**Taking requirements**

The workshop receives light-duty or heavy-duty vehicles, (land vehicles only). In the case of insured vehicles, they go to the secretary's office where a form is filled out and signed by the registered owner or the owner of the policies. The vehicle is dropped off, a 2-day appraisal is performed and then the vehicle is picked up, the owner of the vehicle waits for the insurance company to approve the respective appraisal that was performed. If the evaluation is accepted, the vehicle enters the workshop for repair and the workshop proceeds to purchase the necessary spare parts.

In the case of private cars (not insured) they go directly to the administrator, a quote is made, and the owner decides whether to proceed with the repair or not. If the owner accepts, the car is repaired, or an appointment is assigned to repair the vehicle.

Regarding discounts there will be exempted vehicles, for example, the CCSS, the red cross, the municipality, among other companies. The invoice is made with 0 taxes. In the opposite case, a 13% tax is applied to insured vehicles. In the case of insurance companies, all of them have deductibles.

They must keep several records that they keep in folders in the computer, such as repaired cars, who repaired it, necessary spare parts, among others that will be added as the investigation progresses.