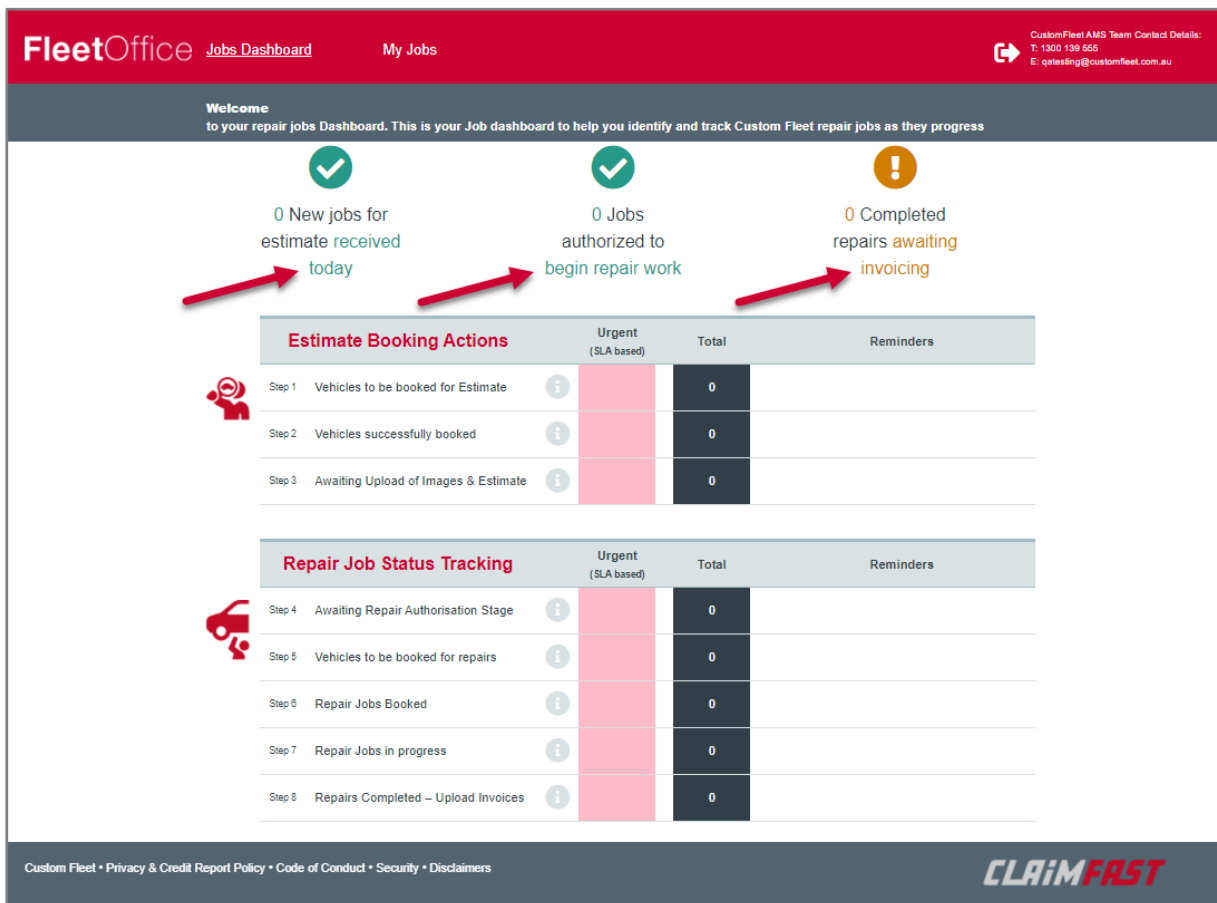
Jobs Dashboard screen

To access this screen, click on the *Jobs Dashboard* link at the top left-hand side.





The Jobs Dashboard screen provides a snapshot of all active jobs assigned to you from Custom Fleet and their pending actions. Click on the links under each header to view the applicable jobs via the My Jobs screen (see below).


Note: This screen is being developed further. Once finalised, an updated user guide with confirmation of the changes will be provided.



Welcome
to your repair jobs Dashboard. This is your Job dashboard to help you identify and track Custom Fleet repair jobs as they progress


 0 New jobs for
estimate received
today


 0 Jobs
authorized to
begin repair work


 0 Completed
repairs awaiting
invoicing

Estimate Booking Actions		Urgent (SLA based)	Total	Reminders
Step 1	Vehicles to be booked for Estimate		0	
Step 2	Vehicles successfully booked		0	
Step 3	Awaiting Upload of Images & Estimate		0	

Repair Job Status Tracking		Urgent (SLA based)	Total	Reminders
Step 4	Awaiting Repair Authorisation Stage		0	
Step 5	Vehicles to be booked for repairs		0	
Step 6	Repair Jobs Booked		0	
Step 7	Repair Jobs in progress		0	
Step 8	Repairs Completed – Upload Invoices		0	

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CLAIMFAST

My Jobs screen

To access this screen, click on the *My Jobs* link at the top left-hand side.



The My Jobs screen lists all jobs that have been assigned to you from Custom Fleet.

A

B

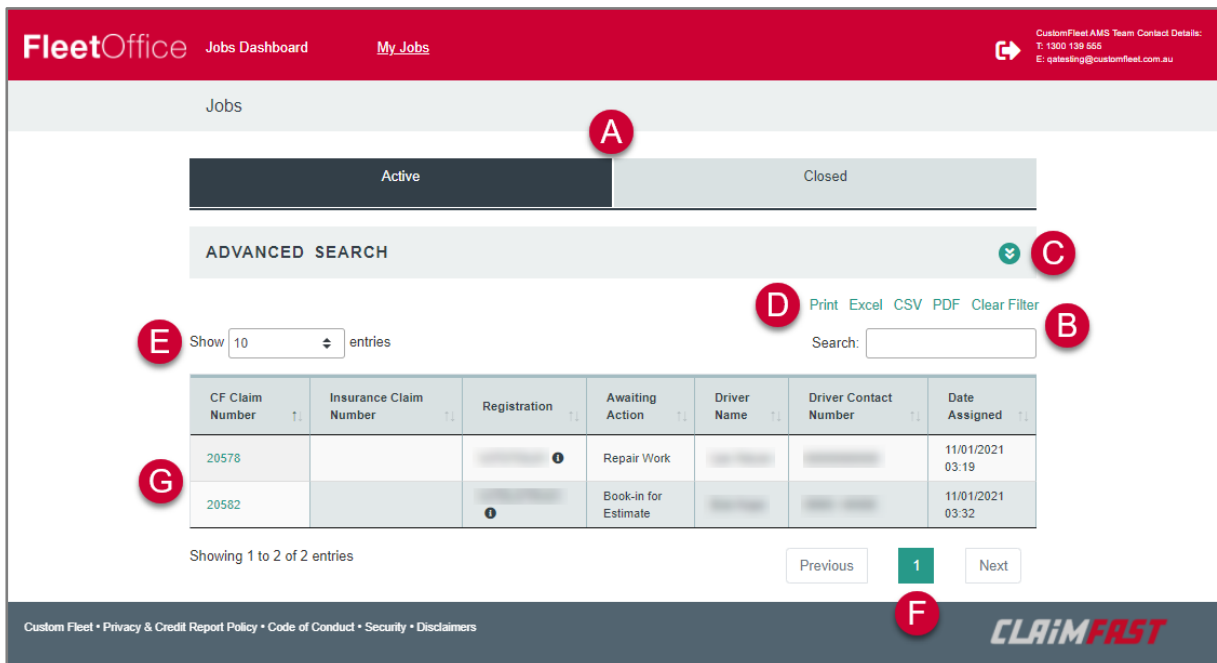
C Click on the chevron icon (▼) to view additional search filter options. Enter a search term to narrow the jobs displayed by Custom Fleet claim number, insurer claim number, vehicle registration and job status.

D To export the jobs displayed on the page, click on *Print* to send the page to your printer, or click on the desired file format (*Excel*, *CSV*, *PDF*) to save a copy to a local drive on your computer.

E The number of pages displayed on the screen at once defaults to 10. To display more jobs on the screen, click on the drop-down menu to select '25', '50' or '100'.

F Use this section to navigate between pages when applicable by clicking on the page number or the *Previous* and *Next* buttons.

G

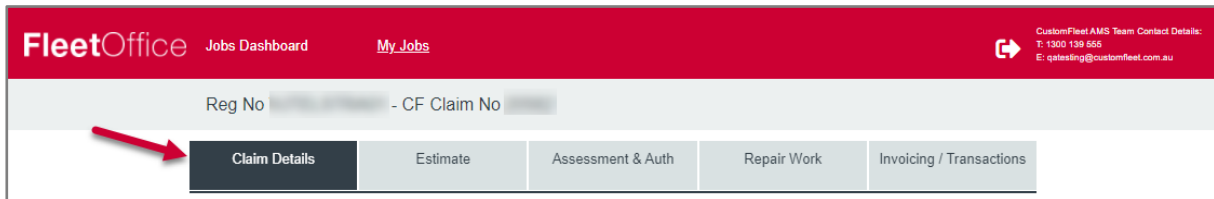


The screenshot shows the 'My Jobs' screen in FleetOffice. The top navigation bar includes 'FleetOffice', 'Jobs Dashboard', and 'My Jobs'. The main content area has a 'Jobs' header, a filter bar with 'Active' and 'Closed' tabs, and an 'ADVANCED SEARCH' section with a chevron icon (C). Below the search bar is a 'Show 10 entries' dropdown (E) and a search input field (B). A table lists jobs with columns: CF Claim Number, Insurance Claim Number, Registration, Awaiting Action, Driver Name, Driver Contact Number, and Date Assigned. The table contains two entries: one for claim number 20578 with a 'Repair Work' action, and another for 20582 with a 'Book-in for Estimate' action. Below the table is a pagination bar showing 'Showing 1 to 2 of 2 entries', 'Previous', '1' (current page), and 'Next' buttons (D). The footer includes 'Custom Fleet • Privacy & Credit Report Policy • Code of Conduct • Security • Disclaimers' and the 'CLAIMFAST' logo (F).

CF Claim Number	Insurance Claim Number	Registration	Awaiting Action	Driver Name	Driver Contact Number	Date Assigned
20578			Repair Work			11/01/2021 03:19
20582			Book-in for Estimate			11/01/2021 03:32

My Jobs – Claim Details screen

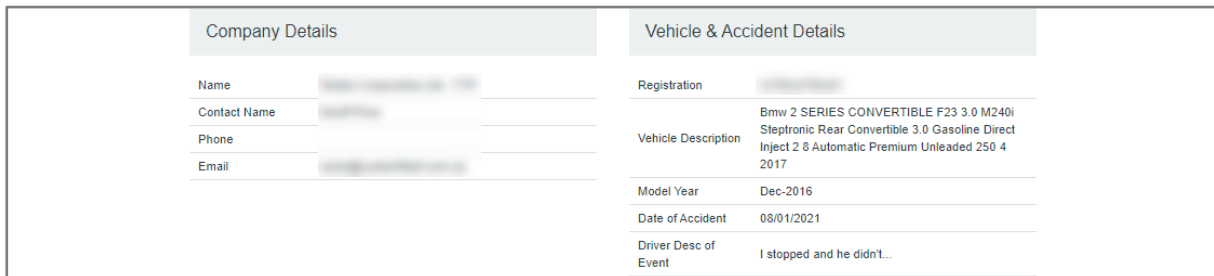
To access this screen, click on the *Claim Details* tab. This is the default screen displayed after clicking on a claim number on the My Jobs screen.



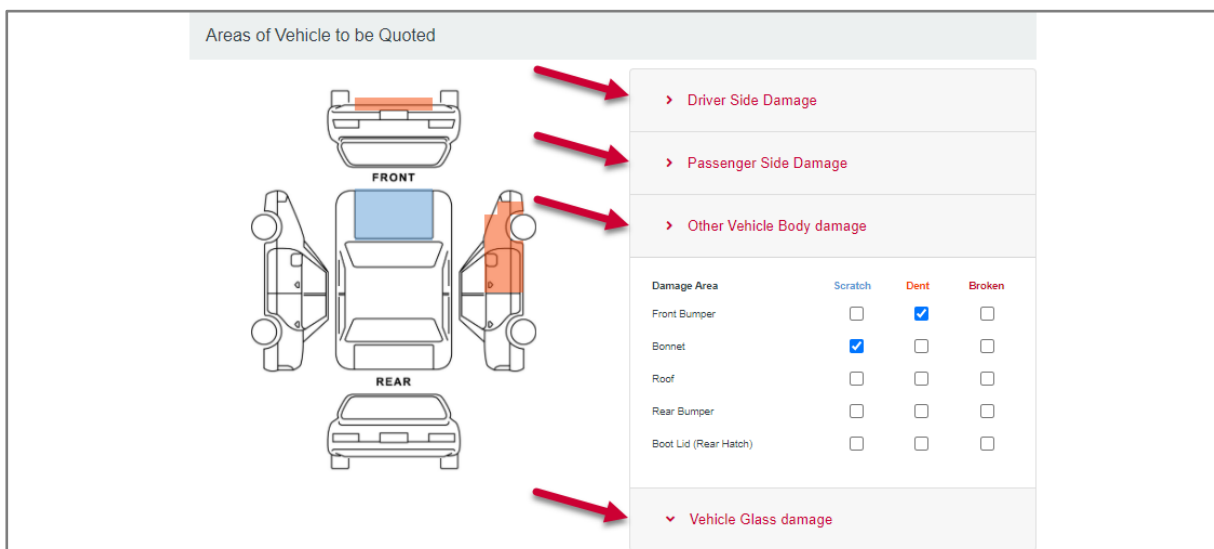
The first part contains *Driver Details* and *Insurance Details* sections.



The second part contains *Company Details* and *Vehicle & Accident Details* sections.

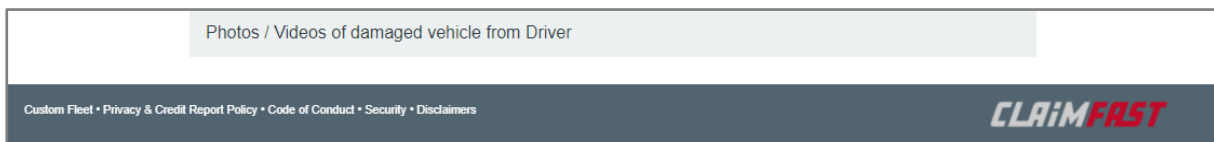


The next part contains details of the damage to the vehicle to be quoted on. Click on each sub-menu on the right-hand side to view further details.



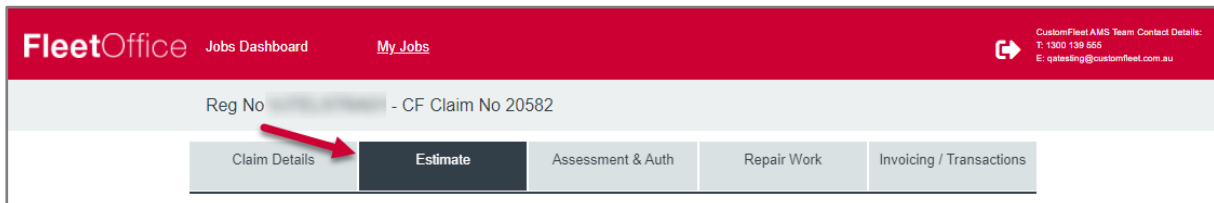
Damage Area	Scratch	Dent	Broken
Front Bumper	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Bonnet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Roof	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rear Bumper	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Boot Lid (Rear Hatch)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

When available, the final part lists photos or videos for viewing and downloading.



My Jobs – Estimate screen

To access this screen, click on the *Estimate* tab on the top menu bar. This screen is used to update Custom Fleet on the progress of booking in the vehicle for assessing repairs and uploading the final repair estimate details. This is the default screen displayed after clicking on a link provided in an estimate request email from Custom Fleet.

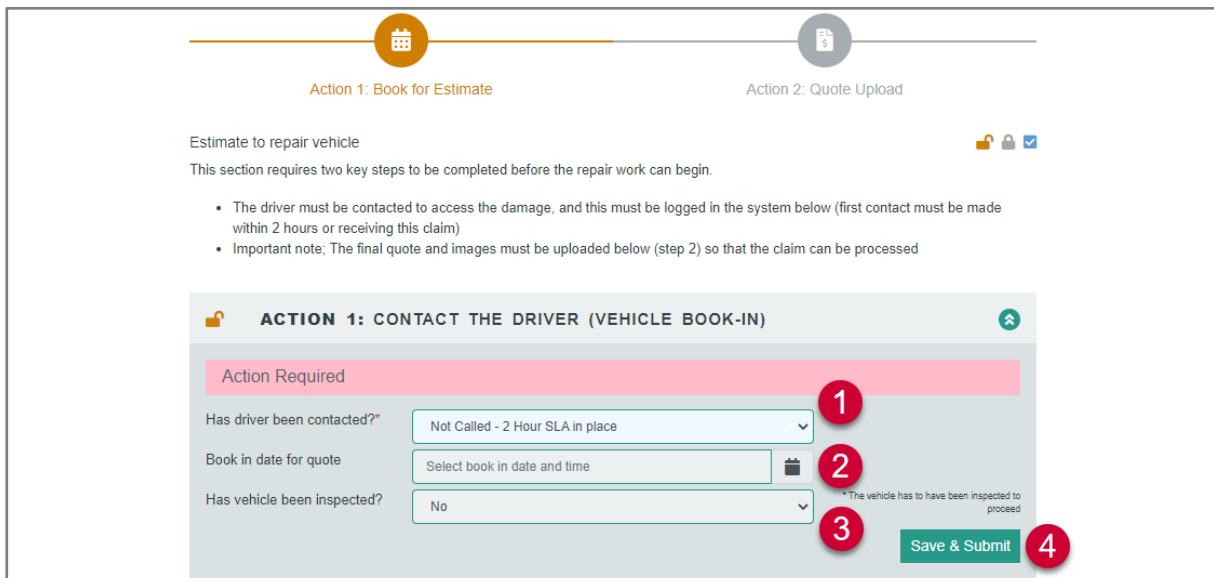


Action 1: Contact the driver (vehicle book-in)

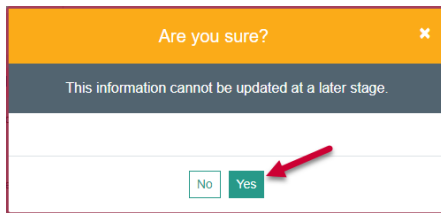
The first action required on this screen is to confirm the outcome of contacting the driver to organise a booking to assess the vehicle damage.

Note: These steps may be repeated multiple times depending on the outcome of each call.

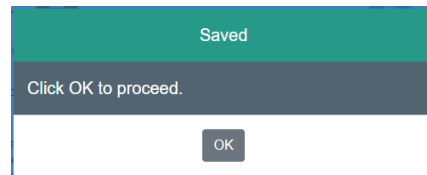
- 1 Click on the *Has driver been contacted?* drop-down menu and select the outcome of contacting the driver.
- 2 When 'Called – book-in date agreed' has been selected in the previous step, click on the calendar icon to select the date and time of the booking.
- 3 Click on the *Has vehicle been inspected?* drop-down menu and select the appropriate option.
- 4 Once the information has been entered, click on the *Save & Submit* button.



A confirmation pop-up window is displayed. Click on the **Yes** button to proceed or click on the **No** button to cancel the submission.



After proceeding, a success pop-up window is displayed. Click on the **OK** button to return to the Repairer Portal.



Action 2: Upload final quote estimate

The second action required on this screen is to upload confirmation of the final estimate for vehicle repairs.

- 1 Enter the final estimated repair amount (GST inclusive) in the *Estimated Repair Cost* text field.
- 2
- 3 Enter the estimated number of days to repair the vehicle in the *Estimated No. of Repair Days* text field.

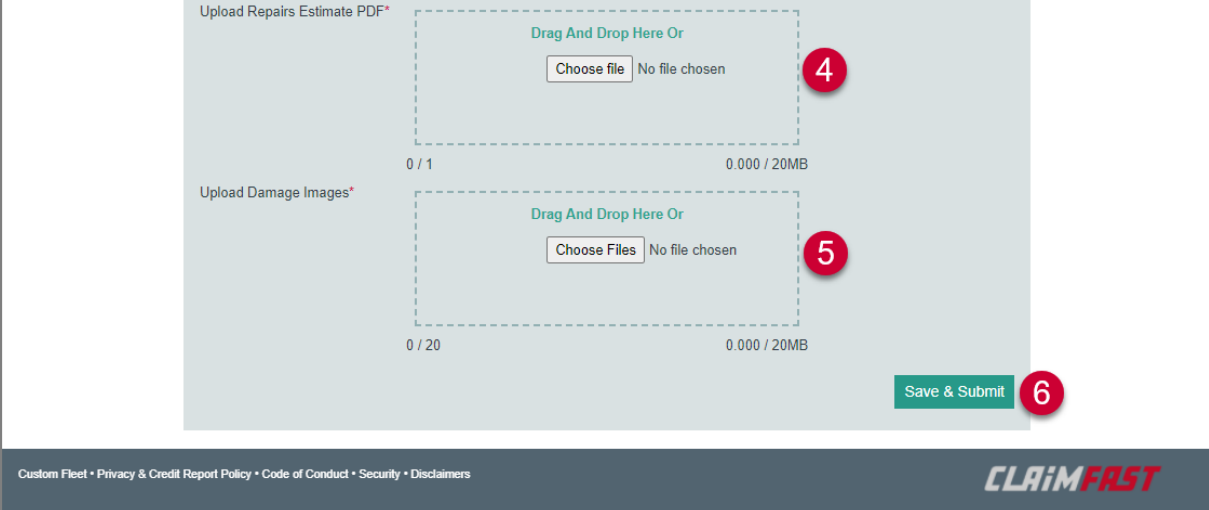
☒ **ACTION 1: CONTACT THE DRIVER (VEHICLE BOOK-IN)**

☒ **ACTION 2: UPLOAD FINAL QUOTE ESTIMATE HERE**

Action Required

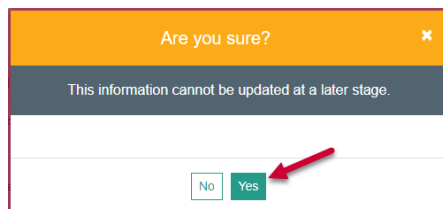
	Total (incl GST)	Net Amount	GST
Estimated Repair Cost* 1	Enter estimated 1	\$ 0.00	\$ 0.00
Excess* 2	Enter excess 1	\$ 0.00	\$ 0.00
TOTAL	\$ 0.00	\$ 0.00	\$ 0.00
Estimated No. of Repair Days* 3	0		

- 4 Drag and drop a PDF of the repair estimates from your computer to the *Upload Repair Estimates PDF* section. Alternatively, click on the *Choose file* button to locate a PDF of the repair estimates on your computer.
- 5 Drag and drop photos of the vehicle damages from your computer to the *Upload Damage Images* section. Alternatively, click on the *Choose file* button to locate photos of the vehicle damages on your computer.
- 6 Once all of the required information has been entered, click on the *Save & Submit* button.

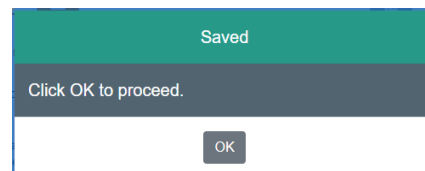


The screenshot shows the 'Upload Repairs Estimate PDF' and 'Upload Damage Images' sections. Both sections have a dashed box for drag-and-drop, a 'Choose file' button, and a 'No file chosen' status. A 'Save & Submit' button is at the bottom right. Red circles with numbers 4, 5, and 6 point to the 'Choose file' buttons, the 'Save & Submit' button, and the 'Save & Submit' button respectively.

A confirmation pop-up window is displayed. Click on the *Yes* button to proceed or click on the *No* button to cancel the submission.



After proceeding, a success pop-up window is displayed. Click on the *OK* button to return to the Repairer Portal.



Notes:

- The PDF file name is displayed and may be removed if uploaded in error by clicking on the bin icon. A maximum of 20MB of files may be uploaded in this section.



- Image files must be in .png, .jpg, .jpeg or .gif format. The images are displayed for review and may be deleted if uploaded in error by clicking on the *Delete* button. A maximum of 20MB of files may be uploaded in this section.



My Jobs – Assessment & Auth screen

To access this screen, click on the *Assessment & Auth* tab on the top menu bar. This screen is used to record when an onsite assessment of the vehicle is required, and insurer authorisation has been provided to proceed with repairs.



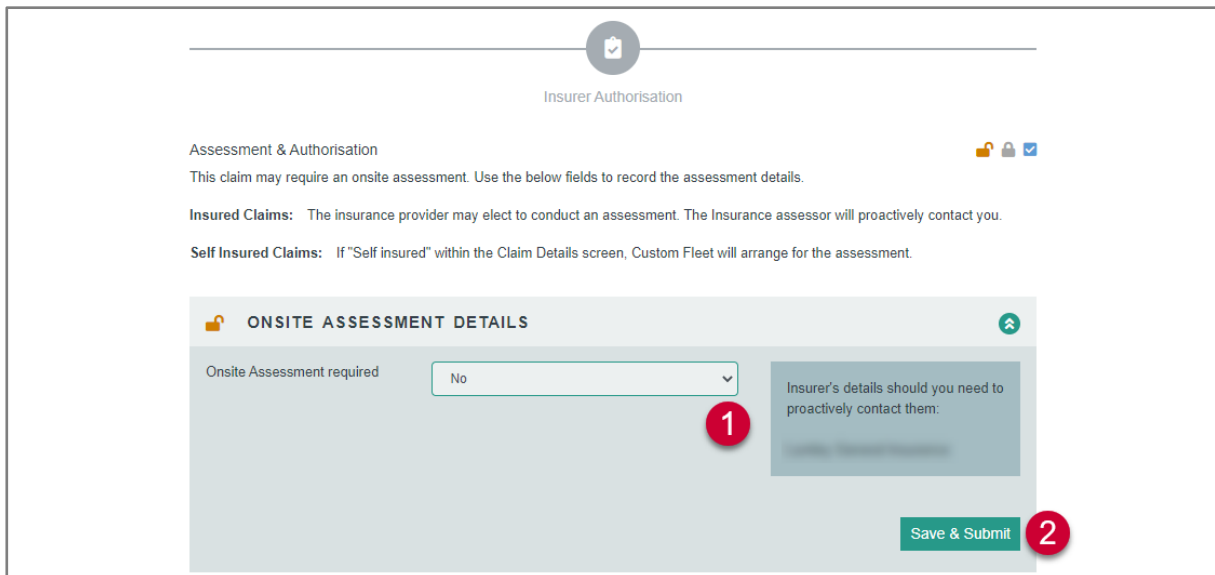
Action 1: Confirm onsite assessment

The first action required on this screen is to confirm whether an onsite assessment has been requested by the insurer.

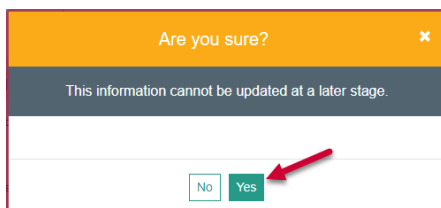
- 1 Click on the *Onsite Assessment required* drop-down menu to select 'Yes' when an onsite assessment has been requested by the insurer.

2

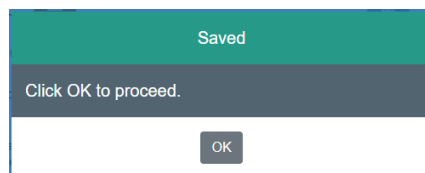
Note: The insurer's details are listed on the right-hand side for easy reference.



A confirmation pop-up window is displayed. Click on the Yes button to proceed or click on the No button to cancel the submission.



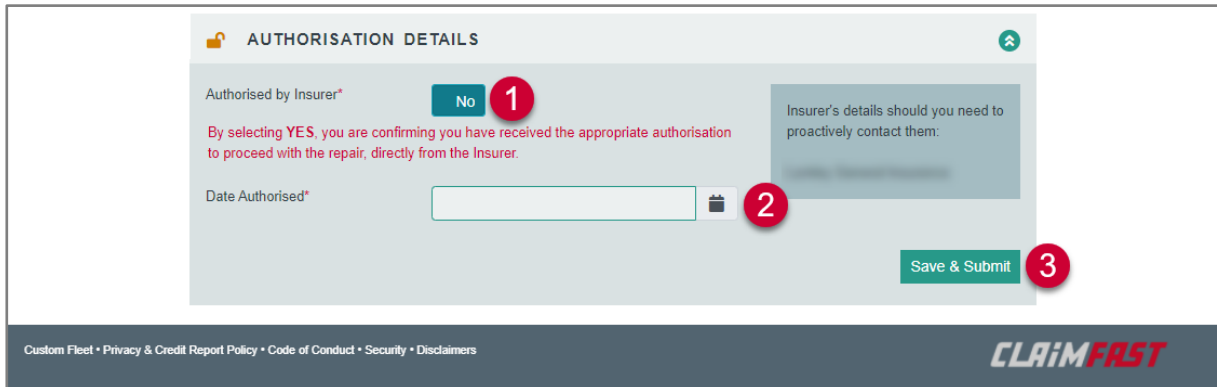
After proceeding, a success pop-up window is displayed. Click on the OK button to return to the Repairer Portal.



Action 2: Confirm insurer authorisation

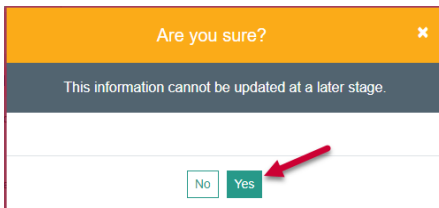
The second action required on this screen is to confirm the insurer has provided authorisation to proceed with vehicle repairs.

- 1
- 2 Click on the calendar icon next to the *Date Authorised* text field to select the date authorisation was received from the insurer.
- 3



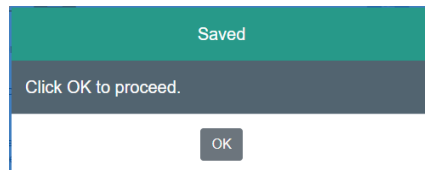
The screenshot shows the 'AUTHORISATION DETAILS' form. It includes a 'No' button (callout 1), a 'Date Authorised' field with a calendar icon (callout 2), and a 'Save & Submit' button (callout 3). A note states: 'By selecting YES, you are confirming you have received the appropriate authorisation to proceed with the repair, directly from the Insurer.' Another note says: 'Insurer's details should you need to proactively contact them:'. The footer contains 'Custom Fleet • Privacy & Credit Report Policy • Code of Conduct • Security • Disclaimers' and the 'CLAIMFAST' logo.

A confirmation pop-up window is displayed. Click on the Yes button to proceed or click on the No button to cancel the submission.



The pop-up window is titled 'Are you sure?' and contains the message 'This information cannot be updated at a later stage.' At the bottom, there are 'No' and 'Yes' buttons. A red arrow points to the 'Yes' button.

After proceeding, a success pop-up window is displayed. Click on the OK button to return to the Repairer Portal.



The success pop-up window is titled 'Saved' and contains the message 'Click OK to proceed.' At the bottom, there is an 'OK' button.

My Jobs – Repair Work

To access this screen, click on the *Repair Work* tab on the top menu bar. This screen is used to confirm when the vehicle has been booked in for repairs, record the progress of the vehicle repairs and verify their completion.



Action 1: Contact the driver (vehicle book-in)

The first action required on this screen is to confirm the outcome of contacting the driver to organise a booking to repair the vehicle damage.

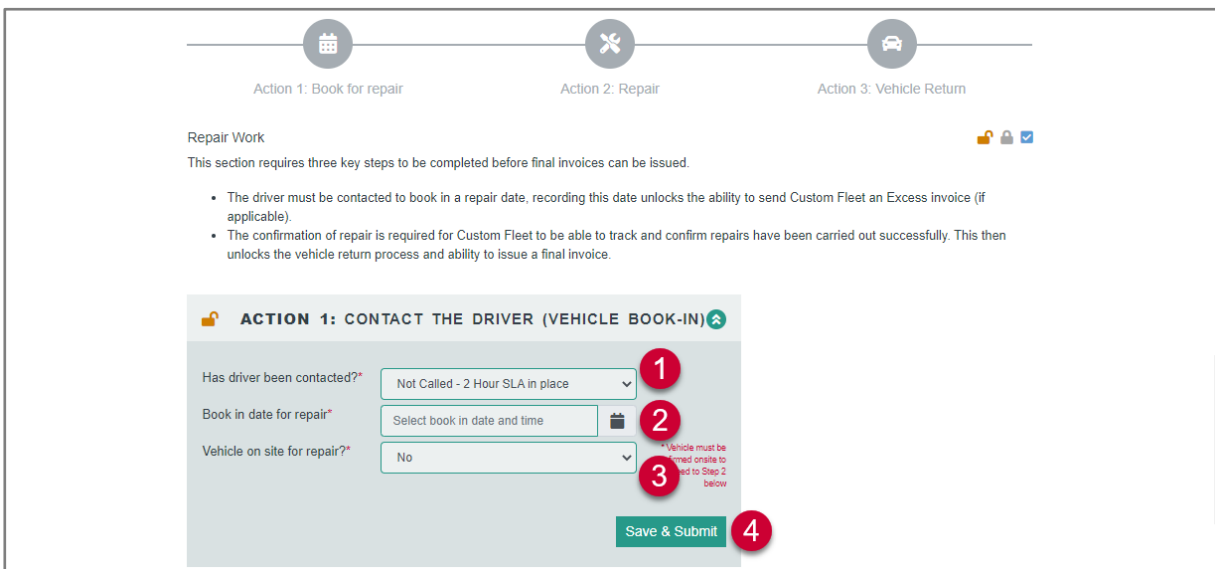
Note: These steps may be repeated multiple times depending on the outcome of each call.

1

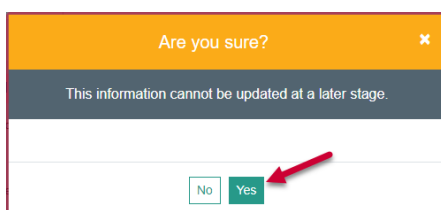
2

3

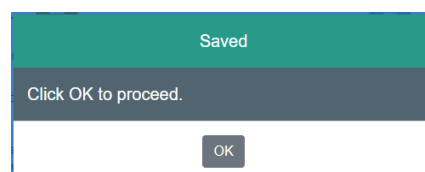
4



A confirmation pop-up window is displayed. Click on the **Yes** button to proceed or click on the **No** button to cancel the submission.



After proceeding, a success pop-up window is displayed. Click on the **OK** button to return to the Repairer Portal.



Action 2: Vehicle repair actions

The second action required on this screen is to record the progress of actions taken to repair the vehicle.

Note: These steps may be repeated multiple times depending on the outcome of the actions.

1

2

3 Click on the *Is repair completed?* drop-down menu and select the appropriate option.

4 Click on the calendar icon next to the *Actual repair finish date* text field to select the date vehicle repairs were actually completed.

5 When applicable, click on the *Reason for Finish Delay* drop-down menu and select the appropriate option.

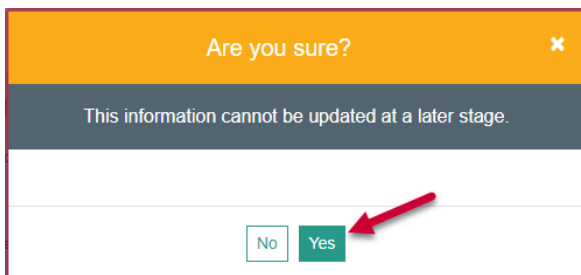
6



The screenshot shows the 'ACTION 2: VEHICLE REPAIR ACTIONS' form. It includes the following fields and callouts:

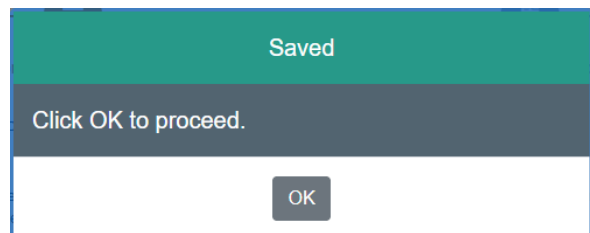
- 1**: Repair start date (text field)
- 2**: Estimated repair finish date (text field)
- 3**: Is repair completed?* (drop-down menu, currently showing 'No')
- 4**: Actual repair finish date (text field with a calendar icon)
- 5**: Reason for Finish Delay* (drop-down menu, currently showing 'Select reason for delay')
- 6**: Save & Submit button

A confirmation pop-up window is displayed. Click on the **Yes** button to proceed or click on the **No** button to cancel the submission.



The confirmation pop-up window is titled 'Are you sure?' and contains the message 'This information cannot be updated at a later stage.' At the bottom, there are two buttons: 'No' and 'Yes'. A red arrow points to the 'Yes' button.

After proceeding, a success pop-up window is displayed. Click on the **OK** button to return to the Repairer Portal.



The success pop-up window is titled 'Saved' and contains the message 'Click OK to proceed.' At the bottom, there is an 'OK' button.

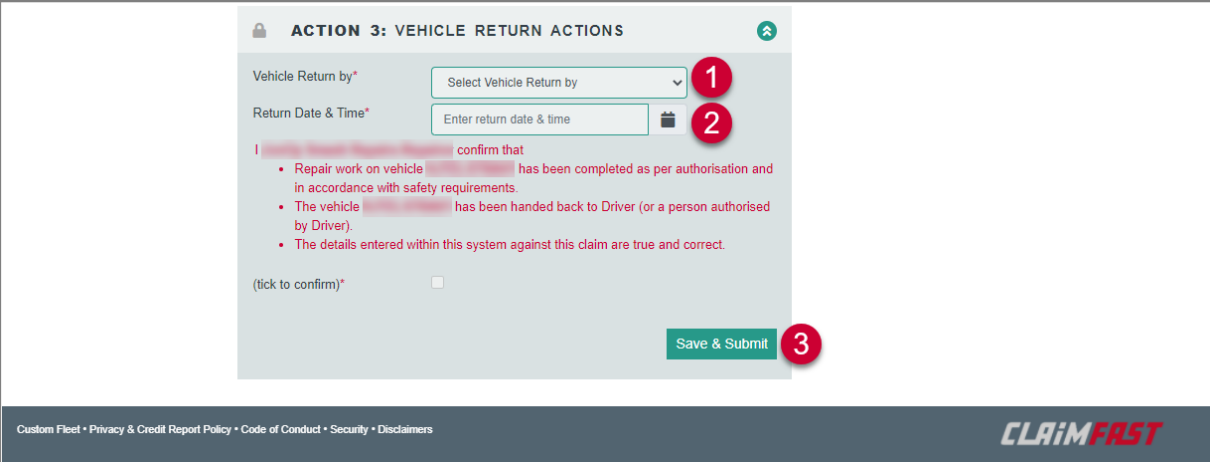
Action 3: Vehicle return actions

The third action required on this screen is to record the return of the vehicle after repairs.

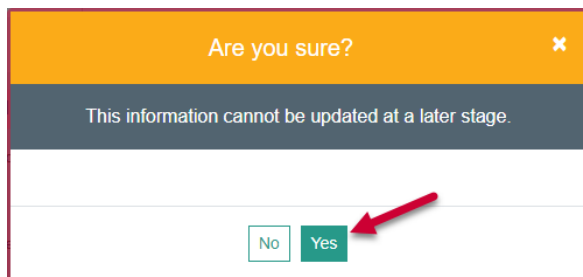
1

2

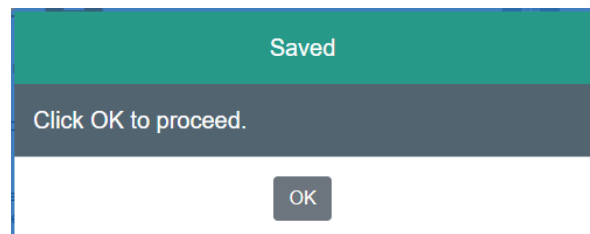
3 Once all of the required information has been entered, click on the *Save & Submit* button.



A confirmation pop-up window is displayed. Click on the *Yes* button to proceed or click on the *No* button to cancel the submission.



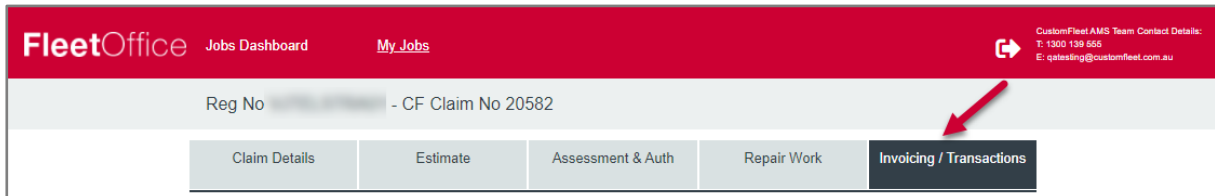
After proceeding, a success pop-up window is displayed. Click on the *OK* button to return to the Repairer Portal.



My Jobs – Invoicing/Transactions screen

To access this screen, click on the *Invoicing/Transactions* tab on the top menu bar. This screen is used to upload excess and repair invoices for payment by Custom Fleet and track financial transactions between you and Custom Fleet.

Note: The repair invoice and (when applicable) the excess invoice must be uploaded on this screen to close the job on the Repairer Portal.



FleetOffice Jobs Dashboard My Jobs CustomFleet AMS Team Contact Details:
 T: 1300 139 555
 E: qatesting@customfleet.com.au

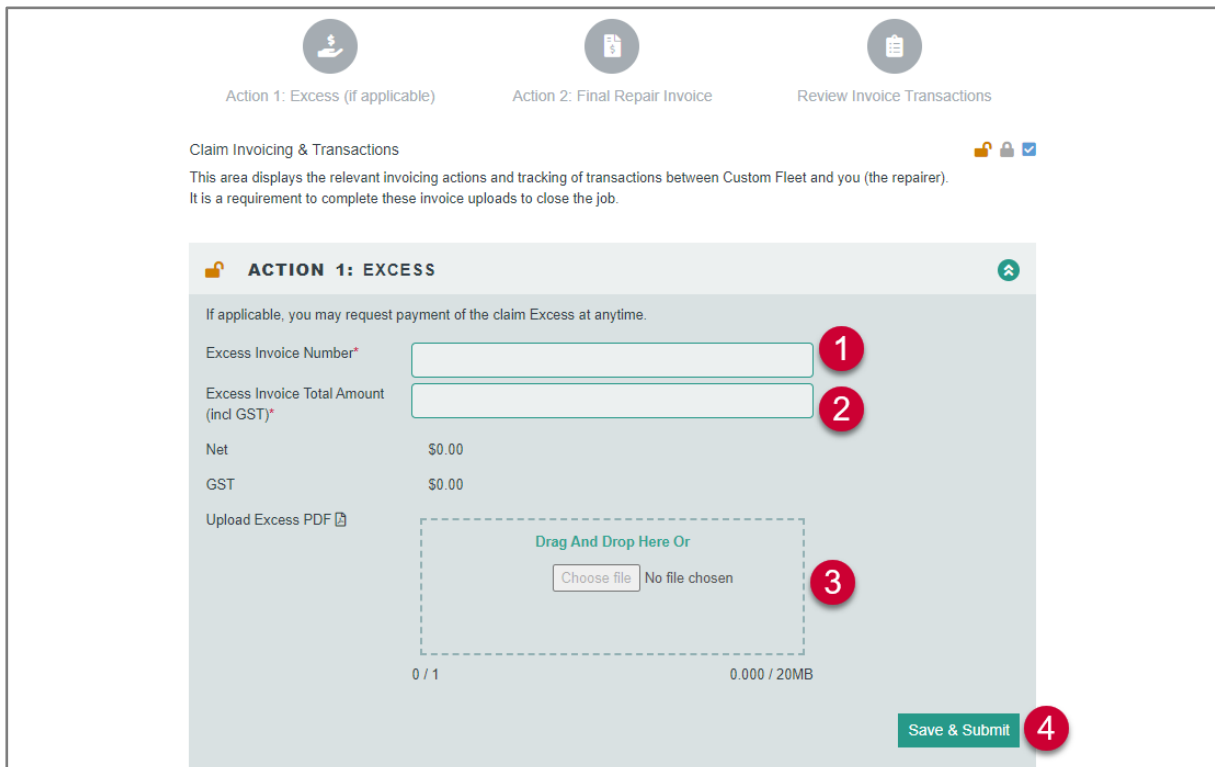
Reg No [REDACTED] - CF Claim No 20582

Claim Details Estimate Assessment & Auth Repair Work **Invoicing / Transactions**

Action 1: Excess (when applicable)

When applicable to the claim, the first action required on this screen is to confirm the excess invoice details and upload the invoice for payment by Custom Fleet.

- 1
- 2
- 3
- 4



Action 1: Excess (if applicable) Action 2: Final Repair Invoice Review Invoice Transactions

Claim Invoicing & Transactions

This area displays the relevant invoicing actions and tracking of transactions between Custom Fleet and you (the repairer).
 It is a requirement to complete these invoice uploads to close the job.

ACTION 1: EXCESS


If applicable, you may request payment of the claim Excess at anytime.

Excess Invoice Number*

Excess Invoice Total Amount (incl GST)*

Net \$0.00

GST \$0.00

Upload Excess PDF 

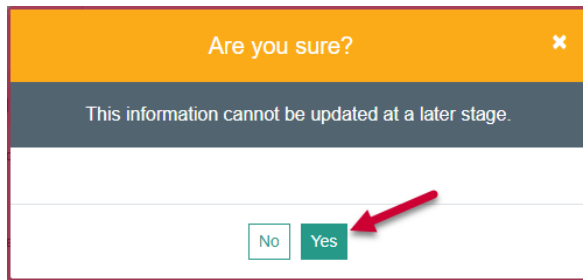
Drag And Drop Here Or

No file chosen

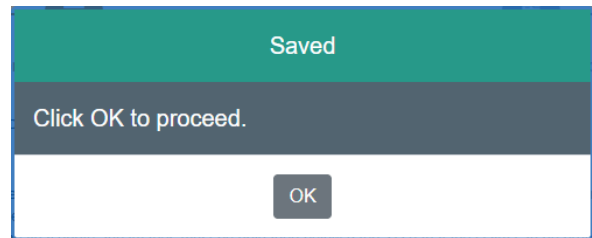
0 / 1 0.000 / 20MB

Save & Submit

A confirmation pop-up window is displayed. Click on the **Yes** button to proceed or click on the **No** button to cancel the submission.



After proceeding, a success pop-up window is displayed. Click on the **OK** button to return to the Repairer Portal.



Action 2: Vehicle repair actions

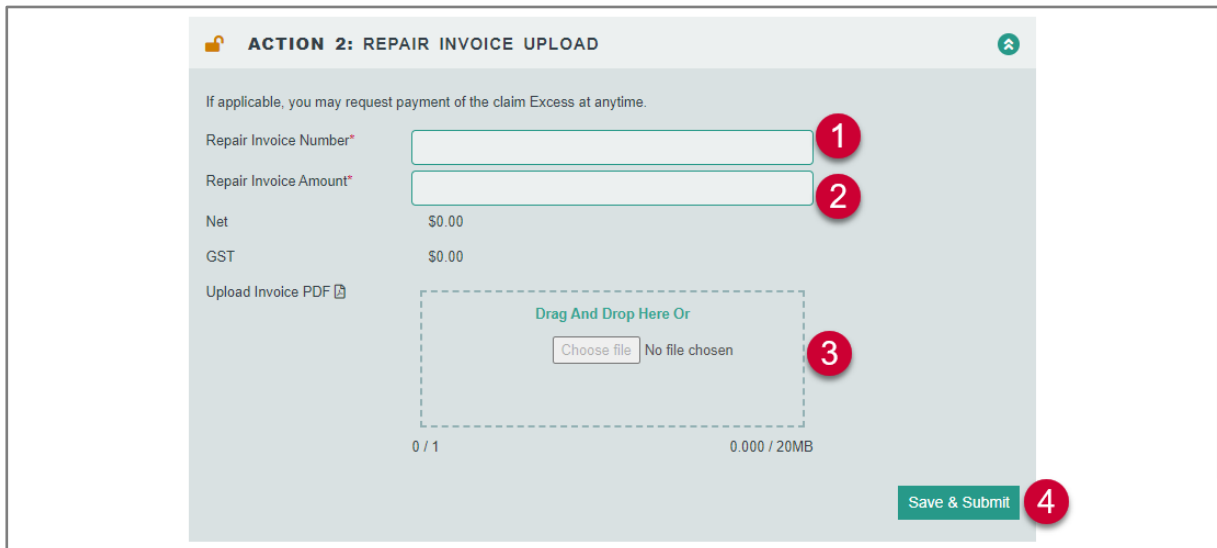
The second action required on this screen is to confirm the repair invoice details and upload the invoice for payment by Custom Fleet.

1

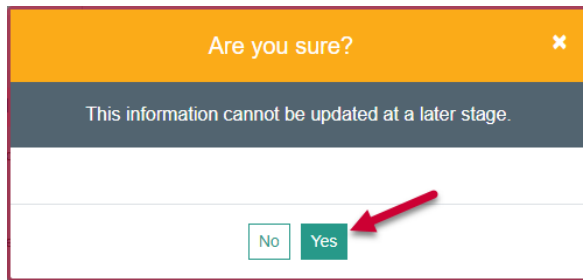
2

3

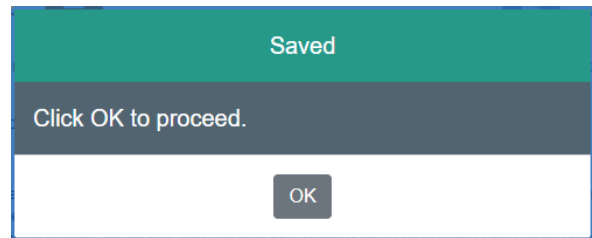
4



A confirmation pop-up window is displayed. Click on the **Yes** button to proceed or click on the **No** button to cancel the submission.



After proceeding, a success pop-up window is displayed. Click on the **OK** button to return to the Repairer Portal.



Invoice transactions

The third section on this screen lists the status and details of financial transactions between you and Custom Fleet.

A

B

C

Invoice Transactions						
Only the transactions between Custom Fleet and you (the Repairer) are displayed below						
A Show 10 entries		B Search: <input type="text"/>				
Inv no	Payment Status	Desc	Date Generated	Amount (ex GST)	Amount (in GST)	Date Paid/allocated
INP834934	Paid by CF	Repair charge	13/10/2020	\$1,000	\$110	13/10/2020
INP834935	Pending CF	Excess Charge	13/10/2020	\$500	\$550	
INP834936	Paid by Repairer	Rebate - Repair charge	13/10/2020	-\$50.0	-\$5.5	13/10/2020
INP834936	Pending Repairer	Rebate - Repair charge	13/10/2020	-\$50.0	-\$5.5	