Capter guide

MULTIDEVICE

INNOVATIVE

INTUITIVE

ESTIMATION, SMARTER THAN EVER

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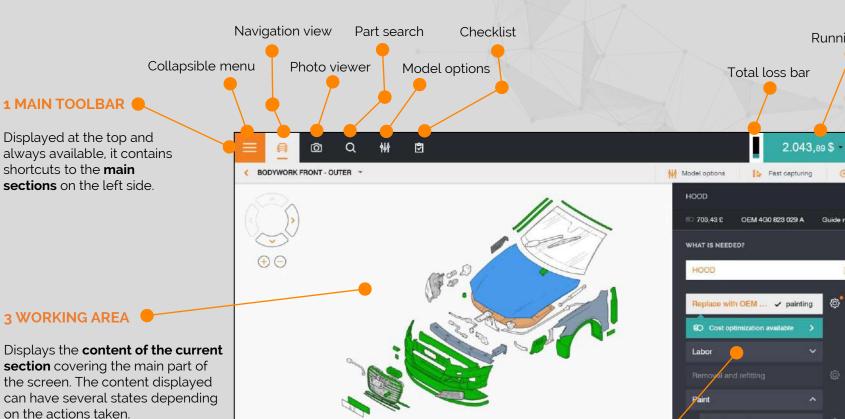
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1. LAYOUT OVERVIEW

The layout displayed in Qapter has four main zones.



2 SECTION TOOLBAR

Calculation preview

Running total

Position

1) -

\$ 9 0

₽ 0 0

→ ⊕ ⊕ ①

Second level toolbar displayed below the main toolbar. Contains **specific options** depending on the current section.

Some options can be displayed or hidden depending on the actions that occurs in the section or the working area.

4 SIDE WORKING AREA

Foldable panel in the left/right side of the working area which offers **additional functionalities** for the current section.

Surface painting

New part painting

For example, navigation tree on the left side and repair panel on the right side.

Viewer section asks for uploading or taking a photo. Once there is at least one photo attached to the case, the photo viewer

MORE PARTS | ACTIONS

For example, for new claims the Photo

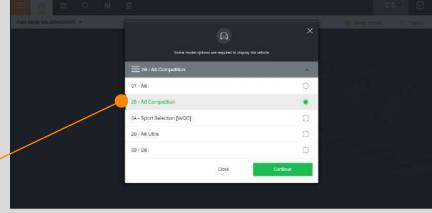
attached to the case, the photo viewer displays all the photos instead of asking to

add one.

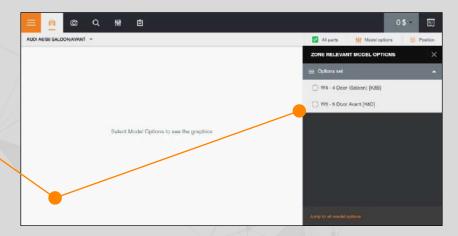
2. START UP

Qapter can be run in standalone or integrated mode. It supports dynamic, WTB, non graphical and universal models. Dynamic models allow 3D mode.

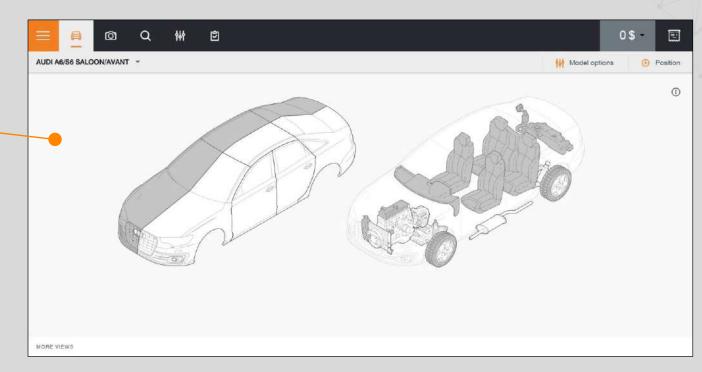
 If submodel is missing at startup, a pop-up window will be displayed asking to select one.



If some mandatory model options are missing at startup zone model options will be displayed in the navigation view

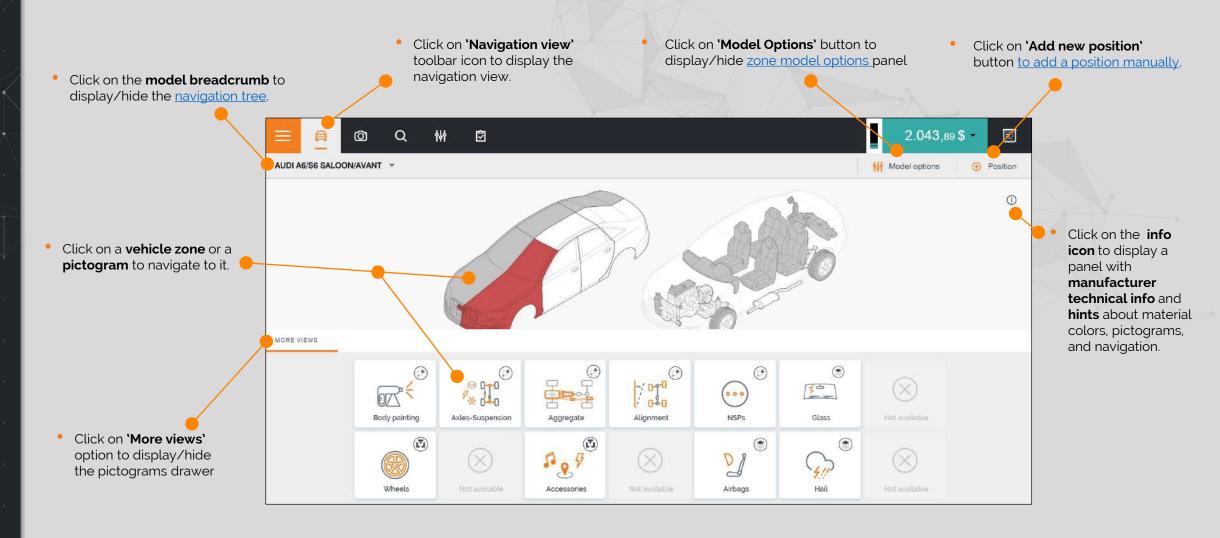


 Once submodel and mandatory model options are selected the navigation view is displayed.



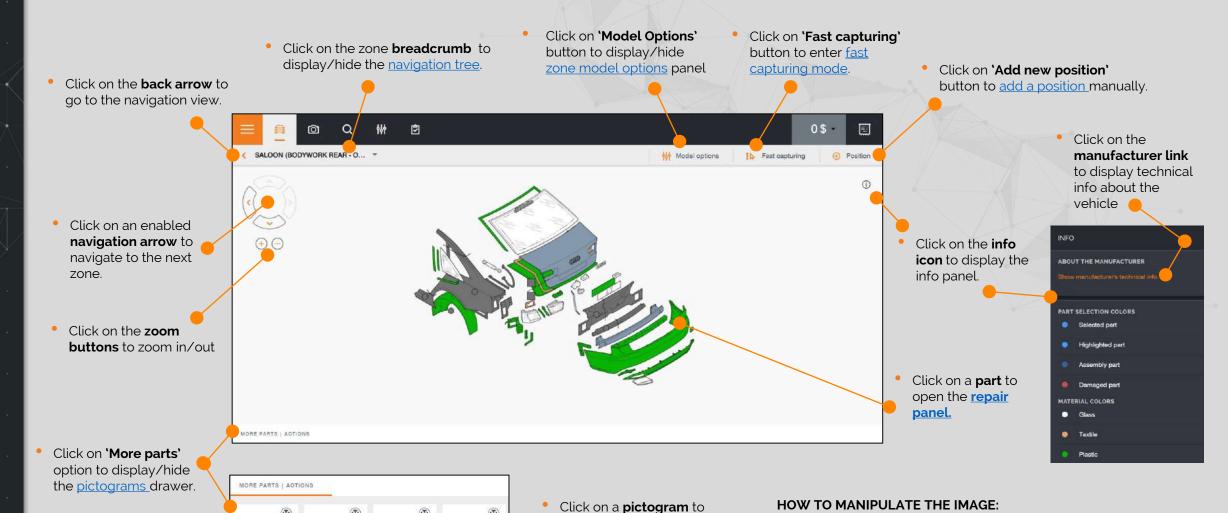
3. NAVIGATION VIEW

The navigation view displays all **exterior and interior zones** of the vehicle and the pictograms related to this view.



3.1 ZONE VIEW

The zone view displays **all parts and pictograms in a zone**. Parts display different colors depending on their material. From this view the **repair panel** is accessible to add damages to the calculation.



open the **repair panel**

Left click and drag to move the image (2D mode)

Left click and drag to rotate the image (3D mode)

Mouse wheel/pinch in/pinch out to zoom in/zoom out

Double click on a part to isolate it (3D mode)

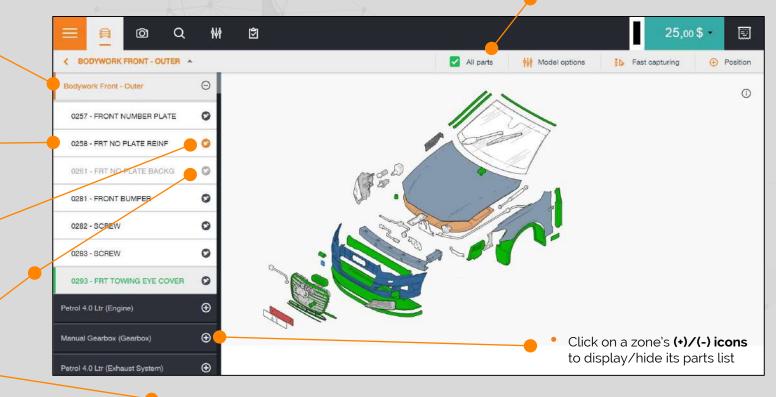
Right click/two fingers and drag to move the image (3D mode)

3.2 NAVIGATION TREE

The navigation tree allows **direct navigation between zones and parts**. It is accessible from the navigation view and the zone view when clicking on the zone-level breadcrumb.

- Check 'All parts' to list parts related to selected (black font) and non selected model options (grey font).
- Uncheck 'All parts' to list parts related to selected model options only.

- Click on a zone name to display the selected zone and its parts list.
- Damaged parts display an orange repair panel icon. Non damaged parts display a grey icon.
- Click on a plausible part to select the part in the zone. If the part belongs to a zone different from the displayed one, part's zone will be displayed.
- Click on a plausible part's repair panel icon to open its repair panel. If the part belongs to a zone different from the displayed one, the part's zone will be displayed.
- Click on a non plausible part's repair panel icon to display a message with the model options or submodels required to make this part plausible.



Non Visible part

To display part L/F OUTER SENSOR (guide number 0303) one of this model options must be selected:

I4 - Front/Rear Parking Assist Sensors [7X2]

I7 - Parking Assistant [7X5]

Go to part

Click on a model option to enable the 'Go to part' button. Click on 'Go to part' button to add the selected model option to the calculation and navigate to the part or click on cross icon to close the dialog.



- Click on 'Only for this part (TM)' button to add the part for the selected submodel and open its repair panel.
- Click on 'For all the model' button to replace the calculation submodel with the selected one and open the part's repair panel. If there are conflicts with current positions a warning pop up is displayed.

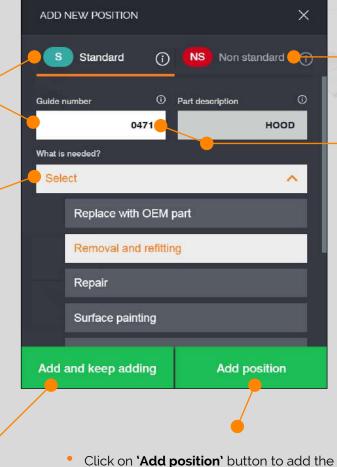
3.3 MANUAL STANDARD POSITION

Standard, non standard and predefined non standard positions can be added manually to the calculation from this panel, as well as correction entries for positions. This functionality is available also in the Checklist.

 Click on 'Standard' tab. Introduce an existing guide number and its related description will be displayed.

- Click on the repair method dropdown to select one.
- If the selected repair method has a mandatory mutation, the mutation section will be displayed to introduce the mandatory fields.

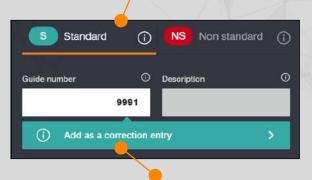
- Click on 'Add and keep adding' button to add the position and reset the panel to introduce a new position
- If any mandatory value is missing, the button is disabled.



Click on 'Add position' button to add the position and close the panel

 If any mandatory value is missing, the button is disabled. Click on 'Non standard' tab to add a non standard position manually.

If the introduced guide number **does not exist**, a notification to create a correction entry is displayed



- Click on the popup notification to enter correction entry data.
- This functionality should only be used under advise of Audatex help desk

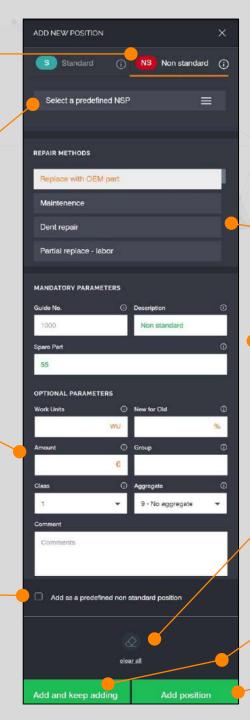
Manual standard positions and correction entries information is introduced with the repair panel.

3.4 NON STANDARD POSITION

- Click on 'Non standard' tab to access non standard positions panel.
- Optionally, select a <u>predefined non</u> <u>standard position</u>. In that case the position will be added automatically to the calculation.
- If no predefined non standard position is selected, position data can be added manually.

 Optional parameters: work units, new for old, amount, group, class, and aggregate. This may vary depending on the selected method and configuration.

 The non standard position will be added to the predefined group if the related check button is selected



- Mandatory parameters: guide number, repair method and description. This may vary depending on the selected method.
- The guide number is assigned automatically depending on the configuration.

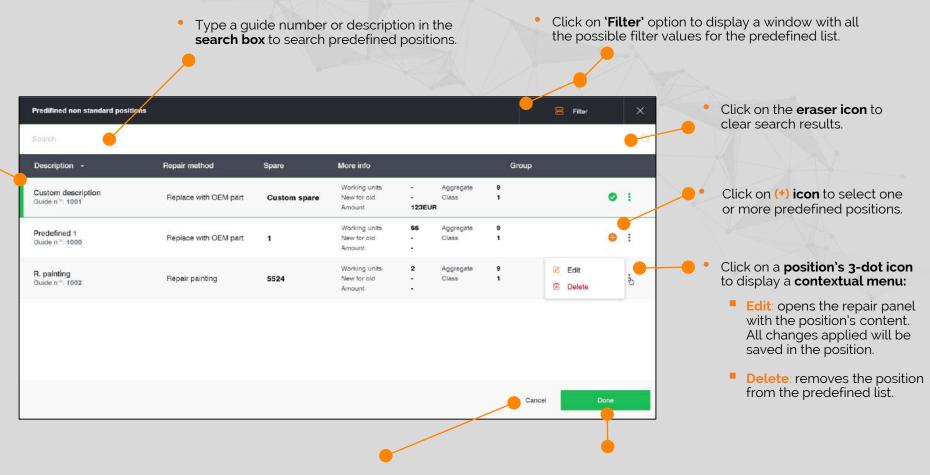
 Click on 'Clear all' icon to clear all fields in the panel

- Click on 'Add and keep adding' button to reset the panel to introduce a new position and refresh the background checklist with the new position
- Click on 'Add position' button to close the panel and refresh the checklist with the new position

3.5 PREDEFINED NON STANDARD POSITIONS

Predefined non standard positions are a set of user's positions available for different calculations. They are created by the user or the organization/partnership to which the user belongs.

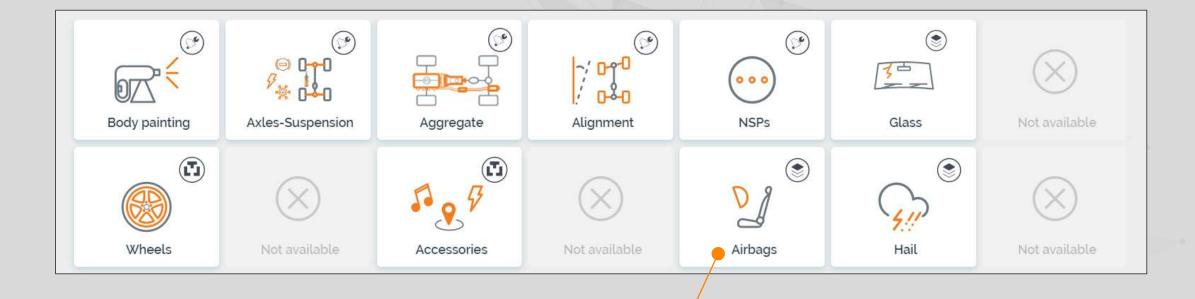
- To manage predefined non standard position click on 'Select a predefined NSP' option in the 'Non standard' tab.
- This view will be empty if no predefined position is defined. Otherwise it will display all predefined non standard positions.



- Click on 'Cancel' button to close the predefined non standard positions window and return to the parent panel...
- Click on 'Done' button to close the predefined non standard positions window and add all selected non standard positions to the calculation.

3.6 PICTOGRAMS

Pictograms are visual shortcuts to special operations available for the calculation that cannot be reached through standard navigation such as wheel design, glass, maintenance and repair, or alignment. They can be found in the navigation view and several zones.



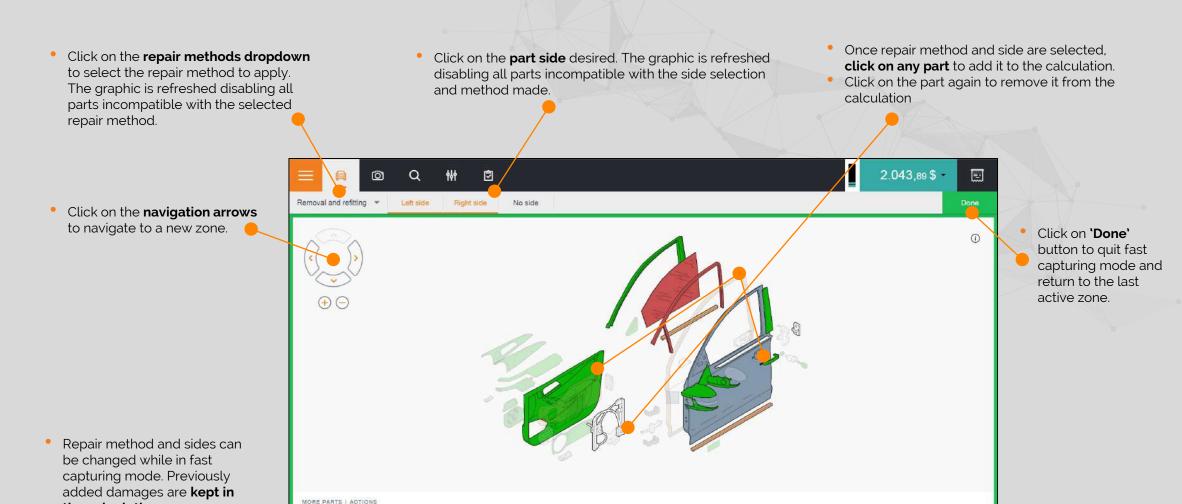
- The amount and type of pictograms depends on the **model and zone**. If a pictogram is not available for the current model it will be disabled as 'Not available'.
- Pictograms are categorized in three groups depending on the upper right icon: parts, icons, and system.

- Click on a pictogram to activate it. Depending on the view:
 - In the navigation view: another zone is displayed (e.g. Hail)
 In a zone: the repair panel is displayed (e.g. wing holder)

3.7 FAST CAPTURING MODE

the calculation.

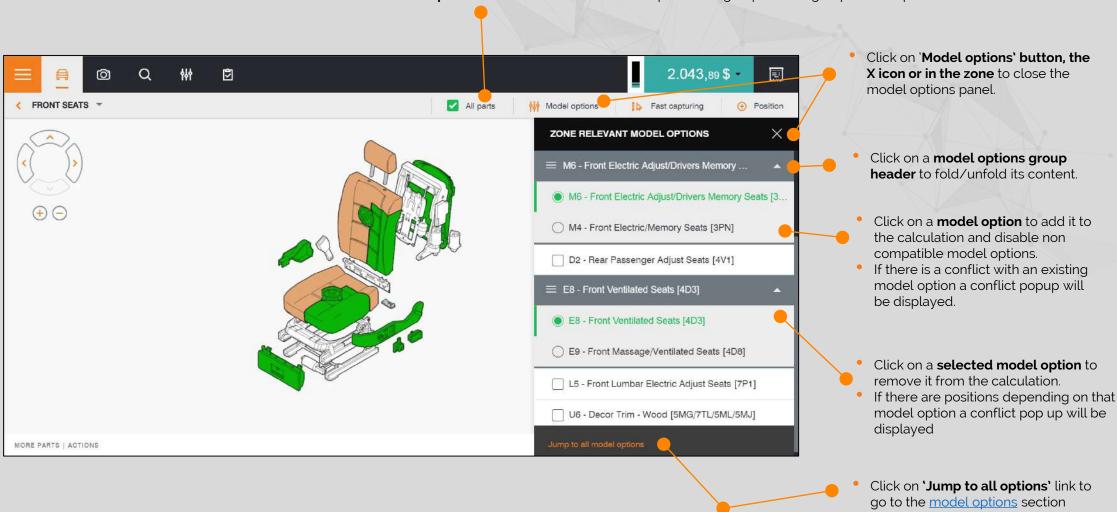
Fast capturing mode **allows applying the same operation to several parts** without opening the repair panel for each and every of them.



3.8 ZONE MODEL OPTIONS

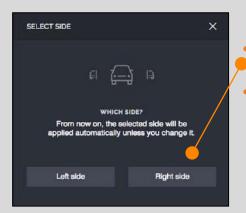
The zone model options panel display the model options that affect the current zone. Changes applied in the panel refresh the zone graphic.

- Check 'All parts' to display non selected model options in a group (grey font) when a group model option is selected.
- Uncheck 'All parts' to hide non selected model options in a group when a group model option is selected



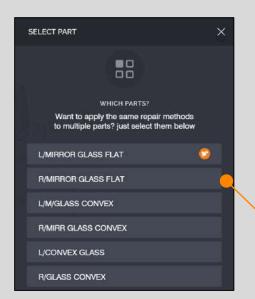
4. REPAIR PANEL

The repair panel manages all the information and operations for a part or pictogram.

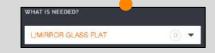


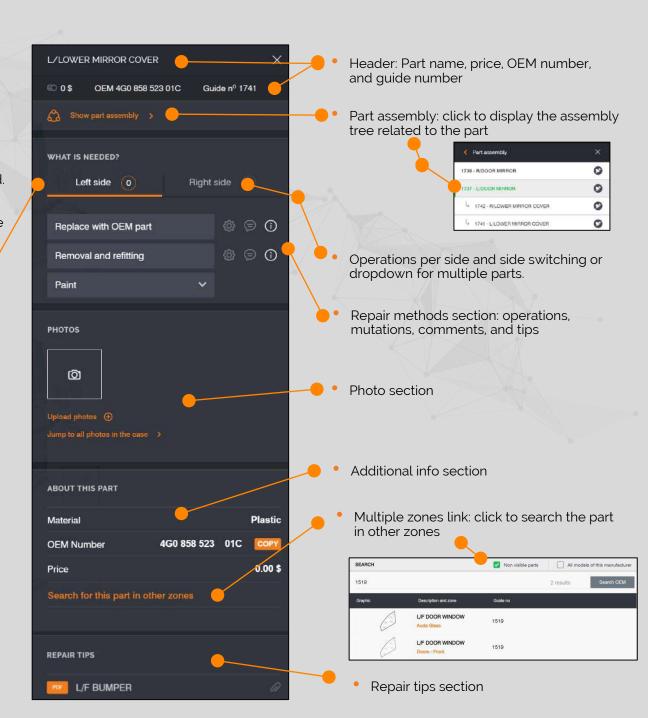
- For two sided parts, side must be selected.

 The last side selected is remembered.
- To switch laterality afterwards, click on the upper tabs 'Left side' and 'Right side'.



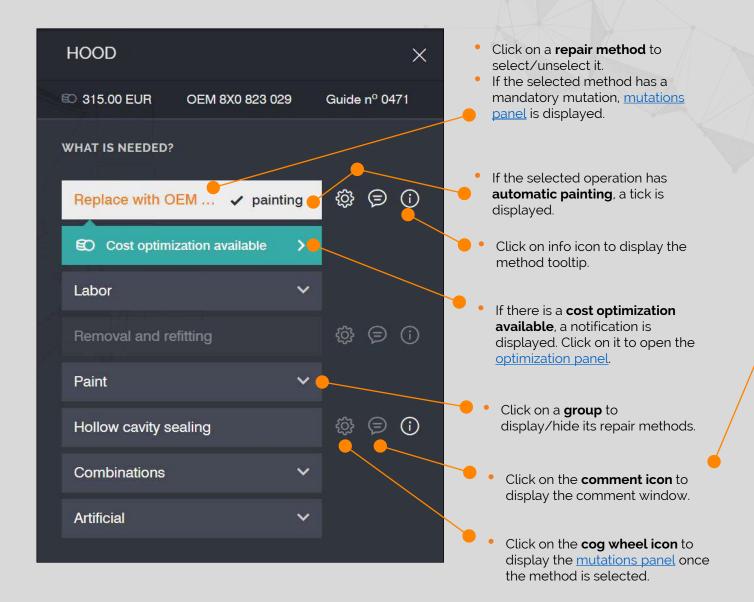
- Some parts may include other parts when selected. If multi-parts is available, the list of parts is displayed in the repair panel.
- Click on a part to open its repair panel.
 Damaged parts display an orange repair panel icon.
- To switch parts, click on the dropdown in the repair panel (displayed instead of the side tabs).

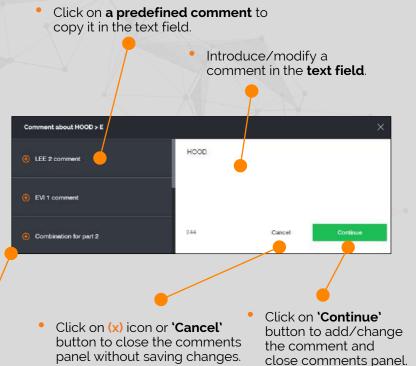




4.1. ADDING POSITIONS

All the available operations for the part/pictogram are displayed in the repair panel. There are **single operations and grouped operations**.





4.2. MUTATIONS PANEL

Mutations allow modifications in an operation behavior adding certain values. These values depend on the selected operation and the configuration.

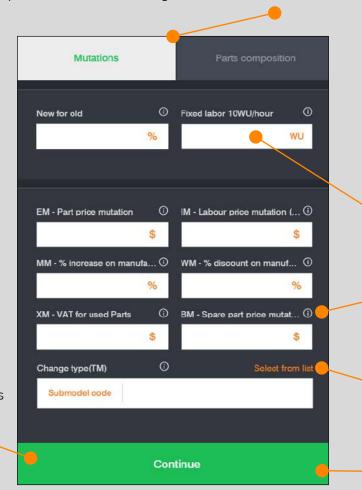
For repair methods with mandatory mutations the mutation panel will be displayed **automatically**.

The mutations panel can be displayed any time by clicking on the **cog wheel icon** next to the repair method and selecting **'Mutations'** tab (if available).

 Click on the back arrow or (x) icon to return to the repair panel.

Click on 'Continue' button to add the

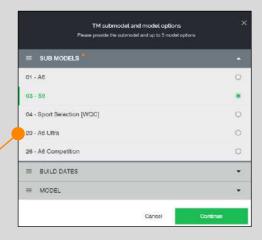
operation with the



There can be several **tabs** displayed in the mutations panel. The available tabs, depending on the configuration, are:

- Mutations: tab with all available mutations for the selected operation
- Parts composition: tab with the parts, WU and price included by the selected part
- AZT Repair formula: tab with the AZT formula parameters for repair operations
- Hail formula: tab with the Hail formula parameters for dent repair
- IRE (Intelligent repair estimator): tab with the graphical tool to capture repair damages through drawings

- Click on a field to introduce a value. If an entered value is not valid, a notification will be displayed.
 - Click on an **info icon** to display a tooltip about the mutation
- Click on 'Select from list' link to open a pop up with a list of all selectable model options for the submodel change mutation.
- Once all mandatory fields are introduced, the 'Continue' button will enable.



introduced mutations to the calculation.

4.3. PARTS COMPOSITION

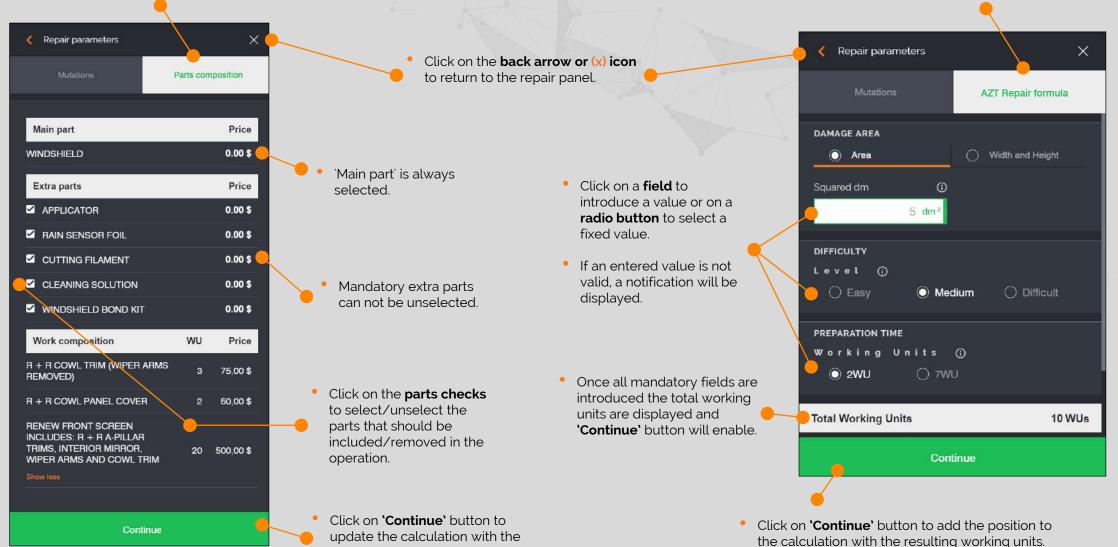
The part composition panel displays information about the triggered parts, including price and labor.

Click on Parts Composition tab to access parts composition (when available).

4.4. AZT REPAIR FORMULA

AZT repair formula is available for repair operation. It acts as a mutation calculating the working labor through a formula.

Click on AZT Repair formula tab to display the AZT formula panel (when available).

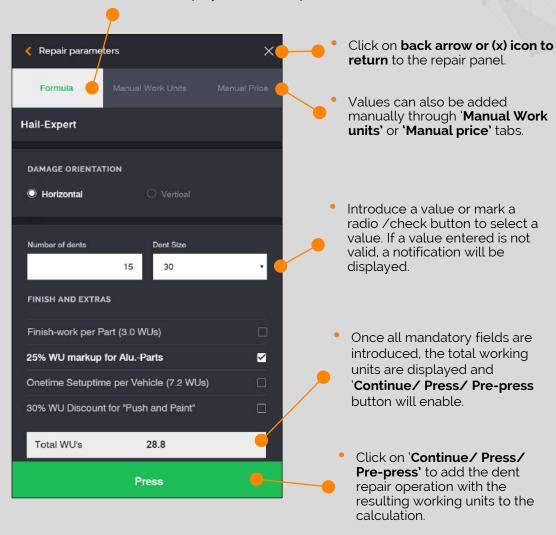


selected parts.

4.5. HAIL FORMULA

Hail repair formula is available for **dent repair operations**. It acts as a mutation calculating the working hours/cost through a special localized formula with a defined interface.

Click on Formula tab to display Hail formula panel (when available).



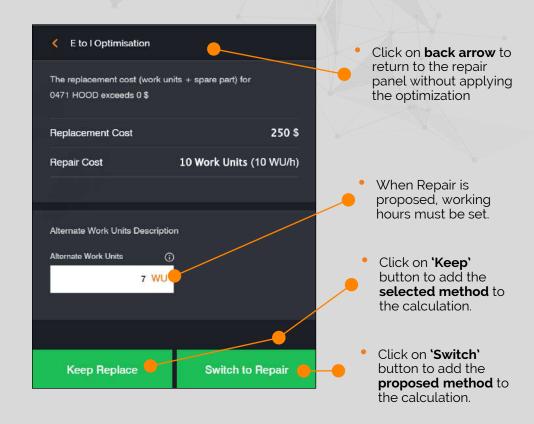
4.6. COST OPTIMIZATION

Cost optimizations are proposed by the application when a different repair method offers a better cost, or to evaluate the possibility to obtain better quality than with the selected one.

The optimizations defined are:

- Propose repair when replace is selected
- Propose replace when repair is selected
- Propose replace when dent repair is selected

The cost optimization panel displays information about the cost of the selected method and the proposed method. If a replace operation was selected, a field to add work units is displayed in order to evaluate the repair optimization.



4.7. IRE (Intelligent repair estimator)

IRE is a repair module designed for calculating working hours/cost through drawings over the part. It can also propose **additional parts** to consider given the shape of the drawing. Its data is based on the outcome of unmount all outer metal/plastic parts for country models and analyze the effects of applying different repair operations.

Repair parameters

ADJUST DAMAGED AREA (1)

3 square decimeters

○ Medium

0

LEVEL OF DAMAGE (1)

ADDITIONAL OPERATIONS (i)

1711 - L/F DOOR TRIM

1481 - LEFT FRONT DOOR

1519 - L/F DOOR WINDOW

1547 - L/F WINDOW REGULATOR

Continue

Θ

O Low

() Paint

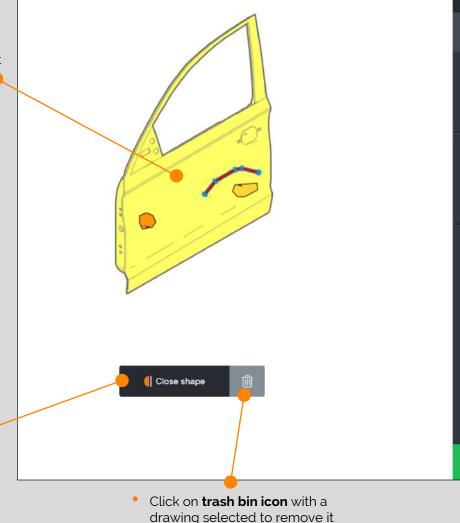
Recommended

To consider

Intelligent repair estimator

Click on Intelligent Repair Estimator tab to isolate the part and display the IRE module (when available).

- **Draw** a closed or open shape in the part to add damage.
- Once a new shape is drawn or a shape is selected, IRE panel displays the related data.
- Several damages can be added to a part



Click on back arrow or (x) icon to return to the repair panel.

- Click on (+) and (-) buttons to increase/decrease the area of and open shape
- Click on the radio buttons to select **level of damage**: low, medium, high, paint and crack (for plastic parts).
- The color of the selected shape will be refreshed.
- Click on a **recommended operation** (if any) to add it as a refitting position or to remove it from the calculation
- Click on a **considered operation** (if any) to add it as a refitting position or to remove it from the calculation

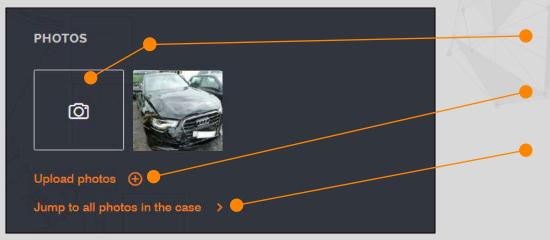
 Click on 'Continue' button to add/remove the damages drawn and the selected positions to the

calculation with the resulting working units/cost.

 Click on 'Close shape' button with an open drawing selected to connect the ends

4.8. PHOTO SECTION

All photos related to a part are displayed in the repair panel. Photos can be taken and/or uploaded depending on the browser and the device. Part photos can be managed in the photo viewer menu option too.

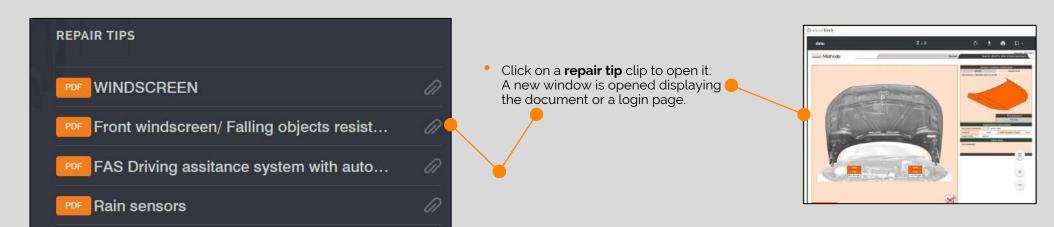


- Click on **camera** icon to enter camera mode and take a photo.

 Added photos will be displayed in the photo section.
- Click on 'Upload photos' link to upload a photo from the device storage.
- Click on 'Jump to all photos in the case' link to navigate to the Photo Viewer section.
- For further information about photo management and its options, please check the photo viewer section.

4.9. REPAIR TIPS SECTION

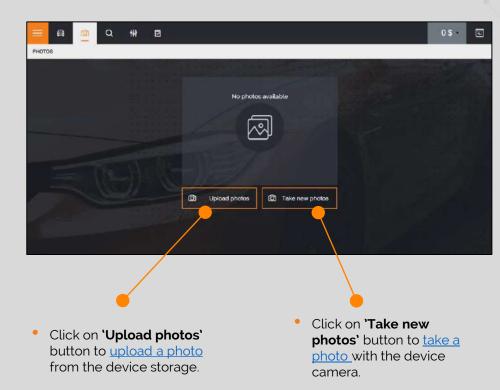
Some parts can display information provided by the **manufacturer or external suppliers** (AZT, AIRC, Thatcham) with specific instructions about the part or its related repair methods (when available). This information is usually provided as a pdf document or through the provider platform.



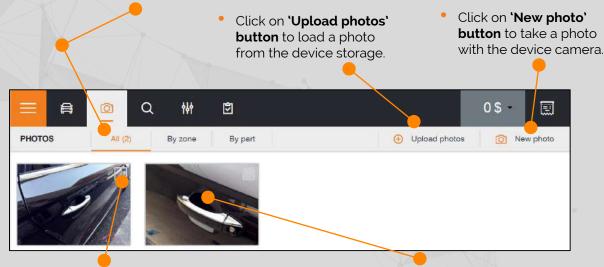
5. PHOTO VIEWER

The photo viewer section manages all the photos included in the calculation.

If there are no photos attached to the case, 'Upload photo' and 'Take new photo' are the only available options (depending on browser and configuration).

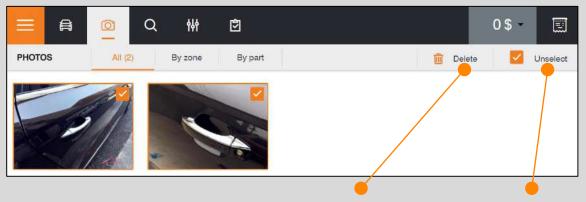


If there are photos, all case photos are displayed by default. Upper tabs display photos **by claim, by zone or by part.**



Click on a **photo's selection field** to select the photo. More than one photo can be selected. Click on the field again to deselect it. Once a photo is selected, '**Delete**' and '**Unselect**' options are displayed.

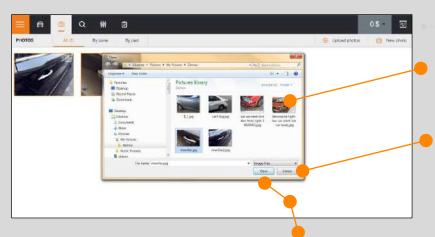
• Click on a **photo** to <u>edit</u> it.



- Click on 'Delete' option to delete all selected photos.
- Click on 'Unselect' option to unselect all selected photos.

5.1. UPLOAD PHOTO

Photo uploading is the default photo addition method. For devices without camera or running IE 11 it is the only method.



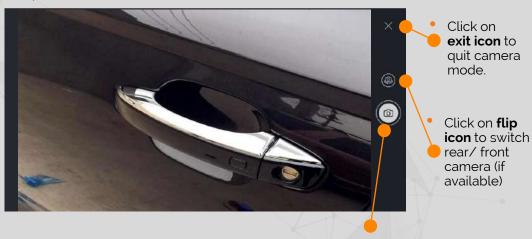
 Select one or more photos in the system browser.

Click on 'Cancel' button to close the browser without uploading any photo.

Click on 'Open' button to upload the selected photos.
 These photos will be displayed in the 'All' tab.

5.2. TAKE PHOTO

Photo shooting is only available for devices with a camera and running a browser different from IE 11. These devices offer taking and uploading photos.



 Click on camera button to take a photo. A white flash will be displayed. Several photos can be taken in camera mode.

5.3. EDIT PHOTO

Photo editing displays a **full screen preview of the photo** and editing functionalities.

- Click on trash bin icon to delete the photo.
- Click on drawing icon to enter drawing mode
- Click on comment icon to add/modify the photo comment.

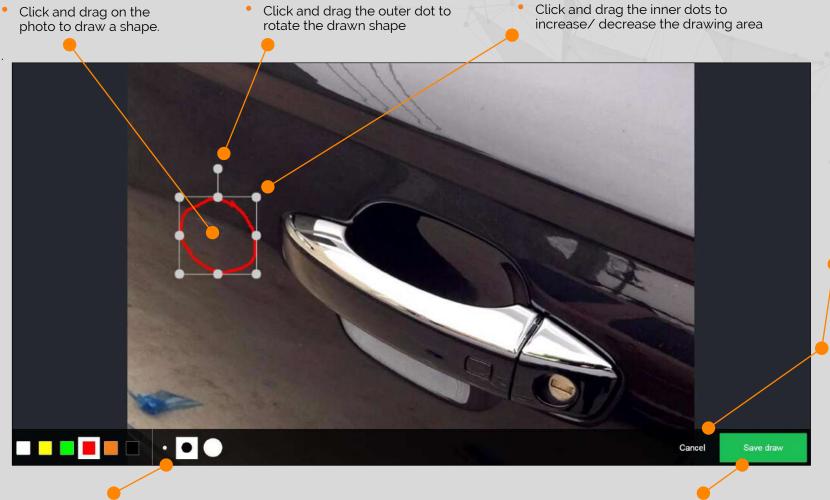


Click on **left/right** arrows to navigate between photos.

 Click on Cancel/Done buttons to quit editing mode.

5.4. DRAWING MODE

The drawing mode allows adding drawings to a photo with different brush sizes and colors. All changes are stored in a new photo.



Select a color and a brush size to start drawing.

Red color and medium brush are selected by default Color and brush can be changed between drawings

 Click on 'Save draw' button to exit drawing mode and save all drawings in a new photo. Click on 'Cancel' button to exit drawing mode. A confirmation popup will be displayed



Click on 'No' button to return to drawing mode.

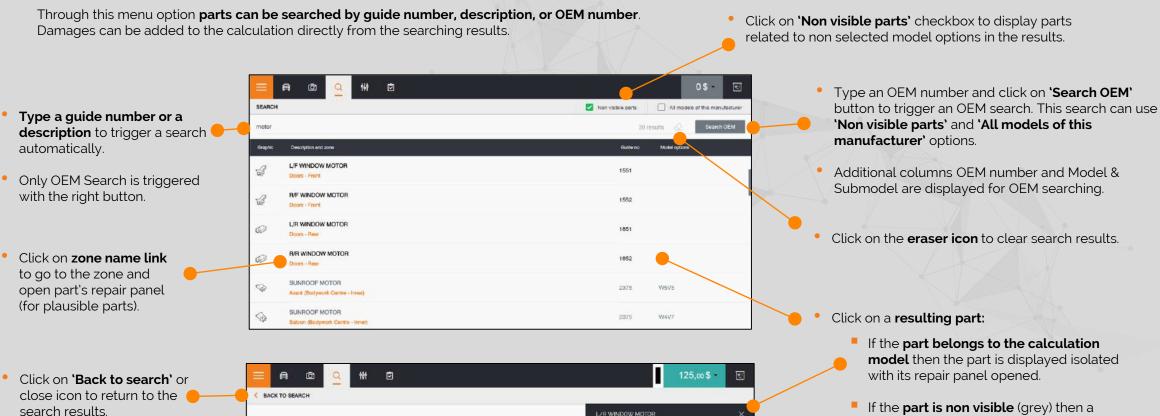
Click on 'Yes, continue' button to exit drawing mode without saving changes

6. PART SEARCH

Info related to the part can be

added or modified through its

repair panel



warning indicating which model option is required to select the part is displayed. A listed model option can be added to the calculation to access the part.

@ @ O

If the part belongs to another model from the same manufacturer (only OEM search) then a warning indicating which model/submodel is required to select the part is displayed. Model can be added as a TM mutation.

7. MODEL OPTIONS

This menu option manages all the **model options by groups**: selected model options, zone relevant model options, selectable model options, paint model options, and predefined model options.

Groups are displayed in the left column.
 Click on a group to display its model options.

Select **'Show non plausible options'** check button to display all non compatible model options currently hidden. This selection applies to all groups.

calculation.

Click on a **subgroup** header to

fold/unfold its model options.

Click on a subgroup model option

displayed in the subgroup header

to add/remove it from the

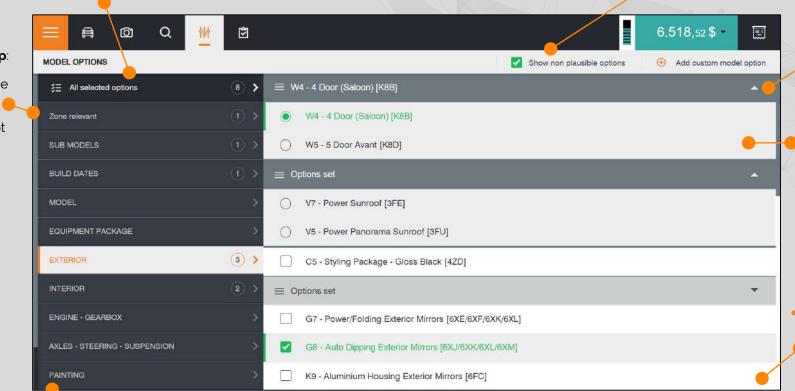
The selected model option is

Click on a single **model option** to

add/remove it from the calculation.

- Zone relevant group: Contains the model options related to the current zone.
- Some zones may not have model options.
- It has the same content as <u>zone</u> <u>model options</u>

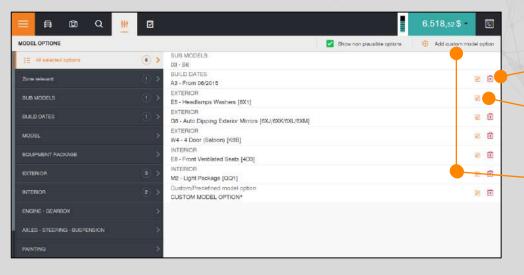
• Standard group: Contains the model options related to a specific group (engine, interior, exterior, paint...).



- Selected model options are added to All Selected options group
- Removed model options are removed from All Selected options group
- Warning messages are displayed when:
 - The user selects a model option that has conflicts with an already selected one
 - The user removes a model option that has dependent positions

7.1. ALL SELECTED OPTIONS

This group contains the model options currently included in the calculation. It is always displayed in first position.



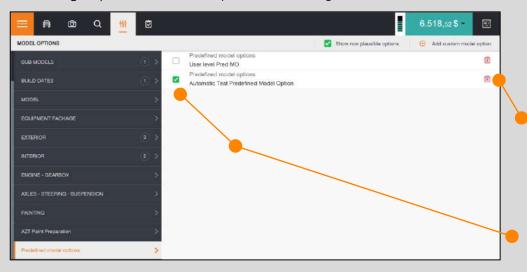
- Click on **trash bin icon** to remove a model option from the calculation. Removed model options are available again in their related group. Submodel can not be removed.
- Click on **edit icon** to rename a model option. Renamed model options are displayed with an asterisk. Submodel can not be renamed.
- Click on 'Add custom model option' button to display the custom model options panel.

 Select this checkbox to create a predefined model option instead of a custom model option.



7.2. PREDEFINED MODEL OPTIONS

This group contains model options at user/organization level that can be reused in several calculations.



- Click on **trash bin icon** to remove a model option from the calculation and from the user's list.
- Organization level predefined model options can't be deleted.
- Select a predefined model option to add/remove it from the calculation.

- Click on 'Cancel' button to close the custom model option panel.
- calculation.Custom model options are marked with an asterisk.

model option to the

add the custom/predefined

- marked with an asterisk.
 These options have no effect in the calculation.
- Predefined model options are added to the Predefined group.

7.3. PAINT SYSTEM MODEL OPTIONS

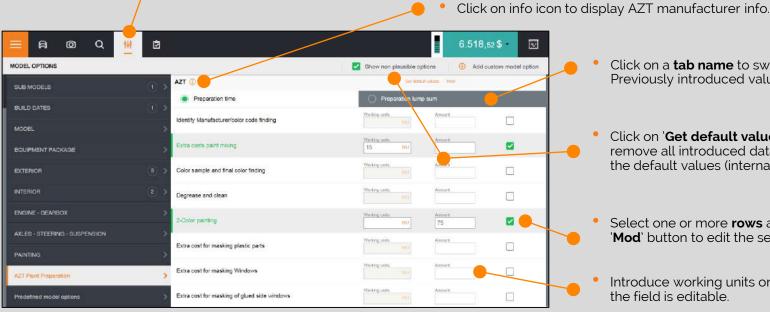
This group contains specific model options and info for the selected paint system.

The content and group name is different depending on the paint system selected:

- Manufacturer: Contains paint info about the vehicle manufacturer. This info is accessible from the info panel in zone navigation and zone view.
- **Cesvimap (Paint system group):** Contains custom values for the calculation. Introduce a value in a field to add it to the calculation.
- AZT (AZT Paint Preparation group): Contains custom values for the calculation and paint info about the vehicle manufacturer. This info is displayed in two tabs: Preparation Time (for concepts breakdown) and Lump Sum (for the whole process).





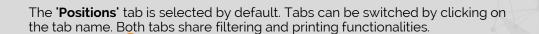


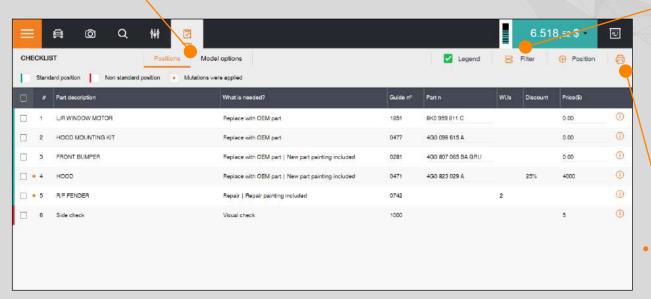
- Click on a tab name to switch tabs. Previously introduced values will be lost.
- Click on 'Get default values' button to remove all introduced data and return to the default values (internal).
- Select one or more rows and click on 'Mod' button to edit the selected rows.
- Introduce working units or amount once the field is editable.



8.CHECKLIST

This menu option displays the **summary of all the positions and model options** included in the calculation, including related info about them.

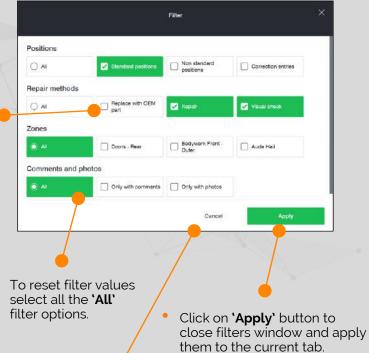




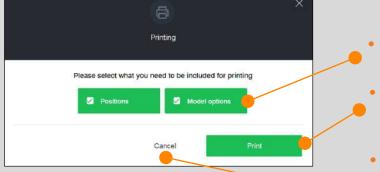
 Click on an option to select/unselect a filter value

Click on **'Print'** button to open the printing dialog.

 Click on 'Filter' button to display a window with all the possible filter values for the current tab.



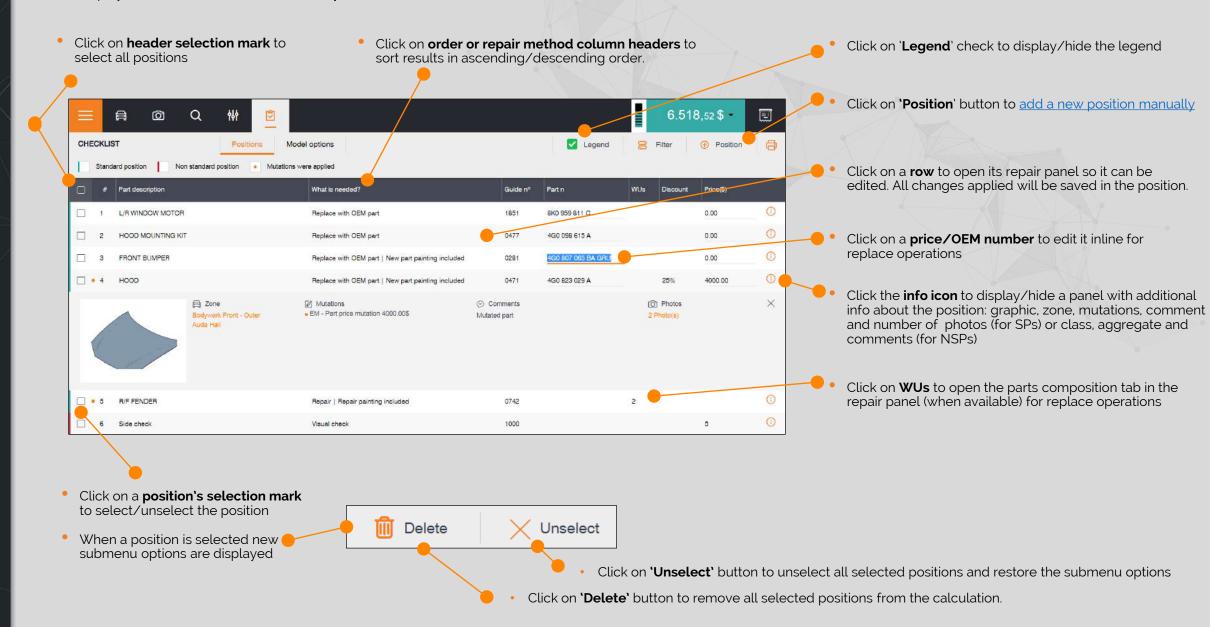
 Click on 'Cancel' button to close filters window and return to the current tab.



- Click on **Positions/Model options** checkbox to include the tab content in the printing.
- Click on 'Print' button to display a system window with all the printing options. Positions and model options can be printed together or separately.
- Click on 'Cancel' button or close icon to close the printing options window and return to the current tab.

8.1. POSITIONS TAB

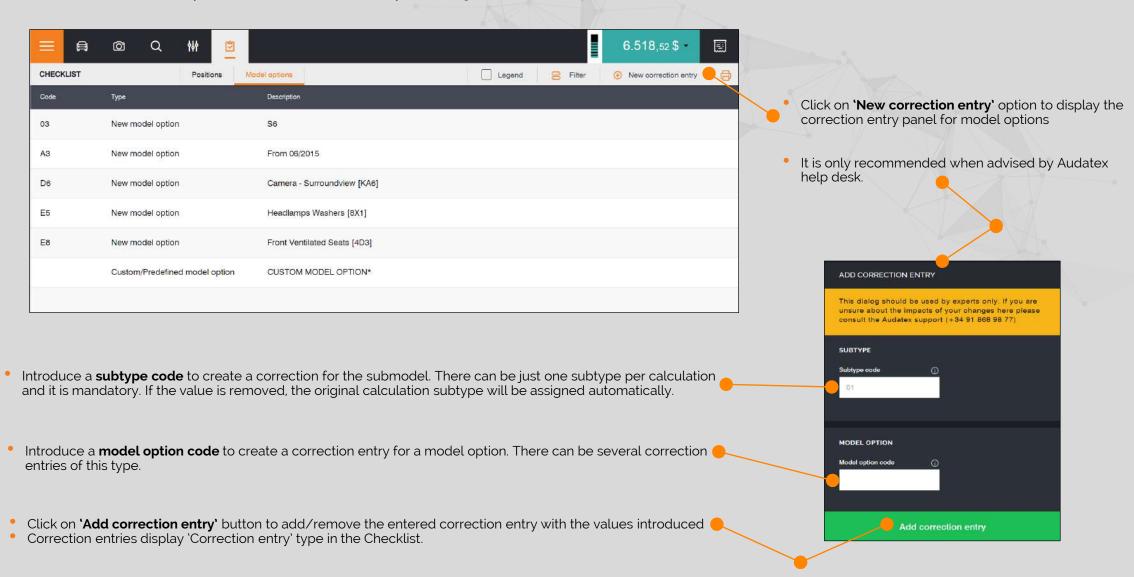
Displays the standard and non standard positions and the correction entries included in the calculation.



8.2. MODEL OPTIONS TAB

Displays **the model options** assigning specific visuals to their different states: VIN model option (bold), removed VIN model option (strikethrough) and manually added model option (standard).

This tab does not allow any interaction with the rows as they are managed in the Model Options section.



9. TOTAL FIGURES

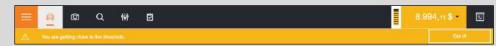
Two interactive indicators are displayed in the upper menu: total loss bar and running total.

The **total loss bar** indicates how close the running total to the car value is and changes its color depending on some defined thresholds:

Green: less than warning threshold (default 75%)



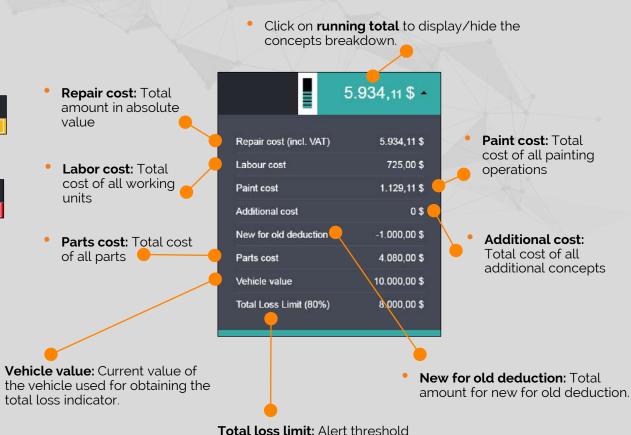
Yellow: equal or greater than warning threshold and less than alert threshold



• Red: equal or greater than alert threshold (default 100%)



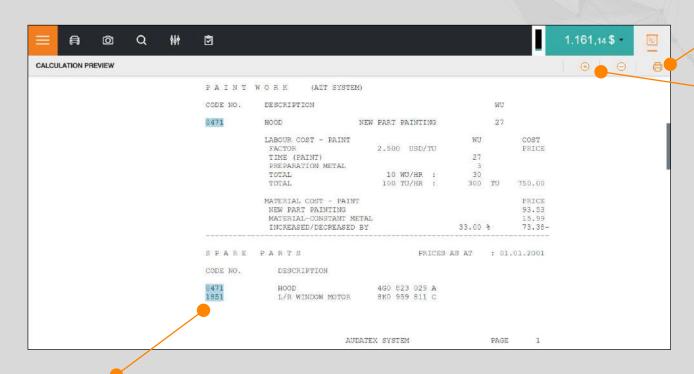
The **running total** displays the total cost of the current capturing. It is updated in real time with every change like adding/removing repair methods, mutations, or model options. It is displayed with decimals, in the country currency and can be displayed with or without VAT.



10. CALCULATION PREVIEW

The calculation preview displays the **detail of all concepts involved in the calculation** to get whole and individual prices, labors and times.

A calculation is triggered whenever a change affecting the result is applied in the capturing: select/deselect a model option, add/remove/modify a repair method/mutation or applying a cost optimization.



- Click on a **highlighted guide number** to open part's repair panel
- Click on a highlighted model option code to open the model option's group in the model option section

• Click on **printer icon** to print the calculation.

• Click on **zoom buttons** to zoom in/zoom out

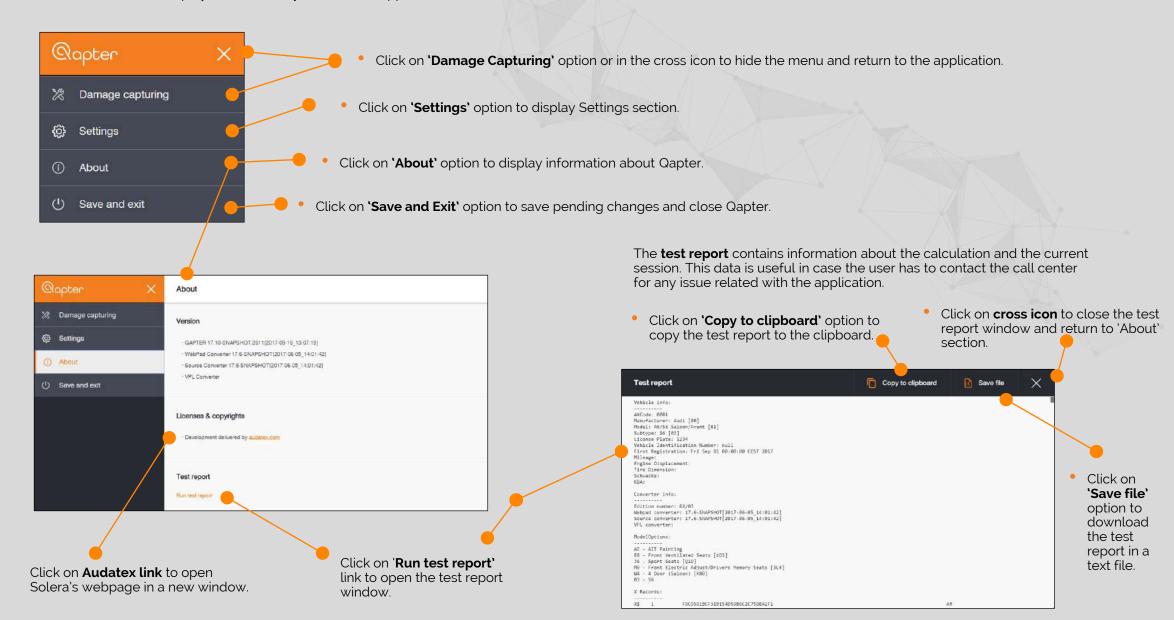
The calculation preview presents the calculation using a template. The preview contains the following sections:

- Claim and vehicle data
- Model options
- Spare parts: parts, prices
- Labor: parts, operations, prices, working units
- Paint: parts, operations, working units, materials cost
- Summary: total costs and WUs with and without VAT
- Control sheet: internal codes and information about errors, invalid parts and parts triggered or removed.

Concepts added or modified manually are marked (*) to be distinguished from data provided by the manufacturer.

11. COLLAPSIBLE MENU

This foldable menu displays additional options for the application.



11.1 SETTINGS SECTION

From the settings section some **features** can be set, activated or disabled. Changes are stored for next user sessions.

