

Job Aid: Estimate Review Reinspection (R2)

Introduction

There will be times when it is necessary to reinspect an Estimate Review. The workflow looks like this:



This job aid describes how to use Estimate Review to perform a Reinspection on an Estimate that has already been reviewed.

Assign Re-Reinspection Supervisor to Claim Folder

In order to perform an R2, there must be an Estimate Review (R1) in the Claim Folder, and the Re-Reinspection Supervisor must be assigned to the Claim. **Note:** Only users with the correct permissions can assign and complete a Re-Reinspection.

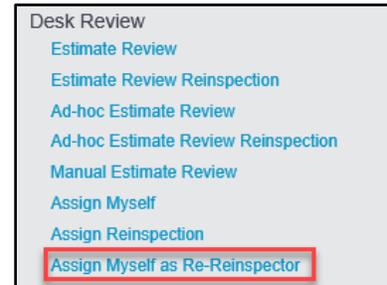
There are two available options to assign the Re-Reinspection supervisor:

- Assign Myself as Re-Reinspector
- Assign Re-Reinspection

Assign Myself as Re-Reinspector

Note: Only users with the correct permissions have this ability.

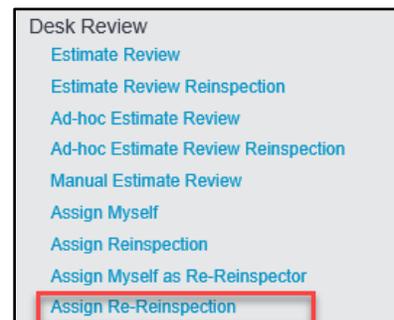
1. **Reinspector 2:** Open the **Claim Folder**.
2. From the left menu, under the **Desk Review** section, click **Assign Myself as Re-Reinspector**.
3. A confirmation appears noting that “You are successfully assigned as the re-reinspector on this claim”. Click **OK** to continue.



Assign Re-Reinspection

Note: Only users with the correct permissions have this ability.

1. **Reinspector 2:** Open the **Claim Folder**. From the left menu, under the **Desk Review** section, click **Assign Re-Reinspection**.
2. Search for the appropriate **Re-Reinspection Supervisor**.
3. Select the **Re-Reinspection Supervisor** and click **Select**.
4. The Re-Reinspection Supervisor is assigned to the Claim Folder and can begin performing the Re-Reinspection (via steps below).



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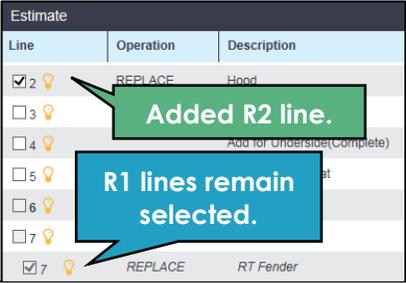
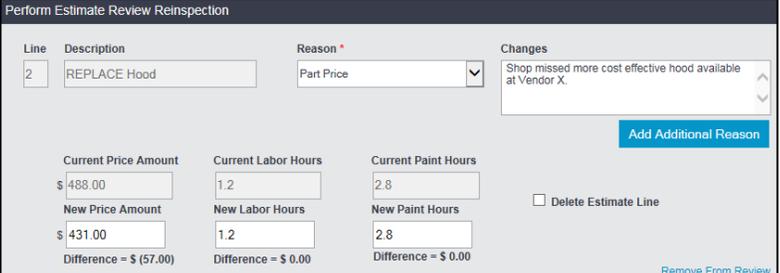


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Perform Re- Reinspection (R2)

The following actions have been completed:

The R1 inspection has occurred, appropriate Re-Reinspection Supervisor has been assigned to the Claim Folder (via the steps above) and Re-Reinspection Supervisor (R2) is ready to review the R1.

Step	Action
1	<p>Re-Reinspection Supervisor: Click the Estimate Review Reinspection link in the Claim Folder's left side panel.</p> 
2	<p>Use the checkboxes to select estimate lines to reinspect in addition to the lines the R1 Reinspector selected.</p> 
3	<p>Make sure the Perform Estimate Review Reinspection action is selected from the dropdown menu towards the top of the page and then click Go.</p> <p>Note: Only the user marked as the Re-Reinspector on the file can complete this action.</p> 
4	<p>The Estimate Review Audit popup window opens and contains several sections and the lines you selected for review. Review the R1 Estimate Review Details for accuracy.</p>
5	<p>Make changes as needed to the lines you selected as the R2 by following the normal Estimate Review process.</p> 

But what about the Estimate lines the R1 reviewed? The next section of this job aid reviews your options with these lines.

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Changes to R1 Review Lines

Any changes (e.g. Reason Codes or Changes/Comments) the R1 made to Estimate lines auto-populate in the R2 for your review.

If you as the R2 ...	Then ...
Agree with the R1 review	No changes are required
Need to make changes to R1 lines	Make the needed changes

Line 7: REPLACE RT Fender. Reason: Use Non-OEM Part. Changes: A non-OEM fender is preferred.

Current Price Amount	Current Labor Hours	Current Paint Hours
\$ 281.00	2.6	1.8
New Price Amount	New Labor Hours	New Paint Hours
\$ 281.00	2.6	1.8
Difference = \$ 0.00	Difference = \$ 0.00	Difference = \$ 0.00

Buttons: Add Additional Reason, Delete Estimate Line

Line 7: REPLACE RT Fender. Reason: Use OEM Part. Changes: Reviewed file and determined OEM part is acceptable.

Current Price Amount	Current Labor Hours	Current Paint Hours
\$ 281.00	2.6	1.8
New Price Amount	New Labor Hours	New Paint Hours
\$ 315.00	2.6	1.8
Difference = \$ 34.00	Difference = \$ 0.00	Difference = \$ 0.00

Buttons: Add Additional Reason, Delete Estimate Line

If you make changes to R1 lines, the gap differences will be displayed in the Final Reinspection Report for the claim.

Save & Select Additional Lines

If you realize that you missed a variance or another change you need to make, click **Save & Select Additional Lines**.



The system returns you to the Estimate lines screen so you can select new lines. Follow the process described above to review additional lines and make changes.

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Completing the R2 Review

Once the Re-Reinspection is complete, select the appropriate **Classifications** and **Overall Rating** values from the dropdown menus (follow your process for what to select for each category).

The **Reinspection Type** and **Location Type** values selected during the Estimate Review are displayed. Use the dropdown menus to edit these values as appropriate.

Add any relevant comments in the **Estimate Review Reinspection Comments** text box.

When finished, select the appropriate action:

- **Save Review:** Save your review and resume it at a later time via the Action: Continue Saved Review.
- **Preview Report:** Generate a preview report in a new window. The report will display "Preview" to indicate that this is not the final report.
- **Submit:** Submits the Estimate Review Reinspection.

The screenshot shows a web form for 'Estimate Review Reinspection'. It includes the following fields and controls:

- Estimate Review Reinspection Type:** A dropdown menu with 'Re-Reinspection' selected.
- Classifications *:** A dropdown menu.
- Overall Rating *:** A dropdown menu.
- Reinspection Type *:** A dropdown menu with 'Photo' selected.
- Location Type *:** A dropdown menu with 'Desk' selected.
- Estimate Review Reinspection Comments:** A large text area for entering comments.
- Buttons:** Three buttons at the bottom right: 'Save Review', 'Preview Report', and 'Submit'.

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Estimate Review R2 Report

Once you refresh the Claim Folder's Summary tab, the Estimate Review Reinspection Report becomes available. Here is how the Reinspection Report differs from the Estimate Review Report.

Line 2: R2 added a new line.

Estimate Review Lines			Original	R1 Amount	R1 Difference	R2 Amount	R2 Difference	
Update	Line	Description						
	2	Hood	\$ 488.00	\$ 0.00	\$ 0.00 ▼	\$ 431.00	\$ 57.00 ▼	
CHANGE	R2	<i>Part Price - Shop missed more cost effective hood available at Vendor X.</i>						
	7	RT Fender	\$ 281.00	\$ 281.00	\$ 0.00	\$ 315.00	\$ 34.00 ▲	
CHANGE	R1	<i>Use Non-OEM Part - A non-OEM fender is preferred</i>						
CHANGE	R2	<i>Use OEM Part - Reviewed file and determined OEM part is acceptable</i>						

Line 7: R1 made a change. R2 changed R1's line.

Notes

Any comments the R2 adds to the Reinspection will appear on the Report at the bottom of the Estimate Totals section.

Estimate Review Reinspection Notes	Overall Rating
Shop did not include photos of vehicle's four corners. Damage photos are in line. Missed more cost effective option for windshield. OEM RT fender is acceptable.	Fair