**Cpanel Username:claims Pw:Capetown2019**

**Claim Section**

To change and Add fields in Panelbeaters Section: admin/claims.php

Lines: 157, 598, 14872, 15192 for Adding PB more details

**Reports**

Report in admin/report.php

**Loggedinaction**

Admin/loggedinaction.php

**PWA Builder for Mobile App**

**A-C-I Web Objective**

Users must request a parts at [www.a-c-i.co.za/findapart](http://www.a-c-i.co.za/findapart)

The objective is for users to request a parts, the data must be captured as a “Claim” and the request must be emailed to selected Suppliers for the Make and Area Selected (Just as currencly). The Suppliers must be able to click on a link to enter the prices (excl VAT) for the parts. (See the Photo Attachments) Suppliers Name, Contact Name, Tel and Email must reflect where quoted. Each part must be quoted individualy and indicated “Type” Type = OEM, Used, AfterMarket, Refurbished. All quoted quotes must be stored in the claim under New Report “Quotes” (Ideal will be to create an email (button) as currently in system to send quote to User/Enquirer with parts prices and mark-up) User must be able to click accept in email and complete delivery address. The User can also select Dropdown Panelbeater and enter password as user.

1. a New Client must be created in the claims section, with auto increment number (File ID) & (“Client Name”)
2. “Contact Number” a must field
3. “Client Email” a must field
4. “Make of Vehicle” to be selected (dropdown) as is now, from database
5. “Model” a must field
6. “Year” a must field
7. “VIN” optional field (17 Digits only if entered)
8. “Reference” (Please include Claim Number if Insurance Claim) this field in the client “Claim Number”
9. “Area Needed” as is from the database for Area dropdown selected
10. “Parts Required” must be added as per the “Parts” section
11. Photo attachment must be available for each parts
12. Part Type Selected
13. Part Number
14. A New Report must be created /duplicated from Parts (Report) called “Quote” this must be the same as parts. (No login needed for this report page)
15. Email to Supplier (As currently on system) to click and Quote on parts requested. (Same as update info without login in) Enter Price only (Excl VAT) and Attachment for photo of part. Database Name, Contact Name, Tel and Email must reflect,
16. Email button to send return email to enquirer with prices plus mark-up.
17. Enquirer must complete order number for parts.

http://www.partfinders.co.za/geo\_templates/my\_templates/external/images/banners/banner1\_160w.jpg

**About - Auto Claims Investigations Pty(Ltd)**

In Recent times, a reduction in savings have been noticed, due to repairer’s now conforming, and understanding the auditing process, thereby ensuring their supplier invoices are valid. However, a shift in repairer “Extras” have also been identified by A.C.I., in regards to Labour and Paint which cannot be audited, and is usually agreed to by the assessor appointed on the claim.

Due to the above, A.C.I. have adapted it’s process to include an additional service identifying potential overcharges, and being involved in the claim prior to Authorisation for repairs, to ensure fair and reasonable quoting has been conformed to. For more information on this, please call us directly.

In addition to the above, A.C.I. has also included a “Part Sourcing” service, on vehicle’s out of warranty, as at times, repairer’s don’t quote on alternate / second hand parts due to time constraints, and assessor’s allow OEM parts, thereby raising the Cost of Claim.

A.C.I. has also included partfinders.co.za to assist in the part sourcing / salvage parts on each claim.

Salvage parts on any accident damaged vehicle is deemed to belong to the applicable insurer, and through Part Finders, we collect the salvage parts for possible use on future claims, or to sell back to the Trade, as at times, parts quoted for replace can in fact be repaired. This also helps monitor the repair process, as when a salvage part is not received by Partfinders, we are immediately notified and scrutinize applicable part/s when auditing the Final Costing, and implement necessary amendments.

A.C.I. offers a wide service, not only auditing post repairs, but also ensuring claims pre-authorisation is fair and reasonable, and have had success in this venture. Along with this, we also confirm if any Non Standard parts on a vehicle is in fact specified and the client is paying a premium for these, if quoted for due to accident damage.

Services offered by A.C.I. Include:

* Final Repair Calculation audits;
* Check Work In Progress reports submitted by repairer after assessor authorisation to ensure additional charges are fair and reasonable;
* Part Sourcing on Out of Warranty Vehicle’s;
* Collection of Salvage Parts after repairs have been authorised;
* Full Pre-Authorisation claim check to ensure the quote conforms to the policy schedule.

To start saving and reducing your average cost of claim, call us today on 0861114339

[Partfinders.co.za](http://www.partfinders.co.za/) now offer its website as a FREE platform for Parts Suppliers to offer their parts to the Insurance Industry

## OLD SITE About - Auto Claims Investigations Pty(Ltd)

A.C.I. was established in 2005, initially auditing Final Repair Costings, and to date have audited in excess of 70 000 motor vehicle claims. We have been successful in saving millions for Insurers, due to our process, which can be measured by the insurer in terms of Average Repair Cost reduction / Cost of Claim ratio.

In Recent times, a reduction in savings have been noticed, due to repairer's now conforming, and understanding the auditing process, thereby ensuring their supplier invoices are valid. However, a shift in repairer "Extras" have also been identified by A.C.I., in regards to Labour and Paint which cannot be audited, and is usually agreed to by the assessor appointed on the claim.

Tel:0861114339

**WHAT NOW GOING FORWARD**

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now offer its website as a FREE platform for Parts Suppliers to offer their parts to the Insurance Industry

[Crashes cost SA Billions per year - Click here to read more](http://m.wheels24.co.za/wheels24/Road_Trip/News/crashes-cost-sa-billions-a-year-heres-where-the-money-is-being-spent-20161101)

[Crisis in Car Insurance - Click here to read more](http://www.fin24.com/Money/Money-Clinic/Crisis-in-car-insurance-20100620)

[Helping the Insurance Industry save Billions - Click here to read more](http://www.riskafrica.com/helping-insurance-industry-save-billions/)

To start saving and reducing your average cost of claim, call us today on 0861114339

**Auto Claims Investigation (ACI)**

**Introduction**

It is a well know fact that the Short Term Insurance Industry loses Millions of Rand

per year due to being overcharged by some Panelbeaters for new parts replacements, but in

actual fact used parts are used. This can almost never be proofed after the car has

been repaired. It is also a major problem in the Industry that some Assessors are on the

take and millions are lost due to irregularities. This is why A.C.I. was formed with

over 32 years of experience between the 2 founding members to help eliminate this problem

and losses. A.C.I. is a registered PTY (Ltd) Company formed in 2005.

A.C.I. Purpose

To monitor and regulate the quality of workmanship and authenticity of part used during

the repair prose's on accident motor repairs. In the process we Monitor any irregularities

by all parties involved.

Our Goal

To Inspect, Monitor, Audit and Investigate all claims appointed, during the repair process.

Advantages

1. Maintain and ensure high quality of workmanship

2. Ensure Client satisfaction

3. Reduce the actual cost on motor accident claims.

4. Eliminate assessor irregularities

5. No additional expense for this service.

6. Reduce Annual Loss Ratios

7. No new appointment to the Insurer/Underwriter - Outsourced.

8. No Audit Fees.

Investigator

Mr. Malan Smal has 4 years of Claims Investigation experience and has started 4 Successful

Short Term Insurance Brokerages (Broker-on-Line, Seafirst Broker, Broker-on-Call and Elite

Telesales) in the past 15 years.

1. Has personally handled 8000 motor claims.

2. Saved millions for our clients

3. Manage a 19.7% average saving on +- 50% of all claims we do.

4. We do work in progress inspection. Monitor quality of claims.

5. Do audits on all claims.

6. Investigating fraudulent or fabricated invoices.

7. Have been offered R 100000's of bribes for not exposing corruption (will take polygraph

test to confirm that I have not taken 1 Rand for a bribe)

8. Have caught some repairers in Johannesburg & Durban for been dishonest.

9. Have exposed a number of corrupt assessors.

10. We don't charge any fee for my service, only a percentage of savings (Surg. 45%)

obtained, as we are confident that we can save on almost any claim. (No Saving -

No Commission)

11. We have a website www.aci.co.za that handles the entire claims

process,from appointing assessors (Insurer), assessors report (By assessor),

authorizations by Insurer),final costing (by Panelbeater) and savings by (Ourselves).

Anyone can monitor the progress on the claim online, with only the claim number.

12. We are a registered VAT trading (PTY) Ltd Company.

13. Have exposed corrupt Clients. (Fraudulent Claims)

14. Have proofed drunk driving.

How does it work?

The Insurer/Underwriter sends the claims details by e-mail or fax to A.C.I. after the

Assessor has assessed the vehicle and repairs been authorized. A.C.I. inspects the

vehicle at the repair shop not less than twice during the repair proses. A.C.I.

inspects authenticity of spare, quality of craftsmanship. A.C.I. agrees a saving on

the job complete with the Panelbeater. A full report is drafted after each claim,

including photos and documentation; this report is then forwarded to the

Insurer/Underwriter. A.C.I. expects its payment when the claims are

settled with the panelbeater. A.C.I. is paid and fixed pre-arranged fee on each claim

and a percentage of the savings off original quote.

ACI -Manager

ACI has developed and introduced an Internet bases system; witch handles the complete

process of a claim. With this system anyone can be given access to monitor the claims

process and status of the claim at any given time. This way anyone know exactly what

is happening with the claim at any stage of the process. With the system, the client

can log a claim, claims technicians can accept and process the claim, appoint assessors

(per region), handle and complete assessors report, do invoicing on behalf of assessor,

do automatic authorization instructions, request final costing from panelbeaters,

handle final costing from panelbeaters, send final invoice to insurer.

**Conclusion**

There is no additional cost or expense to the Insurer/Underwriter, only a percentage of

the actual cost saver on each claim. This is a win-win situation. This method will keep

the all parties involved on a higher stadard off service and honesty. Over time less and

less advantages will be taken in the industry, witch will make help maintain a higher

degree of professionalism.

A.C.I. (Auto Claims Investigation PTY (Ltd)

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