

This guide provides a quick overview of ARMS Automotive Reporting from Enterprise, a free and easy-to-use management tool designed to improve operational efficiencies and help grow your business.

Length of Rental Forecast Report for Current Month

- Average open ticket labor hours per day.
- Average open ticket labor hours.
- The number of open rentals.
- Forecasted length of rental based on open and closed rental tickets.
- Forecasted average labor hours per day based on open and closed rental tickets.
- Number of closed rental tickets.
- Length of rental for closed tickets.
- Month-to-date average labor hours per day for closed tickets.

Shop Name	Insurance Client	Forecast		Closed Rentals			Open Rentals		
		Avg Billed Days	Avg Hours / Day	Rentals	Avg Billed Days	Avg Hours / Day	Rentals	Avg Billed Days	Avg Hours / Day
Total		16.2	1.6	23	14.2	1.7	20	18.4	1.6
ABC COLLISION CENTER		13.2	2.1	3	11.7	2.6	2	15.5	1.8
EFG BODY SHOP		16.6	1.6	20	14.6	1.6	18	18.7	1.6
	ACME INSURANCE	29.0	0	1	30.0	0	1	28.0	0
	555 INSURANCE	30.0	2.7	0	0	0	1	30.0	2.7
	LOCAL INSURANCE	13.0	2.6	6	12.2	2.5	1	18.0	2.8
	STATE INSURANCE	22.0	0	0	0	0	1	22.0	0
	USA INSURANCE	17.0	1.4	8	16.9	1.6	14	17.1	1.3
	123 INSURANCE	16.0	0.7	1	16.0	0.7	0	0	0
	INSURANCE GROUP	11.0	0	3	11.0	0	0	0	0
	SMITH INSURANCE GROUP	5.0	0	1	5.0	0	0	0	0

Current Month to Date Closed Ticket Reporting

- The Labor Hours for Enterprise rental vehicles divided by the number of rental days billed.
- The average Labor Hours for vehicles associated to an Enterprise rental.
- The number of Enterprise rental tickets associated to the insurance carrier.
- Market average cycle time.
- The average number of Enterprise vehicle rental days being billed.
- The number of Enterprise rental vehicles with billed days greater than the Target Days.

Bill-to Company	Total Tickets	Avg Labor Hours	Avg Labor Hours Per Day	Avg Insurance Billed Days	Tickets With Target Days < Billed Days
Market Average				10.5	
ACME INSURANCE	1	25.5	2.6	14.0	0
555 INSURANCE	11	37.2	5.8	6.5	1
ABC INSURANCE	1	17.3	2.9	6.0	3
LOCAL INSURANCE	5	48.2	6.0	8.0	0
STATE INSURANCE	3	42.8	2.7	14.3	2
USA INSURANCE	1	29.3	3.4	6.9	0
123 INSURANCE	2	45.9	1.8	13.5	0
INSURANCE GROUP	3	16.3	4.1	8.3	2
ACME 1 INSURANCE	1	25.0	2.7	3.0	0
SMITH INSURANCE GROUP	1	38.1	2.2	17.0	0

Have a question or need more information?

armsautomotive@erac.com

800-571-0883

armsautosuite.com

Closed Ticket Summary Reporting

Market average length of rental.

Select Vehicle Condition:
Drivable vs. Non-drivable

Shop average length of rental.

Select Claim Type:
Claimant or insured

Body Shop Reports

ARMS Auto Closed Ticket Summary

Enterprise Shop Industry Report

Bill-to Company	Total Tickets	Avg Labor Hours	Avg Labor Hours Per Day	Avg Insurance Billed Days	Tickets With Target Days < Billed Days
Market Average				10.6	
INSURANCE COMPANY 1	1	0.0	0.0	7.0	0
INSURANCE COMPANY 2	1	0.0	0.0	13.0	0
INSURANCE COMPANY 3	1	13.4	1.7	8.0	1
INSURANCE COMPANY 4	4	0.0	0.0	21.5	0
INSURANCE COMPANY 5	1	6.8	2.3	3.0	1
INSURANCE COMPANY 6	1	0.0	0.0	18.0	0
INSURANCE COMPANY 7	3	0.0	0.0	20.7	0
INSURANCE COMPANY 8	1	0.0	0.0	13.0	0
INSURANCE COMPANY 9	1	0.0	0.0	10.0	0
INSURANCE COMPANY 10	1	0.0	0.0	3.0	0
Total:	15	10.1	1.8	14.9	2

Open Ticket Summary Reporting

Estimated completion date.

The average labor hours for vehicles associated to an Enterprise rental.

ARMS AUTOMOTIVE SUITE

Open Ticket Summary

Needs Update Updated Message

By: Repair Facility Bill-to Company	Vehicle			Labor Hours		Estimated Completion			Target Date	
	Total	Needs Update	Updated	Empty	Avg	Est Work. Days	Avg. Hours/Day	Empty	Received	Exceeded
555 Insurance	1	1	0	1	0	0	0	0	0	0
Acme Insurance Company	3	3	0	0	9.7	15	1.9	0	3	1
SMITH, JOHN					10.0	4	2.5	May 1, 2012	May 1, 2012	
DOE, MIKE					15.0	7	2.1	May 4, 2012	May 4, 2012	
LEWIS, JAMES					4.0	4	1.0	May 3, 2012	May 3, 2012	
XYZ Insurance Co.	1	0	0	1	0	0	0	0	0	0
ZZZ Insurance	1	0	0	1	0	0	0	0	0	0
Total:	6	4	0	3	9.7	15	1.9	0	3	1

U.S. Patent No. 7,275,038 covers the Automated Rental Management System (ARMS®) and related systems and programs. Other U.S. and foreign patents pending.

Allows drill down to detailed renter information.

Contract Number / Enterprise Phone: 152866 / (800) 571-0883
 Bill-To Company / Claim Number: ACME INSURANCE COMPANY / 88907652341-908
 Rental Days: 9
 Vehicle Status: Waiting On Parts [Choose Different Status](#)
 Labor Hours: 10.0
 Renter: Smith, John
 Vehicle: 2007 CHEVROLET IMPALA
 Arrival Date: 02/02/2012
 Estimated Completion: 02/09/2012
 Note or Reply to Bill-to company:
 Repair Order Number: 22561

Help launches additional window which provides description of terms.

Vehicle
 Total - Total number of vehicles currently associated to an Enterprise Rent-A-Car rental.
 Needs Update - The number of vehicles requiring a repair status update based on the rules of the associated Bill-to Company (i.e. insurance company or fleet account).
 Updated - The number of vehicles that have already been updated via ARMS® Automotive for the ARMS® Automotive Exchange (R/O pump) during the current day.
 Message - New messages received from the lead center.

Labor Hours
 Empty - The number of vehicles within ARMS® Automotive that do not have any labor hours. Labor hours are used by the Bill-to company to populate an expected repair completion date.
 Avg. - The average total labor hours for vehicles that have labor hours populated within the ARMS® Automotive application.

Estimated Completion
 Est Work Days - The number of days between the Bill-to company's estimate start date and the most recent estimated completion date. This value is based on calendar day as both the start date and the estimated completion date are entered in the form.
 Avg Hours/Day - The average between the current labor hours populated in ARMS® Automotive divided by the estimated work days.
 Empty - The number of vehicles within ARMS® Automotive that do not have an estimated completion date populated. This data is needed by the Bill-to company so ensuring this is populated for all vehicles will reduce the chance of receiving a phone call requesting the date.

Target Date
 Received - The number of ARMS® Automotive records that have a target date which is populated by the Bill-to company's unique formula based on the number of total labor hours.
 Exceeded - This is the number of ARMS® Automotive records that have an estimated completion date that is currently greater than the Bill-to company's target date. These vehicles should be checked to ensure the number of Labor Hours is correct and/or send a message via ARMS® Automotive to the Bill-to company explaining why the current estimated completion date is later than the Target Date.

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