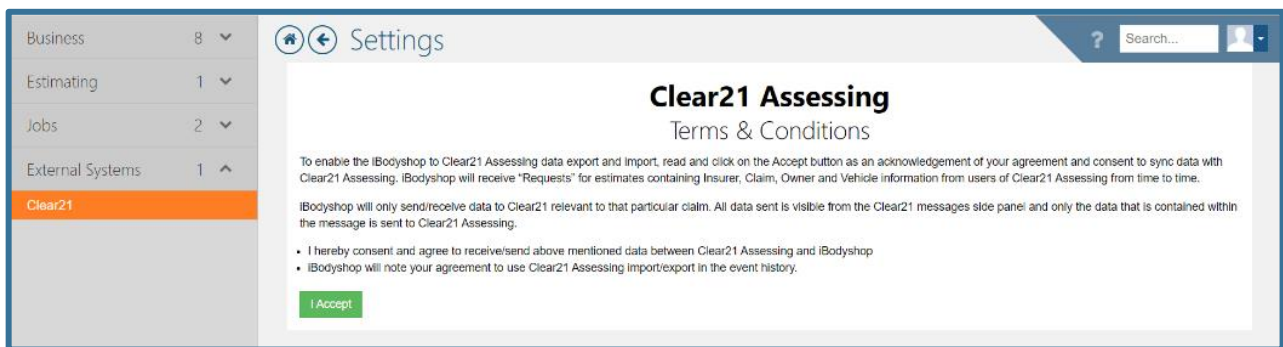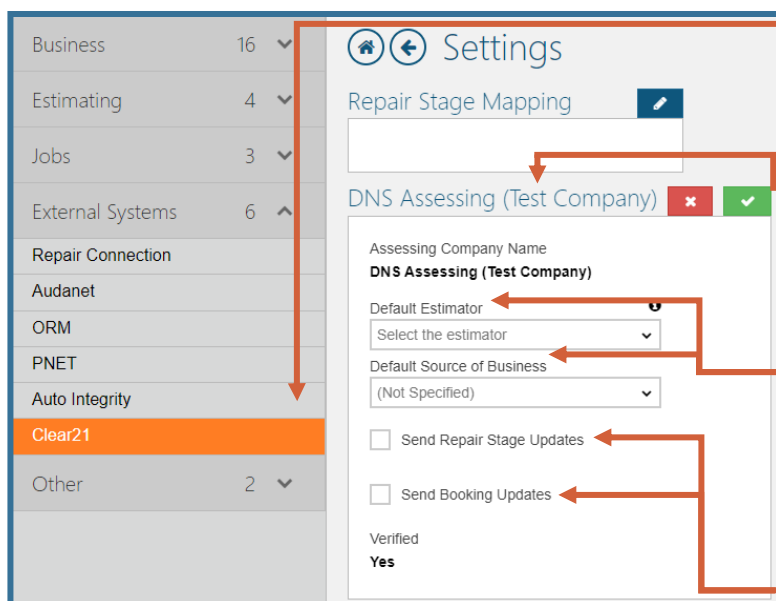Clear21 is an assessing provider system that integrates directly with iBodyshop to allow you to:

- Receive RFQ's directly from your Assessor/Insurer.
- Send your Requests for Authority directly to your Assessor/Insurer.
- Receive the Authority back and have the system automatically update the Quote for you.
- Invoice your job and have it sent directly to the Assessor/Insurer for you.
- Send Repair stage updates if you choose

Clear21 Settings

When Clear21 Assessing is first switched on for you, it will remain inactive until you accept the Terms and Conditions. *Until the Terms and Conditions are accepted, your Assessor will not be able to send you any Requests for Quotes.*

To accept the Terms and Conditions, go to Settings area in iBodyshop and click on *Clear21* under External Systems; read through the Terms and Conditions and click on 'I Accept'

Here is where you will see which Assessing Company you are connected to through Clear21

Each linked Assessing company will have its own settings box for you to customise with their name at the top
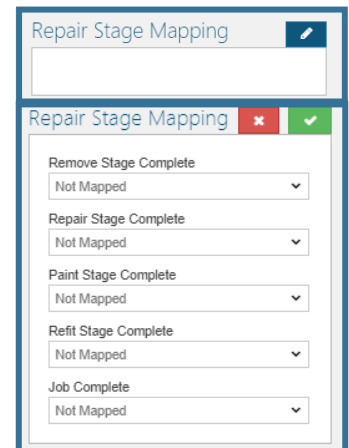
You will also be able to set your Default Estimator and Source of business for each connected Assessing Company from here as well

If you wish to send Repair Stage Updates or Booking Date Updates to your linked Assessing company, you can tick these Boxes.

After the Terms and Conditions have been accepted, another box will appear called Repair Stage Mapping.

You will only need to do this part if you have agreed to send Repair Stage Updates to your linked Assessing Companies.
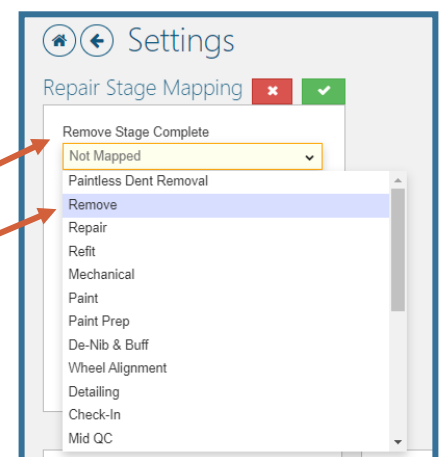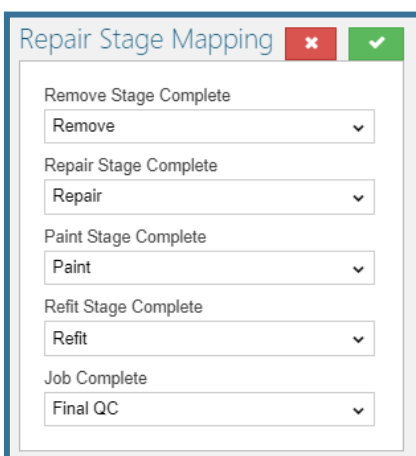
If you don't want to send updates to the insurance company, then ignore this section and click on the *red X* to cancel the banner box

If you choose to send repair stages to the insurance company click on drop down menu and select the activity that you want to send that Repair Stage update.

For Example:
- I want the **'Remove Stage Complete'** update to be sent
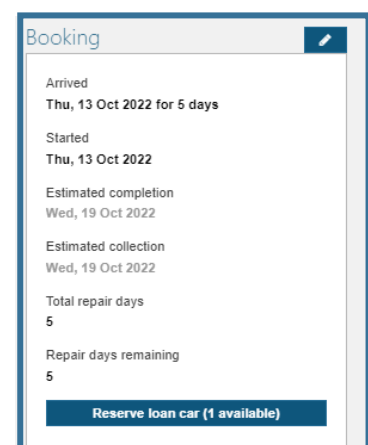
- When the **'Remove'** Activity is marked as complete.

Your activity setup may be different, but this is an example of finished Repair Stage Mappings

Ensure that all stages are mapped and the "*Send Repair stage Updates*" is selected for the Assessing Companies that you are sending Repair updates and when you complete the mapped activities the stage updates will be sent.

If you ever need to change these mappings you can come back here and change them at any time.
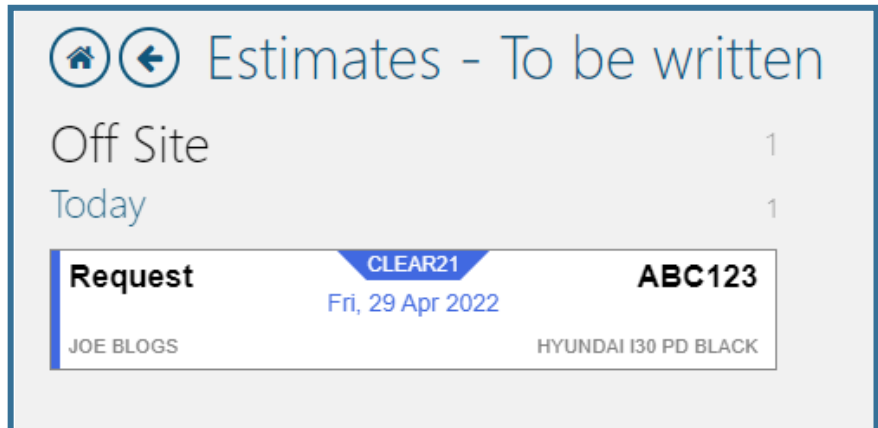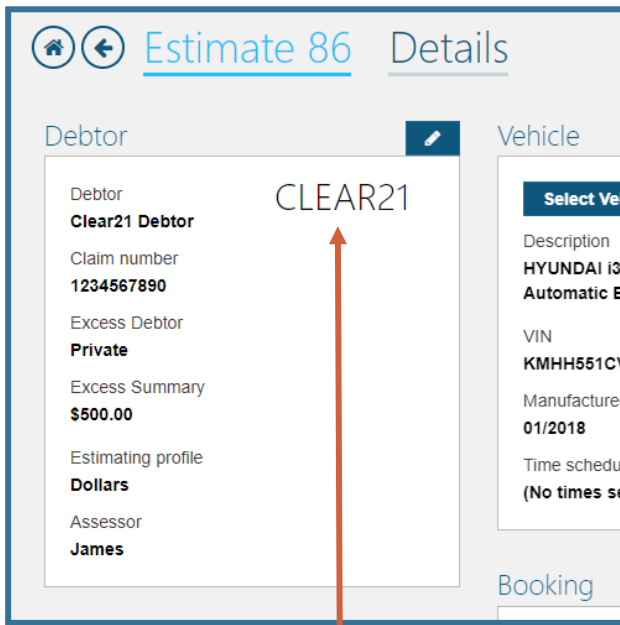
If you have chosen to send **Booking Updates** to your Assessors, you save a Estimated or Actual date in the Booking card of an Estimate, these will be sent to your Assessors. If you change these dates at any point, this will update on your Assessors end as well.

Clear21 Request for Quotes

Once connected to a Clear21 system, you will begin to receive Request's for Quote directly into your '**To be written**' Tile and will look like this:

You may also receive an email from your Assessor with details on the request.
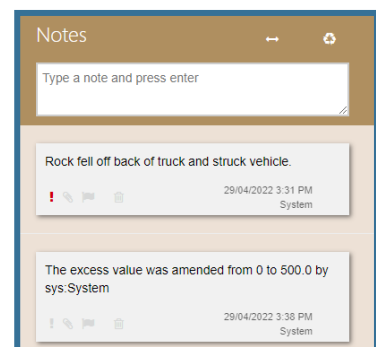

When you first enter the request, you will be prompted to select a Debtor. The Debtor will need to be setup as an Insurer to be available to assign to a Clear21 request.

To find Debtor information in the request, you can check the Clear21 Messages (see page 4)

When you select a Debtor, the claim number will populate automatically. When you select a Paint rate and click the green tick, if the request has an Excess it will pop in as well.
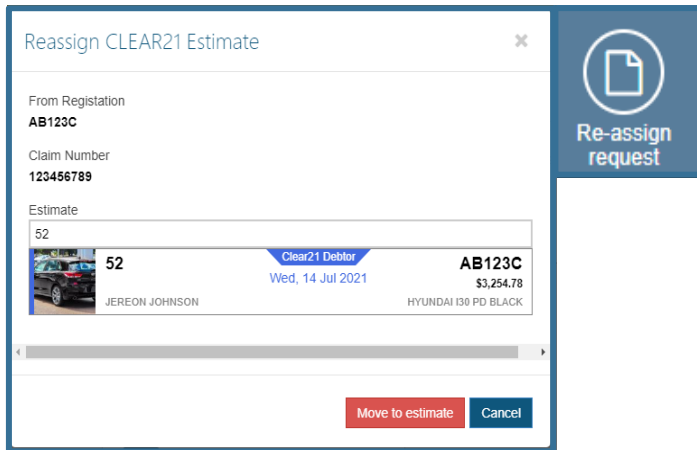

You will see 'Clear21' on the Debtor card to indicate this is an estimate attached to Clear21.

Any information sent to you along with the request will also automatically populate, this will include Owner information, Vehicle Information, Sum Insured, Images, Incident date and Assessor. Incident description will appear in your Notes section and marked as Important.

Please keep in mind that this information will only populate if provided as part of the request.
For example, if the requester does not send the customers address or email, then this information will not populate in iBodyshop.
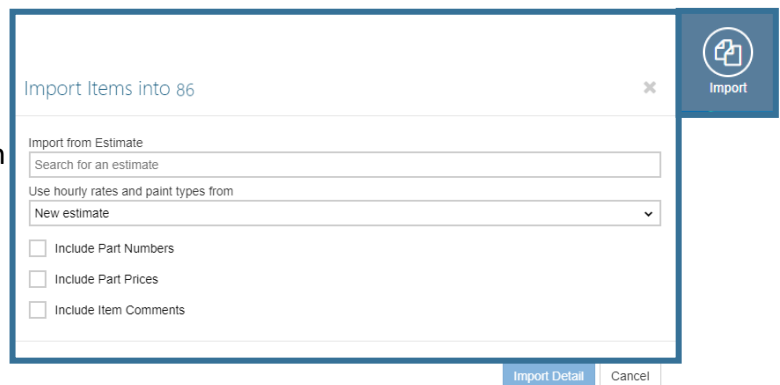
If you have already written an estimate before receiving the request through Clear21 then there is two ways in which you can manage this in iBodyshop

You can use the 'Re-assign Request' button in the bottom right area of the request, to attach it to an estimate that you have already written

If you do this, the debtor of the estimate you are trying to attach the request to must be an Insurer and the quote must be in the 'Not authorised – Not assessed' status.

Or you can treat the Clear21 request as a new estimate and use the 'Import' function in the Details screen to copy a quote from another estimate.
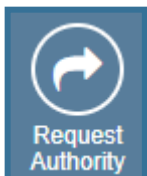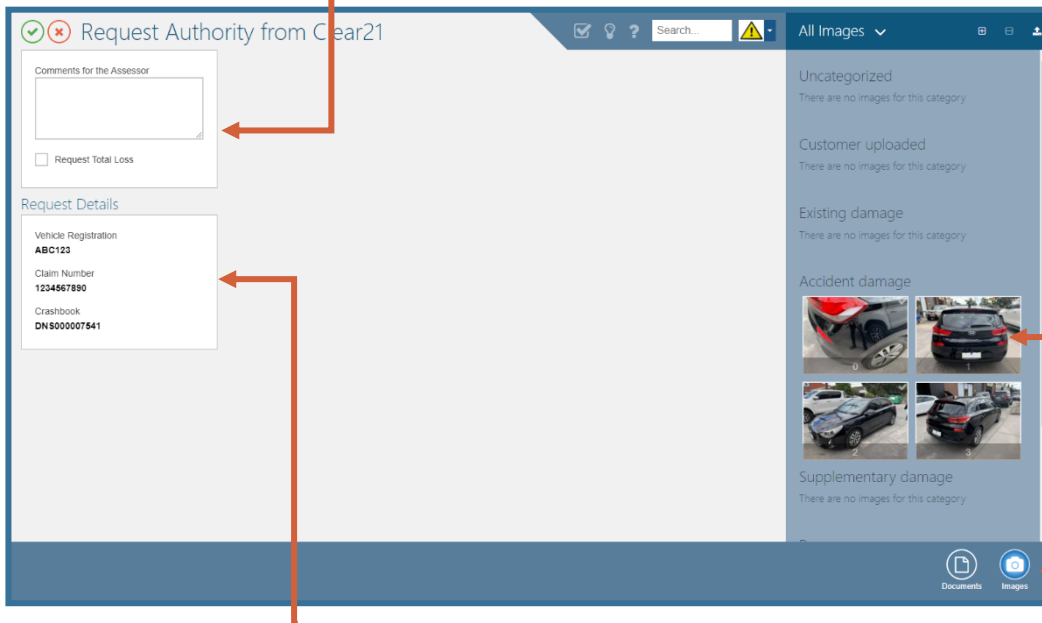

From this point on you can treat it as you normally would any other estimate until you need to request an authority.

Clear21 Request for Authority

Once you click the 'Request Authority' you will be taken to the Clear21 Request Authority screen.

Here you can enter in any comments that you wish to send to the Assessor along with a tick box to request a total loss.
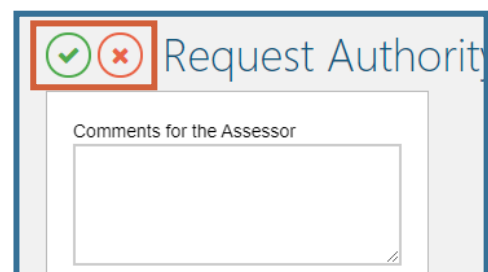

You can attach any images or documents relevant to the request from the side panel on the right of the page.

You will also get a 'Request Details' box where you will see information about the vehicle, claim and crashbook used to quote (if one was used). You will also be informed of any missing information that the system requires before an authority can be requested, until this information is entered you will not be able to request an authority.

When you are ready to send, hit the green tick in the top left to send it.

Once you have requested authority, you cannot request authority again until you receive an authority back from your assessor or you cancel the request.
*Any supplimentary requests are done the same way as the original.*

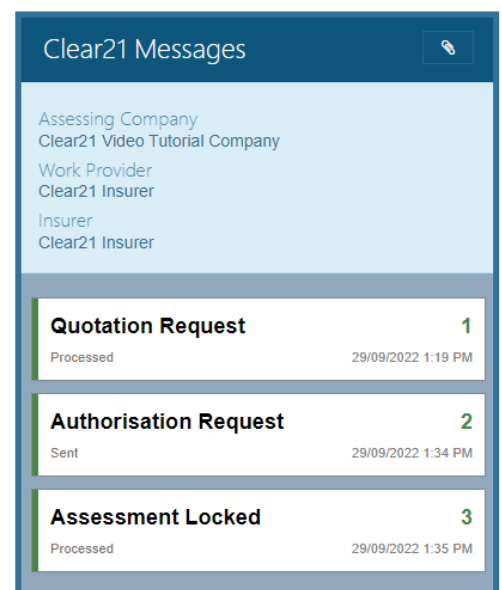## Clear21 Messages Side Panel
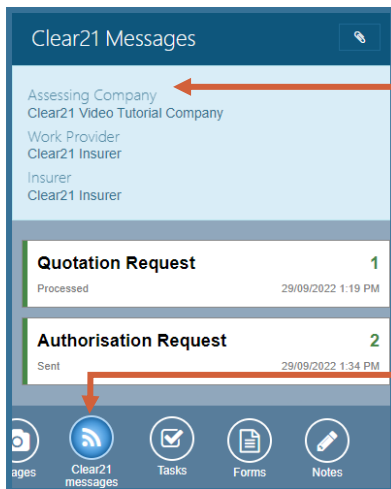
You can see which Assessing company sent you the request at the top of the messages side panel along with the Work Provider and Insurer.
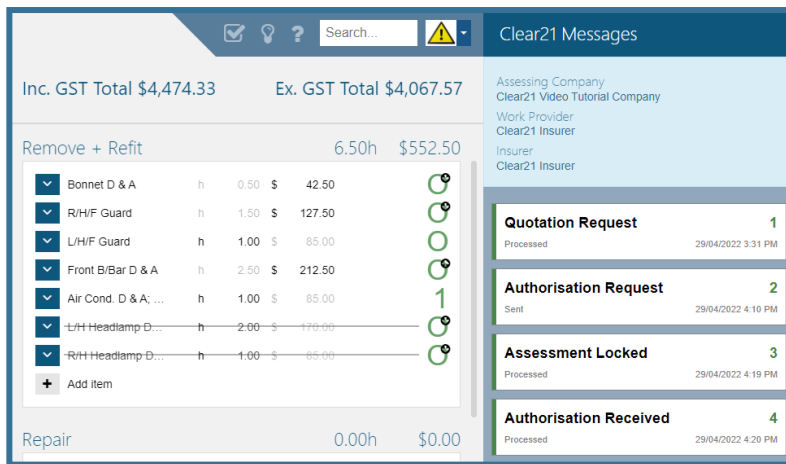
You will be able to track any messages between you and the Assessor by using the 'Clear21 Messages' side panel. You can click on these messages to get a more detailed breakdown of the contents of the message.

If you wish to find out the specific information that is being sent between you and your Assessor you can look at the messages by clicking on them.
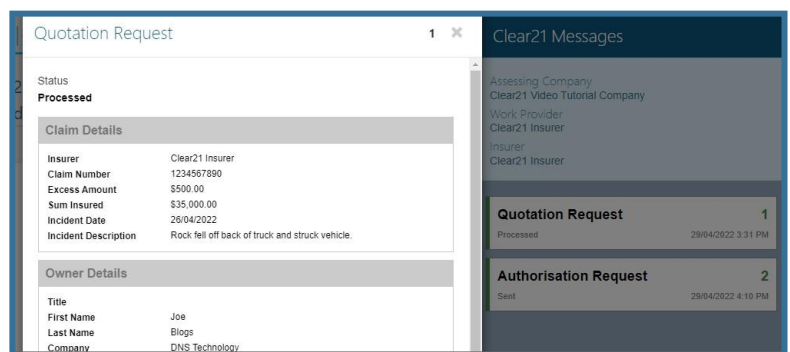
After you request an authority, you will see an 'Assessment locked' message appear. This means that your Request for Authority has been locked and is ready to be assessed. At any point up until you see this message, you can cancel your Request for Authority if you choose to do so. This means that you can catch a missed line or add photos that may have been missed without having to wait for your assessor to send the quote back.
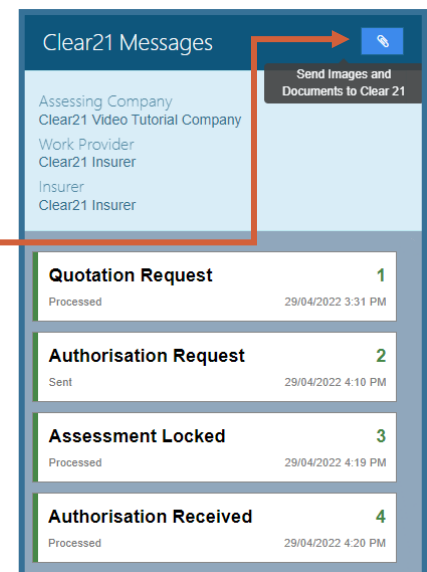
Level 1, 6-8 Compark Circuit,
Mulgrave Vic, 3170
Tel: 1300 361 541

Once your estimate has been Assessed you will receive an Authority message which you can view in your messages side panel. The system will automatically make all the changes to your quote for you.
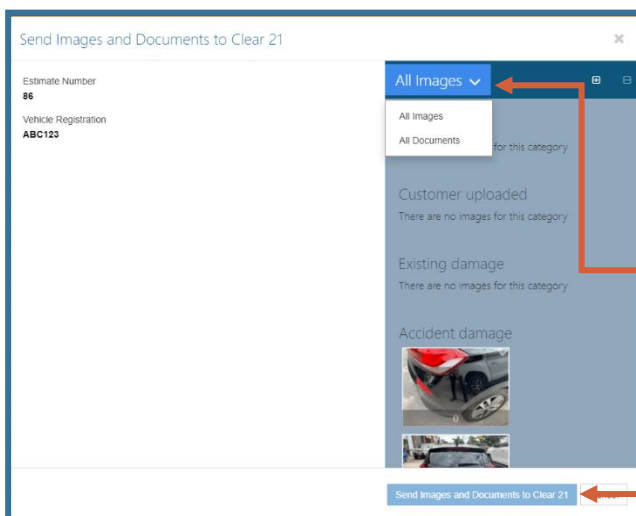
At any point during the life of the Estimate, you can come into the messages side panel to see any communications between you and your Assessor.

Sending Additional Images or Documents

If you need to send any Images or Documents to your Assessors but you don't need to send a new quote then you can use the 'Extra Images and Documents' button, located in the Clear21 Messages sididepanel.

When you click this button, you will get a popup where you can choose which photos you would like to send.

You can choose documents by clicking on the arrow next to 'All Images'.

Once you have selected everything you wish to send, click the send button.

Clear21 Invoicing

When you go to invoice the job, you can pick the invoice date and it will confirm that the job has been marked as Completed and collected.
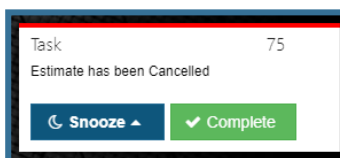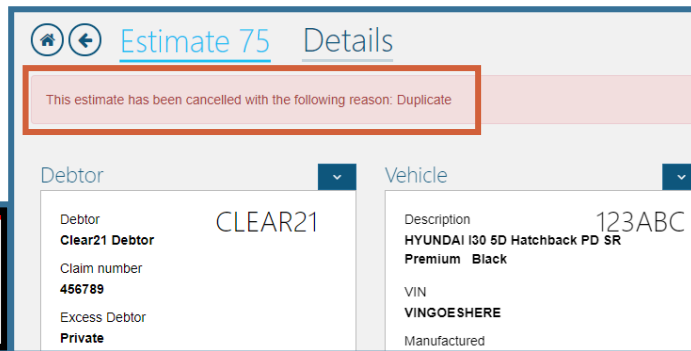
You can also attach any additional images or documents that you wish to send along with the invoice using the side panel.

Then once you click Raise Invoice, it will send a copy of the invoice through Clear21.

Clear21 RFQ Cancellation

If the RFQ gets cancelled on the Clear21 end by your Assessor, it will automatically cancel the job in iBodyshop, with the reason supplied by the Assessor as the cancel reason.

You will also receive a Task letting you know that an estimate has been cancelled.

After the Estimate is cancelled you may restore it if you still need to add any info or finish anything up but be aware that you will not be able to use it to send any information to Clear21 as it will still be cancelled on the Clear21 end. If you need to send information from the cancelled estimate through Clear21, contact your Assessor to restore it on their end as well.

If you have any further questions, please contact us at support@ibodyshop.com or use the question mark in the top right of iBodyshop to lodge a support ticket.