



Auto-Quote Christmas Broadcast 2010

Seasons Greetings to you all



Welcome to our final broadcast for the year.

Another productive year for the Auto-Quote Team as we continued our pro-active approach and dedication to the betterment of our Industry through the successful submissions of numerous field reports to NRMA, new program additions, a major Auto-Quote update and the development of the Auto-Quote website to bring you regular updates via the internet. We also ran highly successful information evenings at Auto-Quote Headquarters, Canberra, Orange and Newcastle to name a few.

The start of 2010 saw us commence work on "Another Industry First" that will change the way quotes are created. Our team of experts began developing Master Estimates that will be housed in an Estimate Library for easy access. We welcome any questions you may have regarding this new innovation.

Throughout the year the Research and Development team successfully continued its unrelenting field submissions to NRMA achieving corrections to R&R and Paint times. In this process the team discovered NTAR had entered in ghost times for a Suzuki Swift EZ where the part for this vehicle was non-existent! This is just one of the many inconsistencies that were discovered by our team - be assured that our dedication to the battle of REAL Times will continue. It is advisable that with the many NTAR errors we have uncovered, that you monitor your workers times and materials closely to achieve realistic times for your business.

In June we upgraded Auto-Quote to version V1.24.39. This upgrade showed off new features like easier Time clock entry, WIP booking Schedule, Quick emails from the OVD, Quick export to Excel, and other enhancements, some of which were based on your feedback.

Auto-Quote continued along with the introduction of WagezWindows to those of you interested in moving to a cost effective windows based payroll and the result was overwhelming as we busied ourselves with weekly installations through most part of the year.

October saw the introduction of Website downloads for the Auto-Quote Parts and NTAR Vehicle database updates. This was very well received with much positive feedback.

Auto-Quote is working on the integration of the AAMI, GIO and Suncorp software interface that will see QMS become obsolete and replaced solely by Pnet in most parts of Australia. Clients who are affiliated with RAC and RAA in WS and SA respectively will continue to use QMS for this purpose only. Our team is well ahead of schedule with testing and the advancement of this will see us ready in the New Year.

All in all a positive and full year that sees Auto-Quote moving swiftly into the next decade.

The Auto-Quote Team would like to take this opportunity to thank you all for your continued support throughout the year and encourage any feedback you may have regarding programs, training or any other aspect of Auto-Quote.

To you and your families we wish you a very Merry Christmas and a safe and Happy New Year.

Carol and Terry Flanagan
Directors



Christmas Closure Dates

Auto-Quote Head Office will be closed from 5.00pm Friday 24th December 2010 and will reopen at 8:30am Tuesday 4th January 2011. We look forward to talking with you all again in 2011.

End of Year Instructions

Full System Backup before Christmas - DOS Clients

We advise you to do a full system backup before you close for the year. Watch the screen through the entire backup process to make sure there are no errors. Please remember to remove these backups from your premises over the break.

Full System Backup before Christmas - Windows Clients

On each computer close the Auto-Quote Windows program first using the **Exit** icon then ensure you close the MoneyWorks program on that computer using **File>Exit**. Do this on each computer before you backup.

You don't have to turn the computers off but you do need to make sure that both the programs are closed on each computer before you do the backup.

Please remember to remove these backups from your premises over the break.

Note: *Having a Full System backup is vital for any business and to ensure that you have a proper copy of your backup we advise that you run a "test" full system backup before Christmas so Auto-Quote will be able to assist you should you come across any problems.*

Christmas Holiday Pays

Is your business closing down over the Christmas period? Will you be paying your employees annual leave for this time? We often receive calls about how to calculate the holiday pay for this time. A common scenario could be as follows.

Q. Our last working day is Thursday the 23/12/10. Our first day back at work will be Monday 10/01/11. We will be paying our employees for the 4 days they have worked. They will also be paid for the time we are closed from 24/12/10 to 09/01/11 inclusive. This time will consist of Public Holidays and Annual Leave. All our Employees have enough Annual Leave accrued to cover the time we are closed.

What would the equivalent period be?

What would be normal hours?

What would be annual leave?



End of Year Instructions Cont.

Christmas Holiday Pays Cont.

- A. The equivalent period will be **3** (114 Hours)
The normal hours will be **53.2** (4 Days Worked Mon 20/12, Tue 21/12, Wed 22/12, Thu 23/12 plus Christmas Day, Boxing Day and New Year's Day Public Holidays)
The annual leave hours will be **60.8** (Fri 24/12, Wed 29/12, Thu 30/12, Fri 31/12, Tue 4/1, Wed 5/1, Thu 6/1, Fri 7/1)

For assistance in calculating any figures, and to confirm any conditions relating to payment requirements please contact your local Motor Traders Association. When you have all this information we can then assist you to process your details.

Correct Payroll Week on your return to Work

It is advised you make a note when you return after the Christmas break to check the Payroll is up to the correct Pay Week.

For those paying several weeks in one week, remember to do blank end of weeks when you return to get you up to the correct Pay Week.

Check Calendar Year When Using Auto-Quote Windows OVD Receive

When you start back at work in January don't forget to use the correct Calendar Year at the Confirm Inv No/Date/Amount Screen when you are processing your December 2010 and January 2011 Creditor Invoices through the Auto-Quote Windows OVD Receive function.

Time Clock End of Year Procedure Required for DOS Users Only

To be run only by clients using the DOS Time Clock. You need to run a special program, which transfers the job time history data for all opened and unfinished jobs from the 2010 register to the new 2011 register. Contact Auto-Quote support immediately if any problems are encountered with instructions following.

1. Close all applications and exit all workstations to the windows desktop. On the main computer (server) go into Auto-Quote and enter through to any 3 page menu (3PM). Write down what path the program works from. In the space below record what is displayed on screen after >>>Select Option, in the blue message line above the function keys.

Eg, C:\NEW or F:\NEW ____:_____

Note: The letter (eg, C or F) is the Drive and the word (eg, NEW) is the directory.

Once you have noted the drive and directory, exit out of Auto-Quote back to the Windows Desktop. Still on the main computer (server) double click on the **MS-DOS Prompt** or **Command Prompt** Icon. If you do not have either of these icons, click on **Start**, click on **Run**, type in **COMMAND** and click on **OK**.



Time Clock End of Year Procedure Required for DOS Users Only Cont.

At the prompt > If you noted above you worked from the C drive, type **C:** (press the enter key). At the C:\> type: **CDNEW** (press the enter key).

At the prompt > If you noted above you worked from the F drive, type **F:** (press the enter key). At the F:\> type: **CDNEW** (press the enter key).

At C:\NEW or F:\NEW type: **JOBTM E** (press the enter key).

2. Transfer Yr From ___ To ___ will be displayed, type 2010 in From: and 2011 in the To: field. It should look like this when finished - **Transfer Yr From 2010 To 2011**.
3. Press **F7** Continue. When "Finished" is displayed in the bottom left hand corner on the screen, press **F10** Exit.

What's happening with your business and Auto-Quote in 2011

Transition to Auto-Quote Windows and the continuing demise of DOS Based Programs

Auto-Quote has successfully converted, installed and trained the majority of our client base in Auto-Quote Windows. For the few of you who have not converted give us a call to organise your conversion for early 2011.

Auto-Quote DOS clients will not be able to take full advantage of our Web based downloads, namely our Parts Database, NTAR vehicle Database and Auto-Quote Program enhancements.

Auto-Quote DOS and Auto-Quote DOS Payroll

With the introduction of Windows 7 Professional as the new Microsoft Operating System back in 2009, the demise of DOS based programs is escalating. Windows 7 does not support DOS based programs and Windows XP Professional is no longer available for purchase.

Therefore, as a direct result of this impact, as at the end of this current financial year (30 June 2011) Auto-Quote will NOT be updating the tax tables in the DOS Payroll program.

To meet the challenge of continuing compatibility with Microsoft's ever changing operating software, over the past 2-3 years we have been researching the availability and suitability of several Windows Payroll packages and we believe that the program we are recommending is the best package for the majority of our clients.

If you are interested in migrating to a Windows Payroll Package, please email us at aqadmin@auto-quote for more information.



What's happening with your business and Auto-Quote in 2011 Cont.

Auto-Quote Parts & IAG NTAR Vehicle List Updates Online

Auto-Quote Parts Updates and IAG NTAR Vehicle List Updates are available for download from our website.

Making these updates available to you via our website enables us to provide you with up-to-date information more regularly and efficiently.

Look out for our emails advising you when the updates are available. If you have not received any of the emails described above, please check your Junk/Spam folder(s) as the emails may be housed in there.

Computer Hardware

If your existing computer hardware is more than two and half years old it's time to assess its performance. You may have noticed that your network is generally starting to slow down, or that it takes longer to access Auto-Quote, it means you will need to address this issue sooner in 2011 rather than later.

As the pressure to do business faster, on-line and remotely continues to increase, the computer tools you need will change. Give our team of professional sales and technical personnel a call to discuss and recommend the best option available for your individual business needs.

Upgrading MoneyWorks Gold to Version 5

If you haven't already upgraded to MoneyWorks Gold Version 5 send us an email to book in your remote access upgrade.

To determine what version of MW you are currently running, open MoneyWorks, click on Help, About MoneyWorks and you will see the version number.

Here are some reasons why your business would benefit from upgrading to MoneyWorks Gold v5:

- Ability to drill down on your Aged Debtors & creditors to display the individual transaction. Also applies to Trial Balance and P&L Reports
- When paying off a creditor and an invoice is a few cents out, you have the ability to write off the difference while still in this screen
- Version 5 accepts zero payments to be deposited from the unbanked to the bank account; therefore marking payments and receipts off against each other to a nil balance is made easy.
- When marking items in the bank reconciliation Version 5 greys out the whole line making it easier to see what is being marked.
- The anomalies in a GST report is now marked with the complete transaction line highlighted in red, hence making it extremely easy to locate

For more information please email - aqadmin@auto-quote.com.



Your Computers - Your Responsibility

Anti-Virus Programs - if your shop is on the Internet it is mandatory to have anti-virus software installed. It is *your responsibility* to have up-to-date protection on all computers against virus infection.

A daily scan on every computer must be carried out to ensure as much as possible, that your system is virus free, because like any other virus they are easily and quickly spread and will not confine themselves to one computer.

Warning - Personal Use of Computers - for the best protection available, not only in terms of virus protection, but with your computers in general, ensure they are restricted to business purposes only. For example, no personal surfing the web, no playing games, no letting kids play on the weekends, no changing of settings or drives yourself.

We cannot take responsibility for any problems arising out of these activities and would have to charge a standard onsite fee for rectification.



Auto-Quote Parts Database

While 2010 has been a little quieter for new model releases than previous years, we have still added some 87 new vehicles from 23 different manufacturers this year. In addition to this much time has been spent improving on the existing content of the Parts Database with a further 180 Vehicles having received major content updates this year ensuring that the Auto-Quote Parts Database remains as one of the most comprehensive sources of Automotive Parts Data available.

With 2011 promising to deliver an array of new light super fuel efficient hybrid and electric vehicles it will be a busy new year ahead.

New Builds Done			
File Name	Make	Model	Year
AA510S	Audi	A5 5D Sportback	10-
AQ7W10	Audi	Q7 5D Wagon	10-
ARS406	Audi	RS4 4D Sedan	06-
AS510S	Audi	S5 5D Sportback	10-
ATTSC08	Audi	TT S 2D Coupe	08-
ATTSR08	Audi	TT S 2D Roadster	08-
BMW5GT	BMW	5S F07GT 5D Hatch	10-
BMW510S	BMW	5S F10 Sedan	10-
BMWX1	BMW	X1 E84 5D SUV	10-
BMWX507	BMW	X5 4WD Wagon	07-
CSS08	Chrysler	Sebring Sedan	08-
DOAV07	Dodge	Avenger 4D Sedan	07-
DOCAL06	Dodge	Calibre 5D Hatch	06-
DOJW08	Dodge	Journey 4D Wagon	08-
DONW07	Dodge	Nitro 4D Wagon	07-
FFRS10	Ford	Focus RS 3D	10-
FM105D	Ford	Mondeo MB 5D	10-
FM10W	Ford	Mondeo MB Wagon	10-
HBSMJ	Holden	Barina Spark MJ	10-
HCAP509	Holden	Captiva 5	09-
HCAP709	Holden	Captiva 7	09-
HCPV05	Holden	Combo Panel Van	05-
HCRV10	Honda	CRV 5D Wagon	10-
HGTG10	Hyundai	Grandeur TG	10-
HIL08	Hyundai	I Load 5D Van	08-
HI203D10	Hyundai	I20 3 Door	10-
HI205D10	Hyundai	I20 5 Door	10-
HI45S10	Hyundai	I45 4D Sedan	10-
HIX35W	Hyundai	IX35 5D Wagon	10-
HSFW09	Hyundai	Santa Fe Wgn	09-
JPAT07	Jeep	Patriot 4D Wagon	07-

New Builds Done			
File Name	Make	Model	Year
JW082D	Jeep	Wrangler 4WD 2D	08-
KIAR4D10	Kia	Rio 4D Sedan	09-
KIAR5D10	Kia	Rio 5D Hatch	09-
LIS25010	Lexus	IS250 4D	10-
LIS250C1	Lexus	IS250C 2D	10-
LISF10	Lexus	IS F 4D	10-
LIS25008	Lexus	IS250 4D	08-
LIS250C	Lexus	IS250C 2D	09-10
LIS35010	Lexus	IS350 4D	10-
LLS46009	Lexus	LS460 4D	09-
LLS60009	Lexus	LS600HL 4D	09-
MCX709	Mazda	CX-7 Wagon	09-
MCC10	Mercedes	C Class Sedan	10-
MMC10	Mercedes	M Class Wagon	10-
MASX10	Mitsubishi	ASX 5D SUV	10-
MCW09	Mitsubishi	Challenger	09-
N370ZR	Nissan	370Z Roadster	10-
NDW10	Nissan	Dualis J10	10-
NN10M4WD	Nissan	Navara D40M 4WD	10-
NN10T4WD	Nissan	Navara D40T 4WD	10-
NN102WD	Nissan	Navara D40T 2WD	10-
NPR5110	Nissan	P/Finder R51M	10-
NTH10	Nissan	Tiida Hatch	10-
NTS10	Nissan	Tiida Sedan	10-
P207W	Peugeot	207 5D Wagon	09-
P207CC	Peugeot	207CC 2D Cabrio	07-
P300810	Peugeot	3008 Hatch 5D	10-
P308CC	Peugeot	308 2D Cabrio	10-
PS1610	Proton	SAGA S16 4D	10-
RF5D10	Rover	Freelander 5D	10-



Auto-Quote Parts Database Cont.

New Builds Done			
File Name	Make	Model	Year
SE09W	Subaru	Exiga 5D Wagon	09-
SAPV	Suzuki	APV Van	05-
SGV3D05	Suzuki	Grand Vitara 3D	05-08
SGV3D08	Suzuki	Grand Vitara 3D	08-
SGV5D05	Suzuki	Grand Vitara 5D	05-08
SGV5D08	Suzuki	Grand Vitara 5D	08-
SKS10	Suzuki	Kizashi Sedan	10-
SSX410	Suzuki	SX4/Liana Hatch	10-
SSX4S10	Suzuki	SX4/Liana Sedan	10-
TC10H	Toyota	Camry Hybrid	10-
TZ152S10	Toyota	Corolla 4D Sed	10-
THV10	Toyota	Hi-Ace Van	10-
TRUK10	Toyota	Rukus Wagon	10-

New Builds Done			
File Name	Make	Model	Year
VWC10	Volkswagen	Caravelle	10-
VWGW10	Volkswagen	Golf 5D Wagon	10-
VWGGTD10	Volkswagen	Golf GTD 5D	10-
VWGR3D	Volkswagen	Golf R 3D	10-
VWGR5D	Volkswagen	Golf R 5D	10-
VWJ10	Volkswagen	Jetta	10-
VWPR36W	Volkswagen	Passat R36 Wgn	08-
VWP05W	Volkswagen	Passat Wgn	05-
VWP3D10	Volkswagen	Polo 3D	10-
VWP5D10	Volkswagen	Polo 5D	10-
VWT10	Volkswagen	Transport	10-
VC3010	Volvo	C30 Hatch	10-
VC7010	Volvo	C70 Conv	10-



Troubleshooting Over the Christmas Period

Unless your computer has gone on holidays for Christmas, there are only a few errors that could stop you from working. Please see if any of the following pertain to you.

Troubleshooting for Windows

You may get the following error when using Auto-Quote due to pressing keys too quickly.

Runtime error 3343, Unrecognised Database Error f:\aqwin\aqexplog.mdb - the filename will vary but the error will start with the same information

1. Make a note of the file name that appears on your screen (ignore any apostrophe's)
eg. f:\aqwin\aqexplog.mdb

____ : \ _____ \ _____

2. **Close ALL applications** and exit all workstations to the Windows desktop.

Right click onto the Auto-Quote Windows icon and left click on **Properties**. Write down what the target line reads

Eg. **F:\AQWIN** or **F:\AQ\AQWIN** or **Q:\AQWIN** or **C:\AQWIN** _____ : \ _____

Note: *The letter (eg, C, F or Q) is the Drive and the word (eg, AQWIN AQ\AQWIN) is the directory.*

Once you have noted the drive and directory, click on **cancel** and you will be back to the Windows desktop.

3. Right mouse click on to the **Start** button and left click onto **Explore**.

On the left hand side find the Drive that you noted above in **Step 2**, eg. **F**, **Q** or **C**, and double click to open. Double click onto the directory you noted above, eg. **AQWIN**. If you noted **AQ** double click on that and then double click on the **AQWIN** directory.

Click on **View** on the top left and **Details**. On the right hand side click on the header **Name** and it will put all files into alphabetical order. Scroll down to find the file name **aqrepair.exe** and double click. It will read, Enter the Database To Repair:

Type in the file name you noted above in **Step 1**, eg. f:\aqwin\aqexplog.mdb

Click on **Repair** and click on **Yes** to confirm you want to repair it. Click on **OK** to end the procedure. Close all windows and you should now be able to get back into your program.



Troubleshooting Over the Christmas Period Cont.

Troubleshooting for DOS

You may get the following error when using Auto-Quote due to pressing keys too quickly for the computer to keep up with you.

DEB.DAT error opening file, file corrupted during last update, use backup copy. This error could be deb.dat or qte.dat or cred.dat, the filename will vary. This is a simple fix as follows:

Make a note of the error that appears on your screen.

Close ALL applications and exit all workstations to the Windows desktop.

On the main (server) computer go into Auto-Quote and enter through to any Three Page Menu (3PM). Write down what path the program works from, so record below what is shown after **>>>Select Option** in the blue message line above the function keys.

Eg. **C:\NEW** or **C:\AQ\NEW** or **F:\NEW** _____:_____

Note: The letter (eg, C or F) is the Drive and the word (eg, NEW or AQNEW) is the directory.

Once you have noted the drive and directory, exit out of Auto-Quote back to the Windows desktop.

Still on the main (server) computer double click on the **MS-DOS Prompt** or **Command Prompt** Icon. If you do not have either of these icons, click on **Start**, click on **Run**, Type in **COMMAND** and click on **OK**.

At the prompt> If you noted above you worked from the C:\NEW drive, type: **CD\NEW** (press the enter key) **OR**

At the prompt> If you noted above you worked from the C:\AQ\NEW drive, type: **CD\AQ\NEW** (press the enter key) **OR**

At the prompt> If you noted above you worked from the F drive, type: **F:** (press the enter key).
At the F:\> type: **CD\NEW** (press the enter key)

At C:\NEW or C:\AQ\NEW or F:\NEW Type: **FF** (press the enter key)

An Auto-Quote Warning will appear. Press **F1** Continue. It will now ask for a file name. Enter the file name that you noted from the error.



Troubleshooting Over the Christmas Period Cont.

Troubleshooting for DOS Cont.

Eg. if the error was DEB.DAT error opening file, file corrupted during last update use backup copy. You would type in **DEB** and press the **F1** Continue **OR**

Eg. if the error was CRED.DAT error opening file, file corrupted during last update use backup copy. You would type in **CRED** and press the **F1** Continue **OR**

Eg. if the error was QTE.DAT error opening file, file corrupted during last update use backup copy. You would type in **QTE** and press the **F1** Continue

Another screen will appear and 7 lines from the bottom of the screen, the line will read, Not Ok, file corruption flag and a number 1 will appear on the right. Arrow down to the number 1, change it to a **0** (zero) and press **F3** Save. Press **F10** Exit until you are back to the prompt, type in **EXIT** and enter and you will be back to the Desktop.

Enter back into Auto-Quote and come to any 3PM. Press the letter **F** to take you to your file sizes. Look on the very right hand column under the heading **Status**. If any of the rows read **Extend**, press **F2** Down until you get to that line and then lightly Press **F9** Set only until the Extend sign disappears. Press **F3** list to check the next page for any Extend signs.

Note: *If any of the rows under Status read something else, please contact Auto-Quote.*

To ensure all work has been entered correctly check the work that was being carried out just prior to the error message appearing, eg, make sure all payments went to Creditors, GL and Bank Rec. Make sure all receipts went to Debtors, GL and Bank Rec. Make sure all estimates are accessible.

Once confirmed all ok you can continue with your work. Should you have any further problems please contact Auto-Quote.

Note: *You should check your File Sizes every day.*



Troubleshooting Over the Christmas Period Cont.

Troubleshooting for Imaging (and still running DOS Auto-Quote)

You may get the following error when using Auto-Quote due to pressing keys too quickly.

Runtime error 3343, Unrecognised Database Error c:\aq\aqexplog.mdb -
the filename will vary but the error will start with the same information

1. Make a note of the file name that appears on your screen (ignore any apostrophe's)
eg. c:\aq\aqexplog.mdb

____:_____ _____

2. **Close ALL applications** and exit all workstations to the Windows desktop.

On the computer you have the error on go into Auto-Quote and enter through to any Three Page Menu (3PM). Write down what path the program works from, so record below what is shown after >>>**Select Option** in the blue message line above the function keys.

Eg. **C:\NEW** or **C:\AQ\NEW** or **F:\NEW** _____:_____

Note: The letter (eg, C or F) is the Drive and the word (eg, NEW or AQ\NEW) is the directory.

Once you have noted the drive and directory, exit out of Auto-Quote back to the Windows desktop.

3. Right mouse click onto the **Start** button and left click onto **Explore**.

On the left hand side find the Drive that you noted in **Step 2**, eg. **C**, and click to open.

If you noted **NEW** after the drive click on **AQW** OR

On the left hand side find the Drive that you noted in **Step 2**, eg. **C**, and click to open.

If you noted **AQ** click on that and then click on **AQW**.

Click on **View** on the top left and **details**. On the right hand side click on the header **Name** and it will put all files into alphabetical order. Scroll down to find the file name aqrepair.exe and double click. It will read, Enter Database To Repair:

Type in the file name you noted above eg. c:\aq\aqexplog.mdb

Click on **Repair** and click on **Yes** to confirm you want to repair it. Click on **OK** to end the procedure. Close all windows and you should now be able to get back into your program.



Troubleshooting Over the Christmas Period Cont.

Troubleshooting for ORM

The ORM Helpdesk will be open for business as usual (closed public holidays). Try and fix the error yourself or see if the information below can help you before contacting the ORM Helpdesk.

Common Errors that you can Fix

There are 3 errors that you could receive when **Checking Mail**, ensure you have the correct error as below when doing the fix.

Error 1: This error will appear when checking mail

NRMA QDE Error Msg from AUTO-QUOTE SMASH REPAIRS. Pls pass this to software or program support ASAP.

Person to contact: TERRY

Phone: 02 9570 7855

ERROR - MESSAGE NOT FULLY UPDATED

Message **2** for Quote **29127** not fully updated.

File name: 13000913039.12668715.xml - Type :Adjustments - Authorised

File Not Found in \QDE\29127 Folder!

Please check quote is fully updated.

What's happened: The message appears on your log but it hasn't transferred properly. You need to delete this message number and then when you check mail the file will come through properly.

Note: *There are 3 errors that appear to be the same as above. Ensure the error appears exactly as above with the wording as per the 2nd last line. File not found in QDE Folder.*

Solution: Bring up Quote **29127** in **Imaging**, Click onto **NRMA** and **Current Estimate**. Hold down the **Alt** key and press **F7**. The messages will come together. Click on Message **2** and click on **Delete**. Click on **Yes** to Delete. Click on **Exit** twice and **check mail**. Message 2 for quote 29127 should be back in your log.

Error 2: This error will appear when checking mail

NRMA QDE Error Msg from AUTO-QUOTE SMASH REPAIRS. Pls pass this to software or program support ASAP.

Person to contact: TERRY

Phone: 02 9570 7855

ERROR - DUPLICATE MESSAGE NUMBER

Message 2 for Quote 10060 already exists in log.

File name: 34002896979.15219436.xml - Type :Adjustments - Authorised

Unread File : F:\AQWIN\TmpNRMA\34002896979.15262096.xml **DIFFERENT XML FILES!



Troubleshooting Over the Christmas Period Cont.

Troubleshooting for ORM Cont.

Error 2: This error will appear when checking mail cont.

What's happened: The message hasn't come through the system properly and you will need to clear from the websuite folder.

Note: *There are 3 errors that appear to be the same as above. Ensure the error appears exactly as above with the wording as per the 2nd last line. Unread File etc...*

Solution: Will need to go into Explorer, right click on the **Start** button and left click on **Explore**. Find the drive you work from eg, F, G or C drive and double click, then double click on the **Websuite** folder, double click onto the **Unread** folder and find the file name above with the exact long number, could be either of the 2 above and then delete. Exit out and check mail and then there shouldn't be another error. If there is, do the same thing.

Error 3: This error will appear when checking mail

NRMA QDE Error Msg from AUTO-QUOTE SMASH REPAIRS. Pls pass this to software or program support ASAP.

Person to contact : TERRY

Phone : 02 9570 7855

ERROR - DUPLICATE MESSAGE NUMBER

Message 5 for Quote 31508 already exists in log.

File name : PS058_31508_005.xml - Type :Tax Invoice

Unread File : F:\AQW\TmpNRMA\49001612657.16675938.xml **DIFFERENT XML FILES!

What's happened: He has sent a TI on message 5 but hasn't waited for the Authority and now NRMA are sending a mess 5 to him. NRMA's messages always beat the repairers.

Solution: Will need to delete message 5 and then NRMA's message will come through. Bring up quote **31508**, click on **NRMA, Current Estimate. Alt F7** to bring all the messages together. Click on mess **5** and **delete** button down the bottom. Say yes to deleting. Exit out and check mail, a message 5 will come through from NRMA. You can now do a Tax Invoice.

Error in Previous Message

If you receive a message with the description **Error in Previous Message**, click onto this error to read further information.

After using the ORM system for a while, you will begin to recognise what the errors mean. Some of you may know how to fix the errors and some of you may need our guidance.



Troubleshooting Over the Christmas Period Cont.

Troubleshooting for ORM Cont.

Error: Message was not a zip file, Quote No 1200, Message 1

What's happened: The message has not gone through to the NRMA correctly and you need to resend as a new message no.

Solution: Bring up Quote 1200 in **Imaging**, Click onto **NRMA** and **Current Estimate**. Click onto **Message 1 Quote**. This will open up the original message 1 you sent. Click on **Resend** on the bottom right of the screen. Place a dot next to **Duplicate quote with a new message No** and click on **Next**. It will read Duplicate Completed, click on **OK**. It has now created message 2 and you can click on **Send** on the bottom right of the screen.

Note: *You can only Resend a message if it is a quote. If it's a Tax Invoice or Job Cancelled etc. there is a different process for this.*

Error: Quote status TI has been rejected by current quote status, Quote No 500, Mess 4.

What's happened: The Tax Invoice (message 4) has been rejected because it hasn't been authorised. Check to see what message 3 is. It must read Adjustments Authorised before you can send through the Tax Invoice.

Solution: Find out why the job hasn't been authorised yet by ringing the assessor. When the job is authorised you can then click on **Tax Invoice** and send through.

Error: Quote status QR has been rejected by current quote status, Quote No 500 Mess 4.

What's happened: This error can have a few different meanings but generally it's because the job has been cancelled. Check to see what message 3 is.

Solution: If the job has been cancelled either verbally or online you cannot continue. If NRMA want you to continue you will need to get a new Request for Quote and start again. You will need to create a new estimate and transfer the images to the new quote.

Error: Start date is greater than the incident date

What's happened: This error means that the date the incident was registered as in the request for quote is later than the date in (start date) on your ovd.

Solution: Check the dates and change accordingly.

Error: Start date is greater than the incident date cont.

Please note that the format for entering the **Est Start Date** and **End date** has been changed in **ORM3**.

The new format is now **yyyy-mm-dd** - note you are now using dashes (-), whereas previously you used slashes (/)



Troubleshooting Over the Christmas Period Cont.

Important Contact Details for ORM Helpdesk

NRMA Help Desk Number: 1800 200 754

NRMA Help Email: vcp.feedback@iag.com.au

Troubleshooting for AAMI

Error: Unhandled Exception Error.

What's happened: You have tried to send this quote but you are getting the above error

Solution: Most likely you have not filled out the following mandatory fields before sending the Quote

COLOUR, PAINT TYPE, YEAR, MONTH

Auto-Quote AAMI PNET Interface - Quote Details

Quote Information		Quoted Items		Attachments	
Quote Req No.	-999	Quote Req Ver No.	0	Quote Type :	Repair Quote
Claim No.		PNET Auth Quote No	0	AQ REF No :	1
Claim Customer	First Name		Surname	Supp No :	
Company Name					
Private Ph No	Business Ph No				
Rego	NON-CHARG	Colour	Brown	Paint Type	Clear Over Base
Veh Description	RETURNS				
Make		Year	2000	Month	10
Body Shape	Transmission				
No Of Cylinders	VIN	Odometer	0	Fuel Level (%)	0
Damage Desp					
Old Damage Desp					
Quote Comments					
Quote Creator	NC	Repair Days Required	0		

Send F10 Exit