Partner Dashboard Manual

SHAPING THE FUTURE OF CAR REPAIR

FIXICO

iNDiE CAMPERS

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FIXICO
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Getting started

Introduction & support contacts

The Fixico Partner Dashboard gives you full control of all your vehicle repairs from start to finish. Choose how you want to handle your repairs: either get quotes from a network of body shops and pick the best one, or let us intelligently assign your repairs to the most suitable shop in your area.

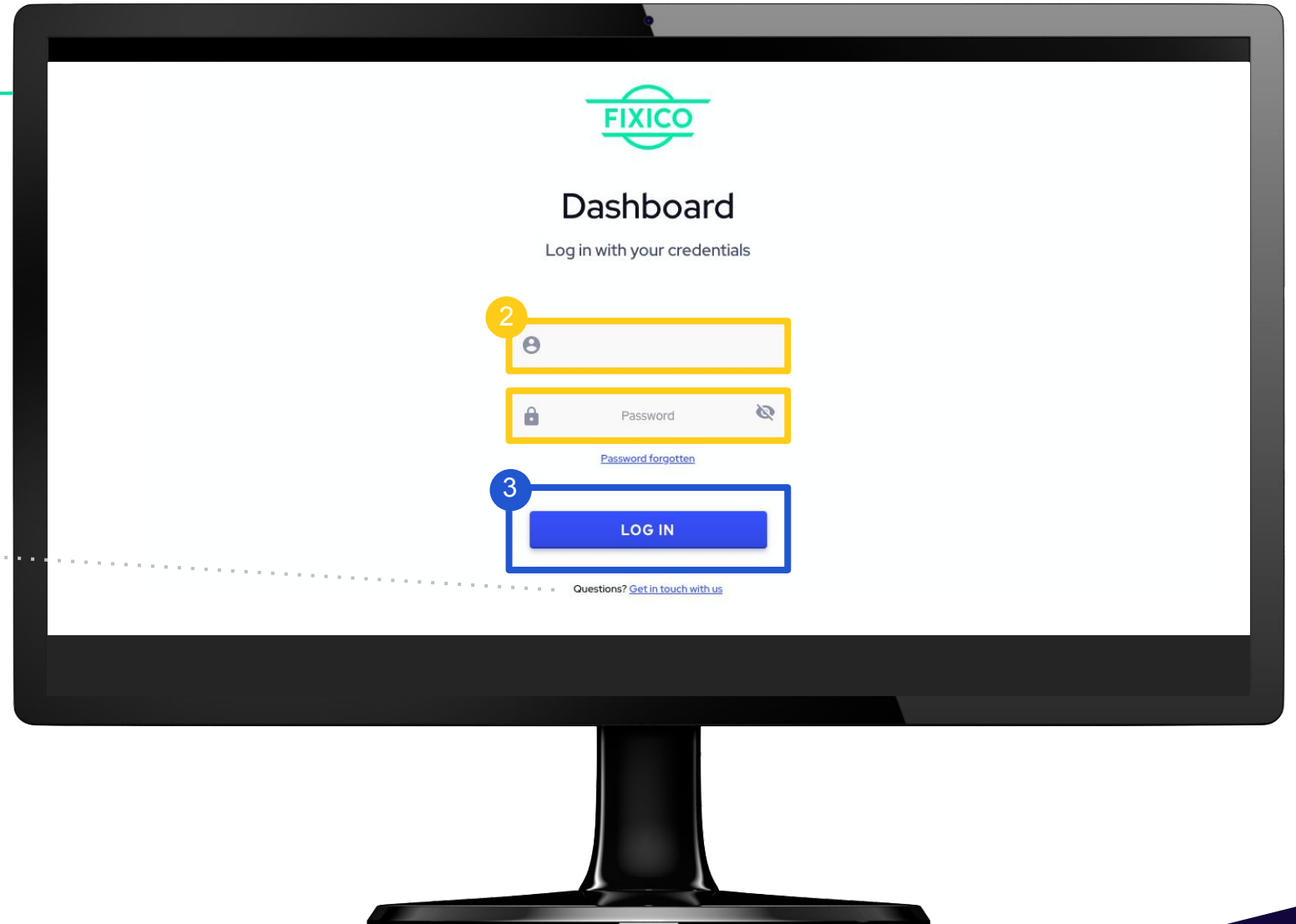Do you have any questions? Contact us:

✉ support@fixico.com

💬 Use the chat function in the Partner Dashboard

# Log in

The login page

1. Visit https://partners.fixico.com/login or click on the link sent to you via email.
(We recommend using Mozilla Firefox or Google Chrome for the best experience).

2. Enter your e-mail address & password.

3. Click 'Log in'.

! Trouble logging in? Click on 'Password forgotten' to reset your password.

FIXICO

Dashboard

Log in with your credentials

2

Password

Password forgotten

3

LOG IN

Questions? Get in touch with us

Dashboard Overview

What can you do in your dashboard?

1. Create damage reports

2. Review incoming web-app reports

3. Allocate (steer/tender) reports

4. Schedule appointments

5. Approve amended estimates

6. Keep track of all repairs
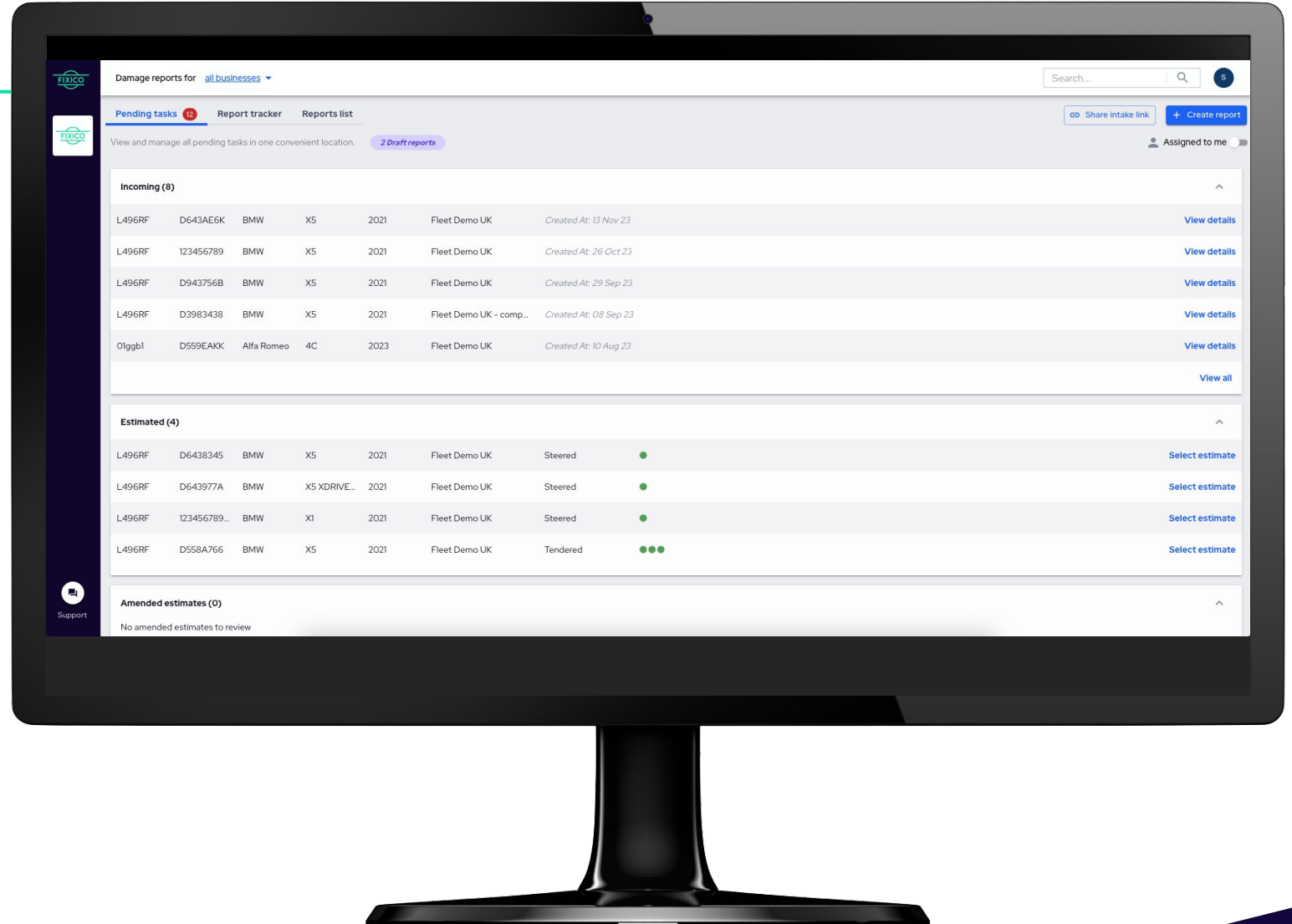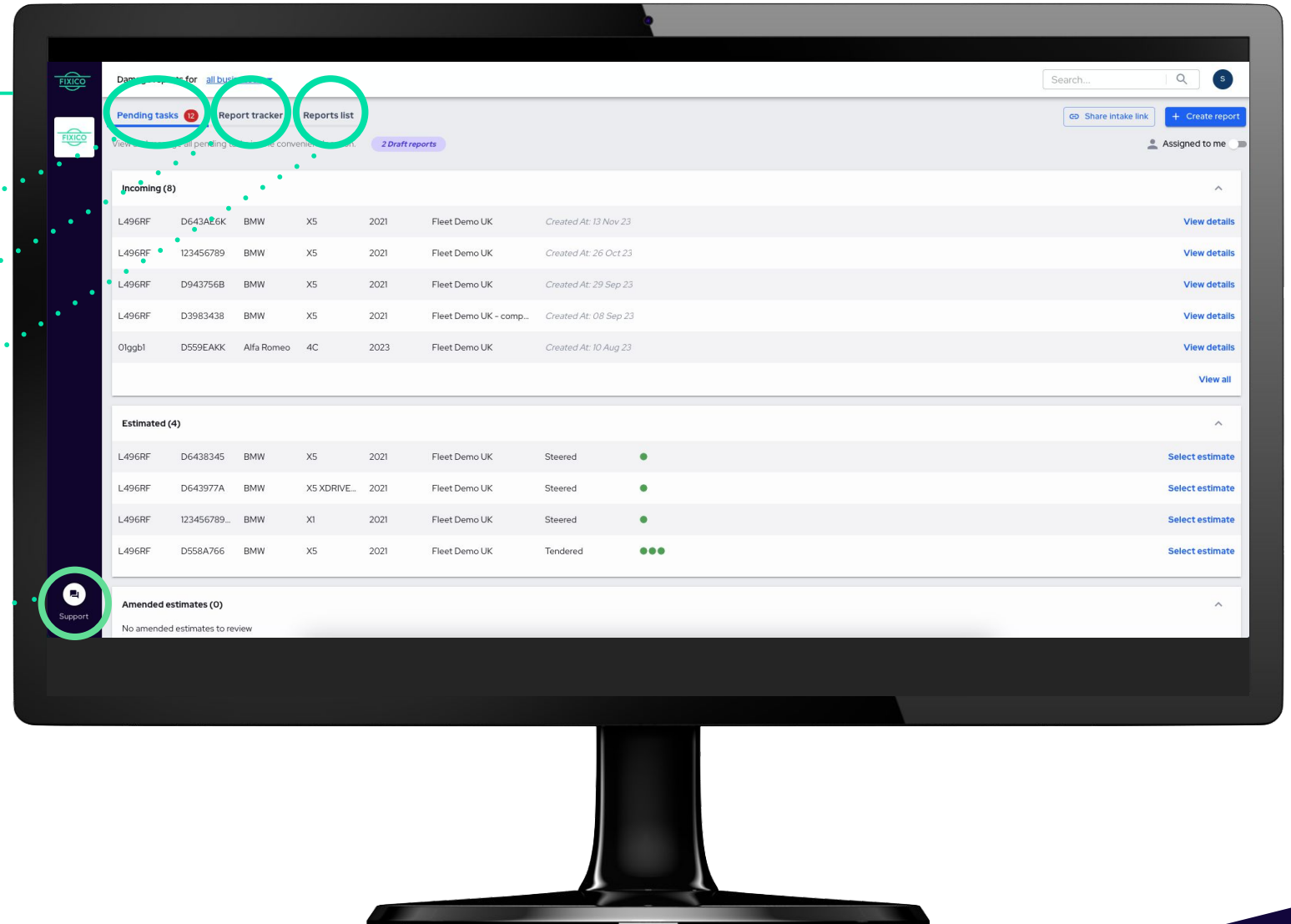
Dashboard Overview

Navigating the dashboard

On the top left, you'll find the navigation menu. Click on the different titles to go from one page to the other.

Pending tasks

Report tracker

Reports list

If you have any questions, you can contact Fixico directly via the integrated chat function.
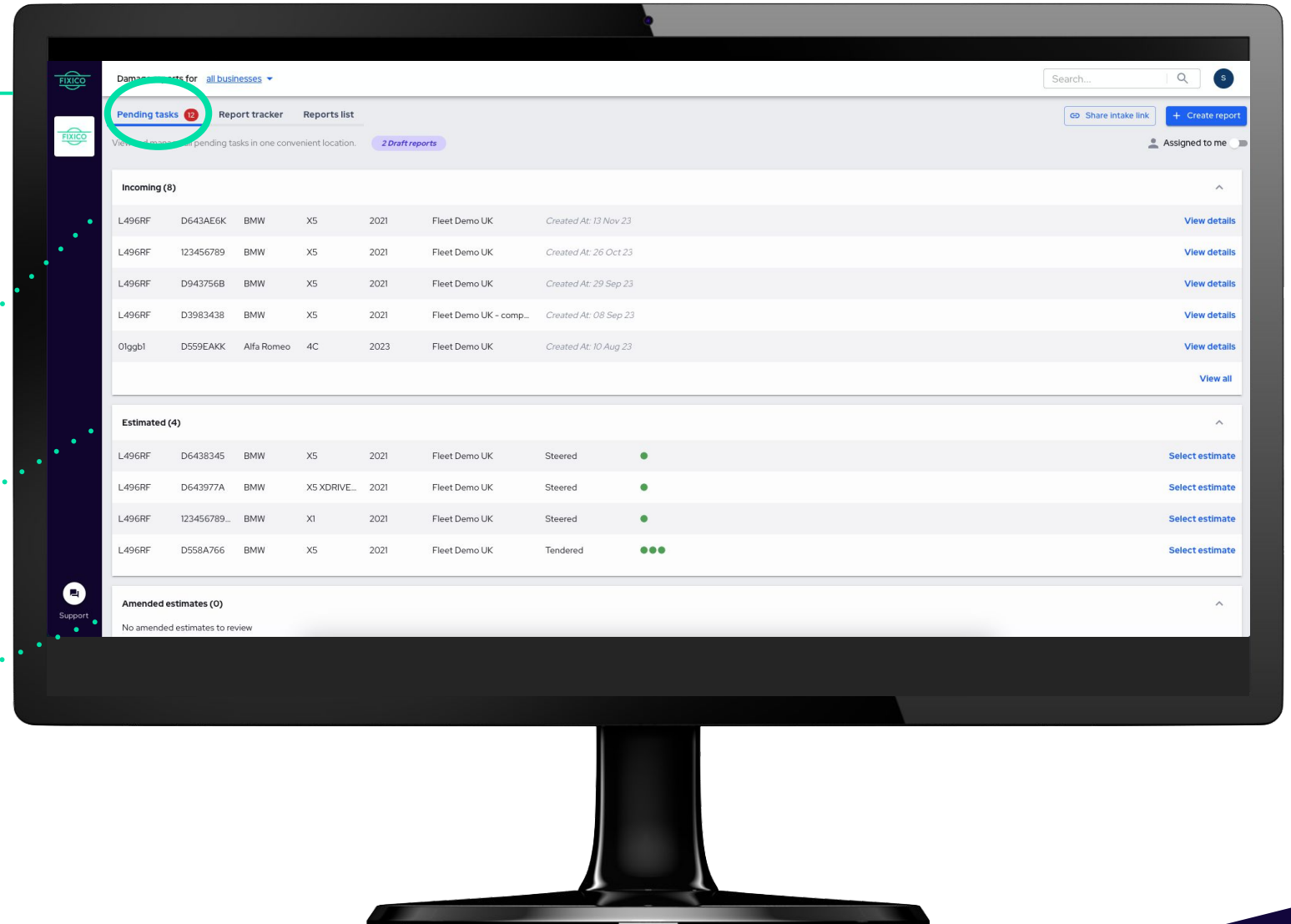
Dashboard Overview

Pending tasks

On the first tab, you will find your pending tasks. Here you can view which damage reports require an action and need your attention.

There are different stages of reports that require a specific action:

1. **Incoming**: Review/edit any incoming reports from the web-app before steering or tendering.

2. **Estimated**: Review and authorise estimates from repair shops by selecting a suitable appointment date.

3. **Amended estimates**: Review and authorise amended estimates from repair shops

Dashboard Overview

Report tracker

On the second tab, you will find the report tracker. Here you can view your damage reports and their current repair status.
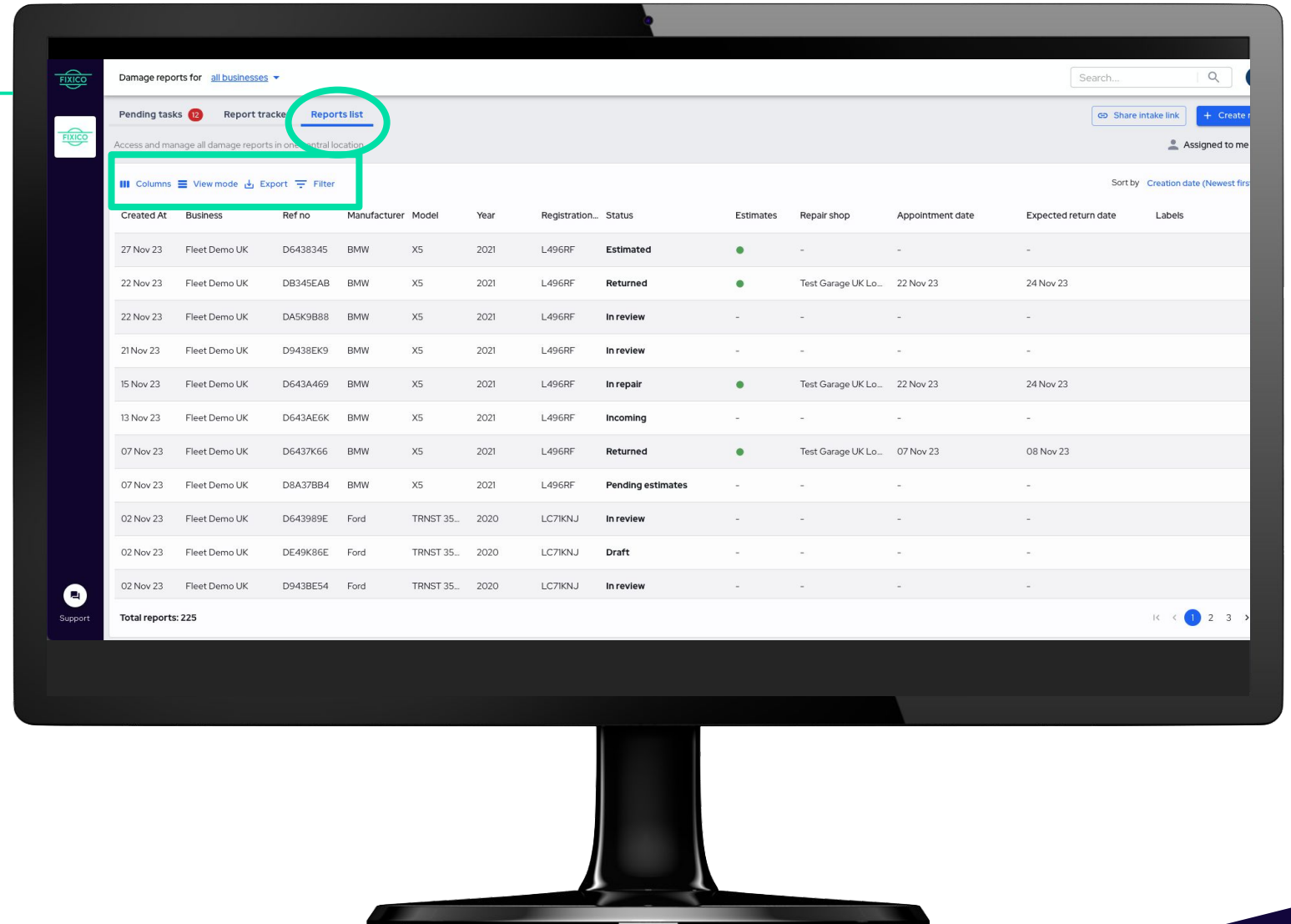
Reports can be seen at different stages:

1. **Pre-allocation**: Draft or incoming reports
2. **Estimation process**: In review, pending estimates, or estimated reports
3. **Scheduling process**: Pending appointment, scheduled reports
4. **In repair**
5. **Completed**: Pending return or Vehicle returned
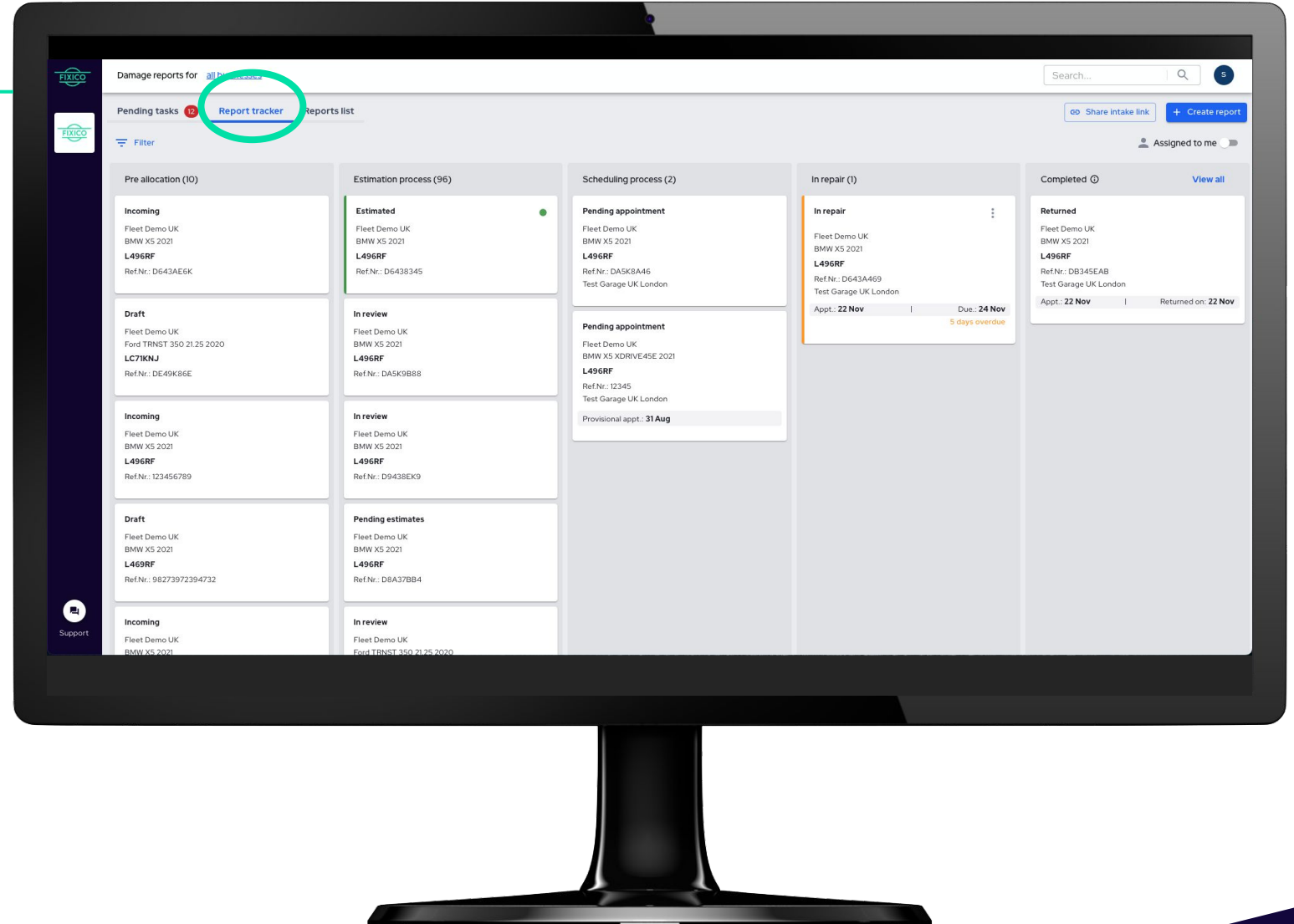
Dashboard Overview

Report list

On the third tab, you will find a list view of your reports. You can play around with different filters to be able to choose which information to view (by clicking on columns). You can also export this list view as a csv file.

Damage reports for **all businesses** ▾

Search... 🔍

Pending tasks **12**   Report tracker   **Reports list**

Access and manage all damage reports in one central location

👤 Assigned to me

🔗 Share intake link   + Create

▥ Columns   ☰ View mode   ⬇ Export   ⇊ Filter

Sort by   Creation date (Newest first)

Created At	Business	Ref no	Manufacturer	Model	Year	Registration...	Status	Estimates	Repair shop	Appointment date	Expected return date	Labels
27 Nov 23	Fleet Demo UK	D6438345	BMW	X5	2021	L496RF	**Estimated**	🟢	-	-	-	-
22 Nov 23	Fleet Demo UK	DB345EAB	BMW	X5	2021	L496RF	**Returned**	🟢	Test Garage UK Lo...	22 Nov 23	24 Nov 23	
22 Nov 23	Fleet Demo UK	DA5K9B88	BMW	X5	2021	L496RF	**In review**	-	-	-	-	
21 Nov 23	Fleet Demo UK	D9438EK9	BMW	X5	2021	L496RF	**In review**	-	-	-	-	
15 Nov 23	Fleet Demo UK	D643A469	BMW	X5	2021	L496RF	**In repair**	🟢	Test Garage UK Lo...	22 Nov 23	24 Nov 23	
13 Nov 23	Fleet Demo UK	D643AE6K	BMW	X5	2021	L496RF	**Incoming**	-	-	-	-	
07 Nov 23	Fleet Demo UK	D6437K66	BMW	X5	2021	L496RF	**Returned**	🟢	Test Garage UK Lo...	07 Nov 23	08 Nov 23	
07 Nov 23	Fleet Demo UK	D8A37BB4	BMW	X5	2021	L496RF	**Pending estimates**	-	-	-	-	
02 Nov 23	Fleet Demo UK	D643989E	Ford	TRNST 35...	2020	LC7IKNJ	**In review**	-	-	-	-	
02 Nov 23	Fleet Demo UK	DE49K86E	Ford	TRNST 35...	2020	LC7IKNJ	**Draft**	-	-	-	-	
02 Nov 23	Fleet Demo UK	D943BE54	Ford	TRNST 35...	2020	LC7IKNJ	**In review**	-	-	-	-	

💬 Support

Total reports: 225

|◁ ◁ **1** 2 3 ▷

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Creating a damage report

Creating a damage report in the dashboard

First click on "create report"

On the top right, you'll find the blue "create report" button.

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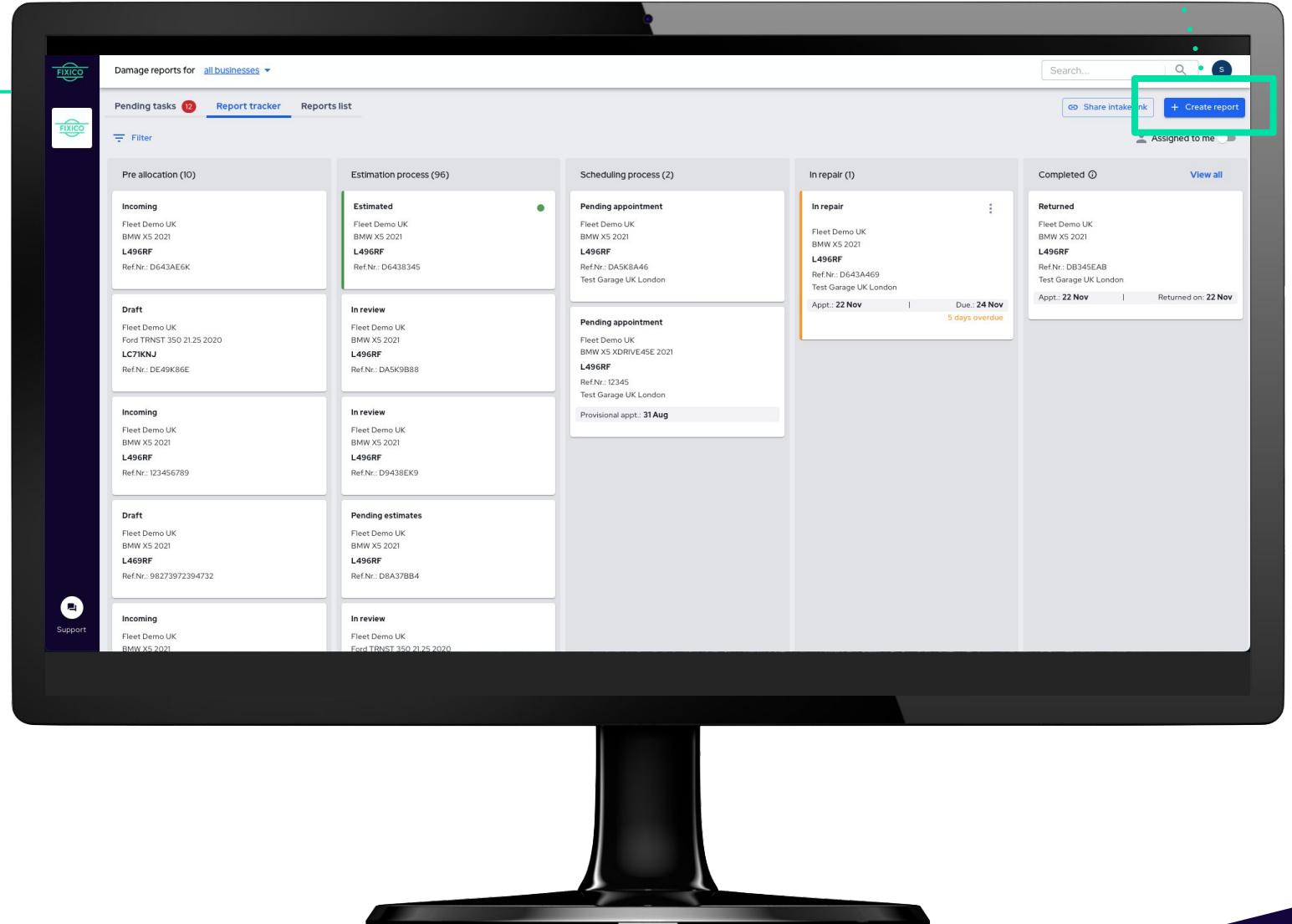
Creating a report in the dashboard

❗Disclaimer❗These steps may vary depending on the specific information each partner requires.

1 **Select the business entity**
Select for which city/hub you would like to create a damage report for.

2 **Enter vehicle data**

License plate, make, model, year. In some cases, once the license plate number has been entered, the rest of the details will be automatically filled.

3 **Add damage photos**

Please add as many photos of the damage itself and adjacent vehicle parts (preferably taken from different angles).

4 **Price split**

Select how you would like to receive back an estimate from a repair shop: Total price or price per damage. In case of price per damage, you will be asked to list the damages you would like the repairer to quote on.

5 **Add damage description**

Add a short description of the damage. Please ensure the description matches the damage visible in the photos.

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Creating a report in the dashboard

6 **Accident information (optional)**

7 **Input claimant/driver information (optional)**

By adding their information, you can keep them updated throughout the repair with real-time notifications.

8 **Allocating the report**

Next, decide how you want to select a repairer:
- **Steer (Fixico chooses)** - Fixico will select the most suitable repairer based on various criteria, such as earliest repair availability, distance, or expertise/certifications.

9 **Save report for later or send it off!**

Accident information

Date of occurrence (optional)
DD/MM/YYYY

Third party involved (optional)
◯ Yes   ◯ No

Claimant details   ☐ Skip

Name
John Doe

Phone   Email
555 555 555   johndoe@gmail.com

Language
English

Address
Select address

What do you want to do with this damage report?

Do you want to request **digital expertise**?
◯ Yes (£25.00 excl VAT)   ◯ No

How do you want to **allocate** this repair?
◯ Tender   ◯ Steer

Share link   🖫 Save as draft   ▶ Send report

Managing damage reports

Reviewing incoming damage reports

❗ Incoming reports are those created in the web-app.

Incoming reports detailed view

Click on any report in the "incoming" section to open the report in more detail.

Once opened you will see more details (all editable), including:

- Photos of the damage
- Damage description
- Report information
- Vehicle details
- Preferred services

Click on **steer** to allocate the report to a repair shop

You can **download the full damage report** with all the details such as the vehicle data, damage description, quotes received and photos of the damaged vehicle.
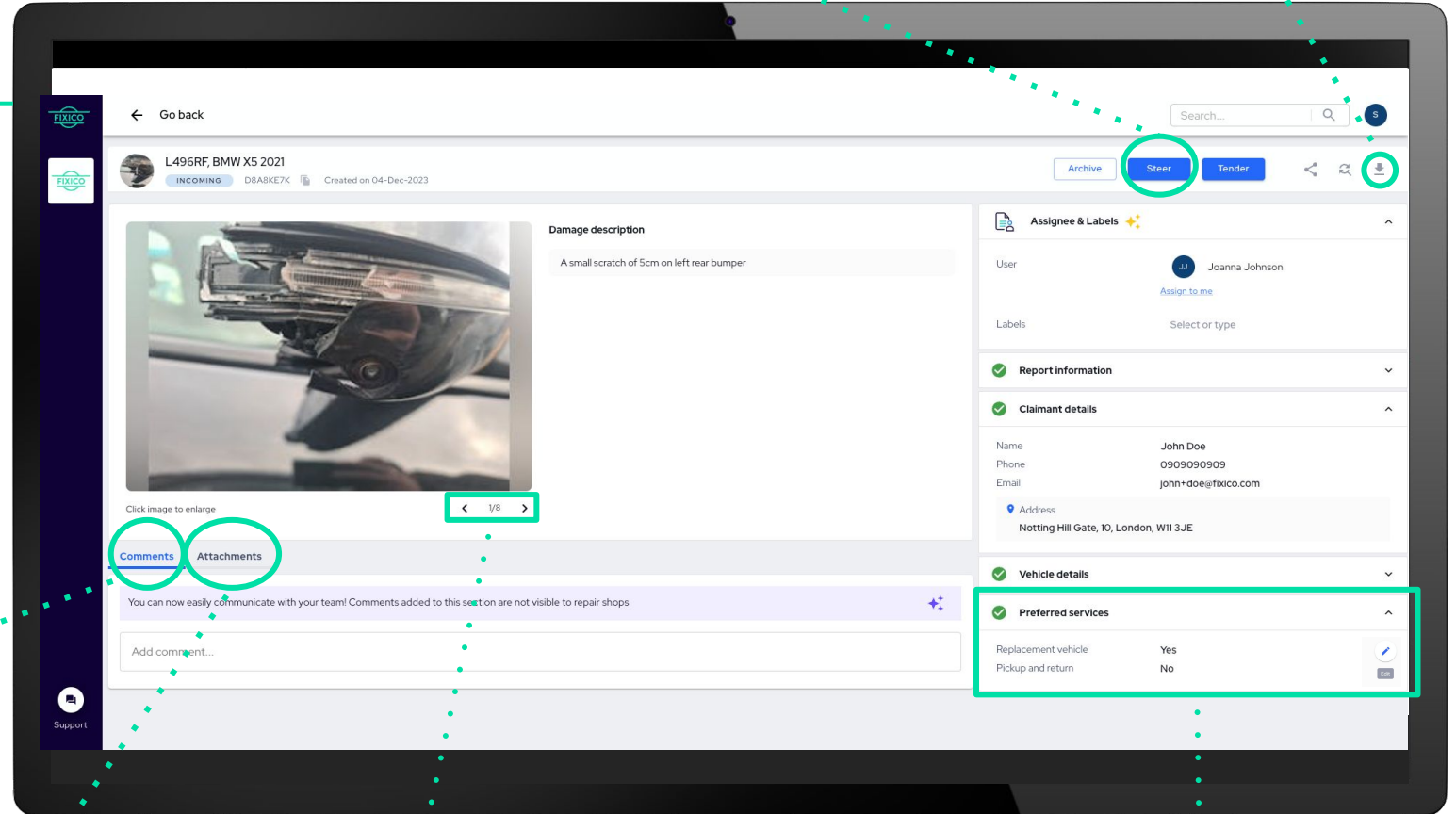
On the bottom, you can use "comments" to **communicate with other teammates and/or Fixico** by leaving comments about the report (you can also tag specific users using @).

You can **upload attachments** to share directly with the body repair shop or for internal use, depending on the type of document..

Use the arrows to **scroll through photos**. Click on a photo to enlarge it.

Here you can **edit any extra service options** by clicking on the pencil icon

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Approving estimates & scheduling

Estimated reports

Click on any report with the status "estimated"

The number of estimates a report gets depends on whether the repair is steered or tendered. A steered report always receives one offer and a cost estimate.
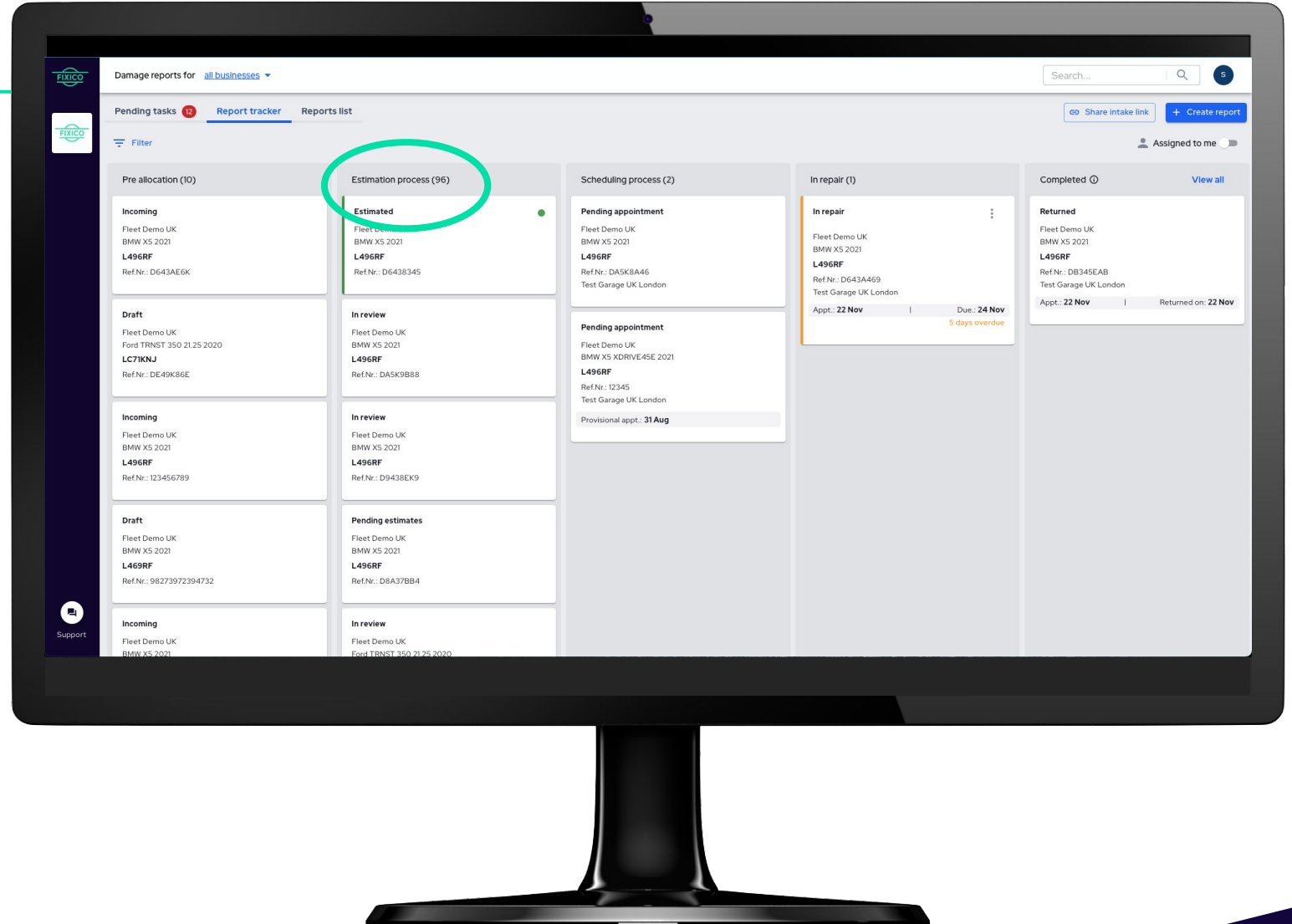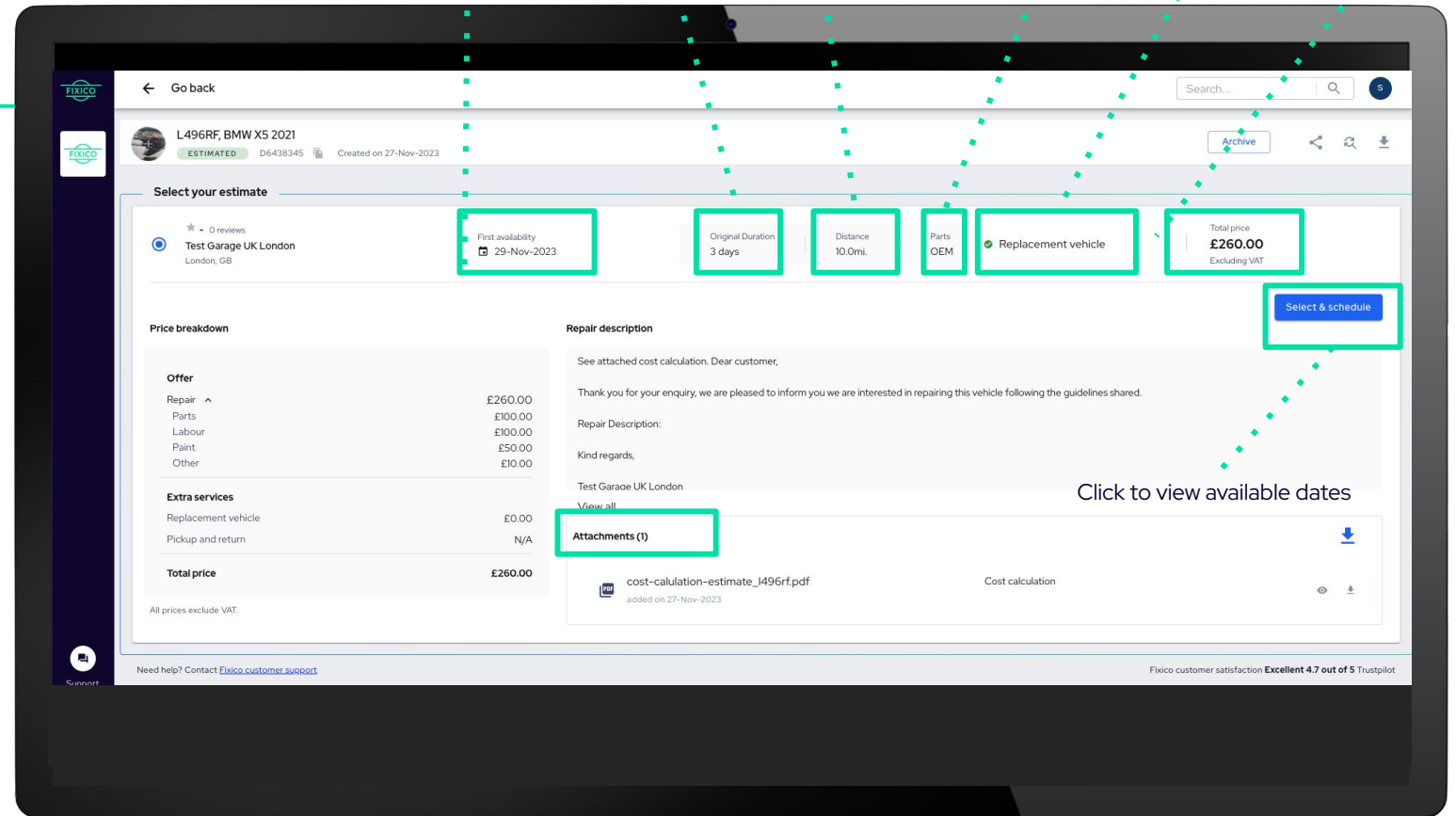
Approving estimates & scheduling

Estimated report detailed view

Once the report is opened, you can view the estimate in more detail.

There you will see which repair shop has placed an estimate. Click on the repair shop name to reveal more detail, including a breakdown of the price and a damage description. If requested, the repair shop will also upload a pdf cost calculation as an attachment, which you can click on to view in more detail.

Once the details have been checked, proceed to click on the blue button "select and schedule" to view all available dates.

First availability

Estimated duration

Distance from vehicle

Parts (original or aftermarket)

Extra services offered

Total price (excluding VAT)

Click to view available dates

Approving estimates & scheduling

Scheduling report detailed view

Once you click on the blue "select and schedule button", a pop up window will appear. Here you can either schedule the appointment yourself by selecting on one of the provided dates and clicking on "schedule". Alternatively, invite someone else to schedule the appointment by inputting their email address.

❗ If none of the dates work for you, you can always request another date.

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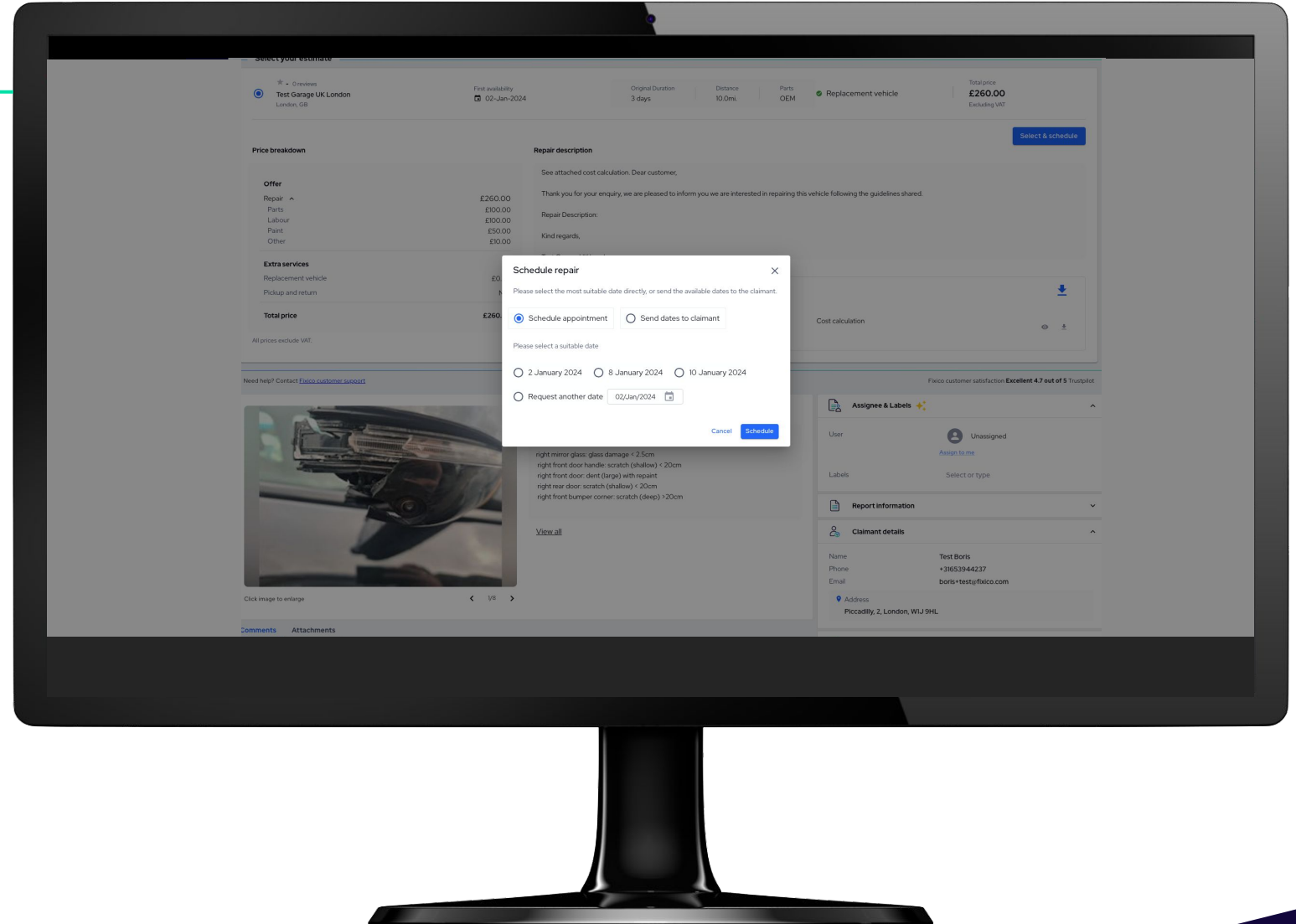
Delays during the repair

Delays during the repair

Claim for additional damages

If, during disassembly, the repairer finds additional damage to the vehicle that was not originally reported or was not visible in the photos provided, the repairer will submit a claim for additional damages.

1 If the repair shop has submitted a request for additional work, you will receive an email where you can **review and approve (or reject) the request**. The email contains a link directly to the relevant claim report in the Partner Dashboard.

2 Click the 'View adjusted estimate"' button in the Partner Dashboard to **view the details of the repair adjustment**, such as photos showing the additional damage, the new price, if applicable, and the additional repair duration.

3 The request can be approved by **clicking the 'Approve' button**. The repair shop will then be notified of the approval by an automated message and the repair will proceed.

❗ The repair shop may not begin the extra work until you have authorised it.

4 The **status of the report will be changed to 'under repair'** in the Partner Dashboard and the repair duration and expected return date will be updated accordingly.
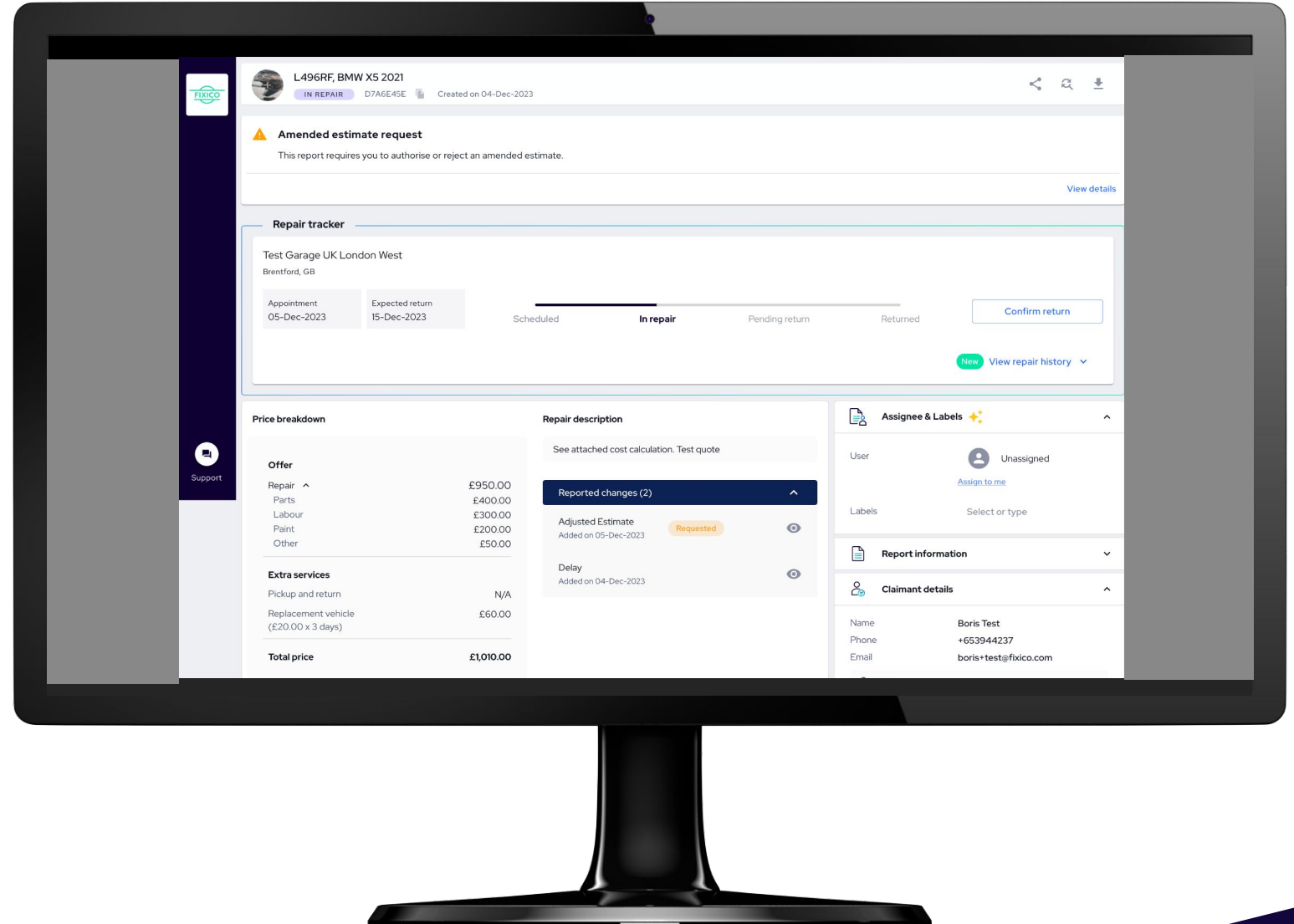
Delays during the repair

Claim for additional damages... cont.

5. If you wish to reject the request for additional work, **click the 'Reject' button and provide a reason** why the additional work needs to be rejected.

6. Rejection of the request **may result in cancellation of the entire repair and/or additional charges** (e.g. vehicle transportation costs and/or return shipping charges for ordered parts).

7. In this case, a **Fixico representative will contact you** to discuss further details.
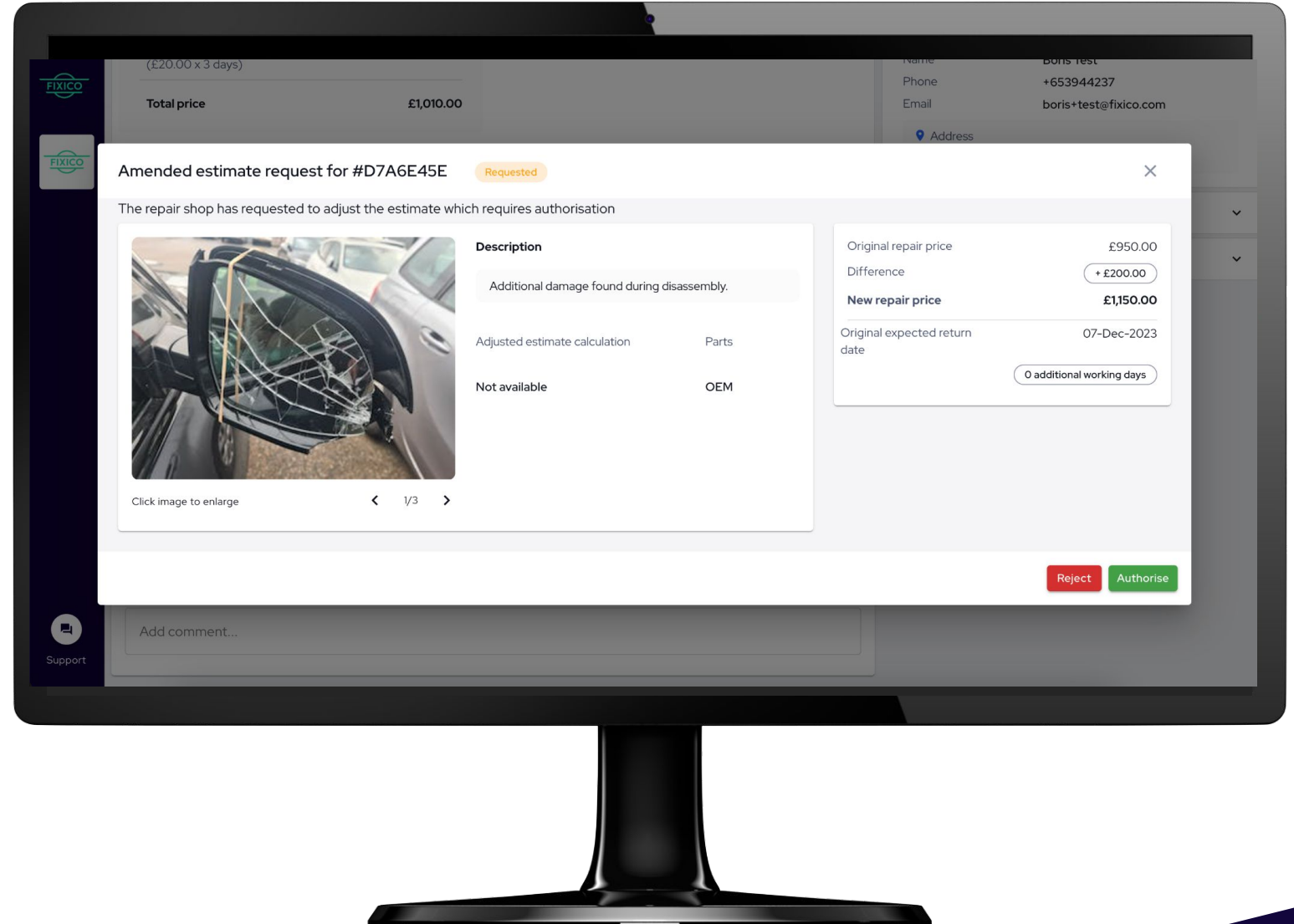
Delays during the repair

Backorders

In some cases, the return of a vehicle is delayed because **spare parts are on backorder.**

In this case, the workshops are required to email you with information regarding the backlog.

**This 'backorder message' is also visible in your dashboard** and contains:
- Proof of the backorder (e.g. an email from the parts supplier to the workshop)
- The expected delivery date of the part(s)
- The expected return date of the vehicle
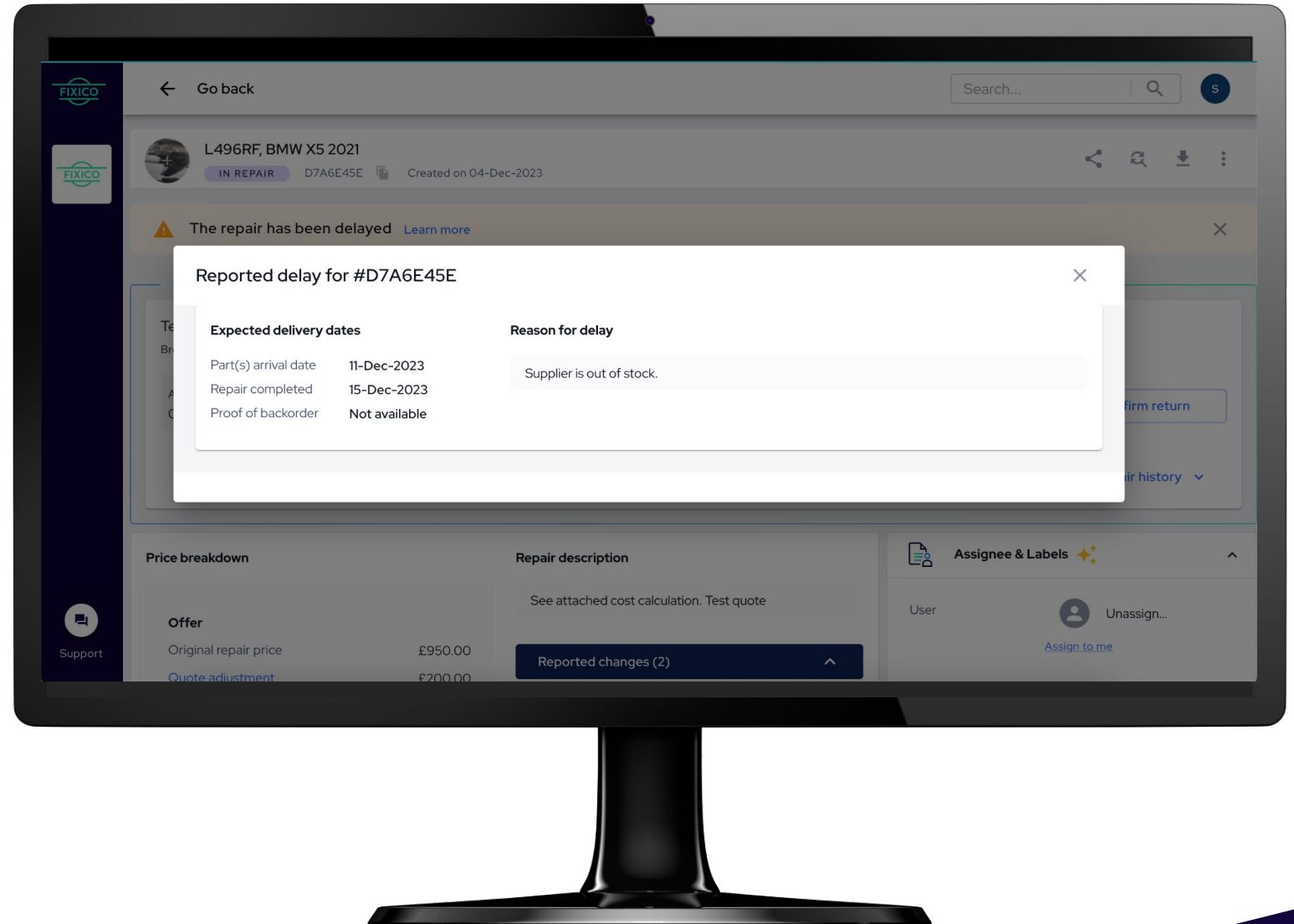
Delays during the repair

Request a status update

If you see that a repair is past it's expected due date, you have the option to request an update from the repair shop.
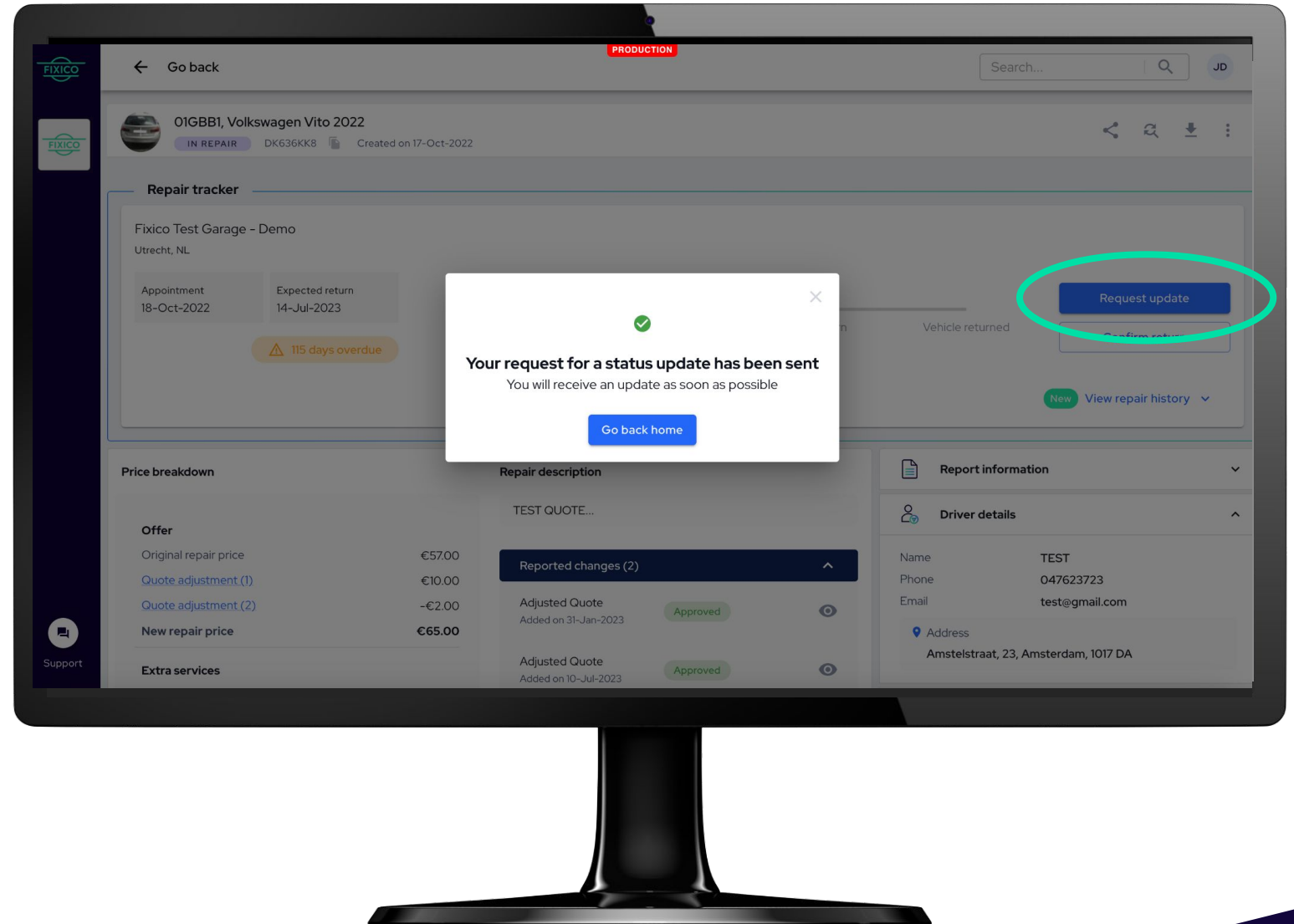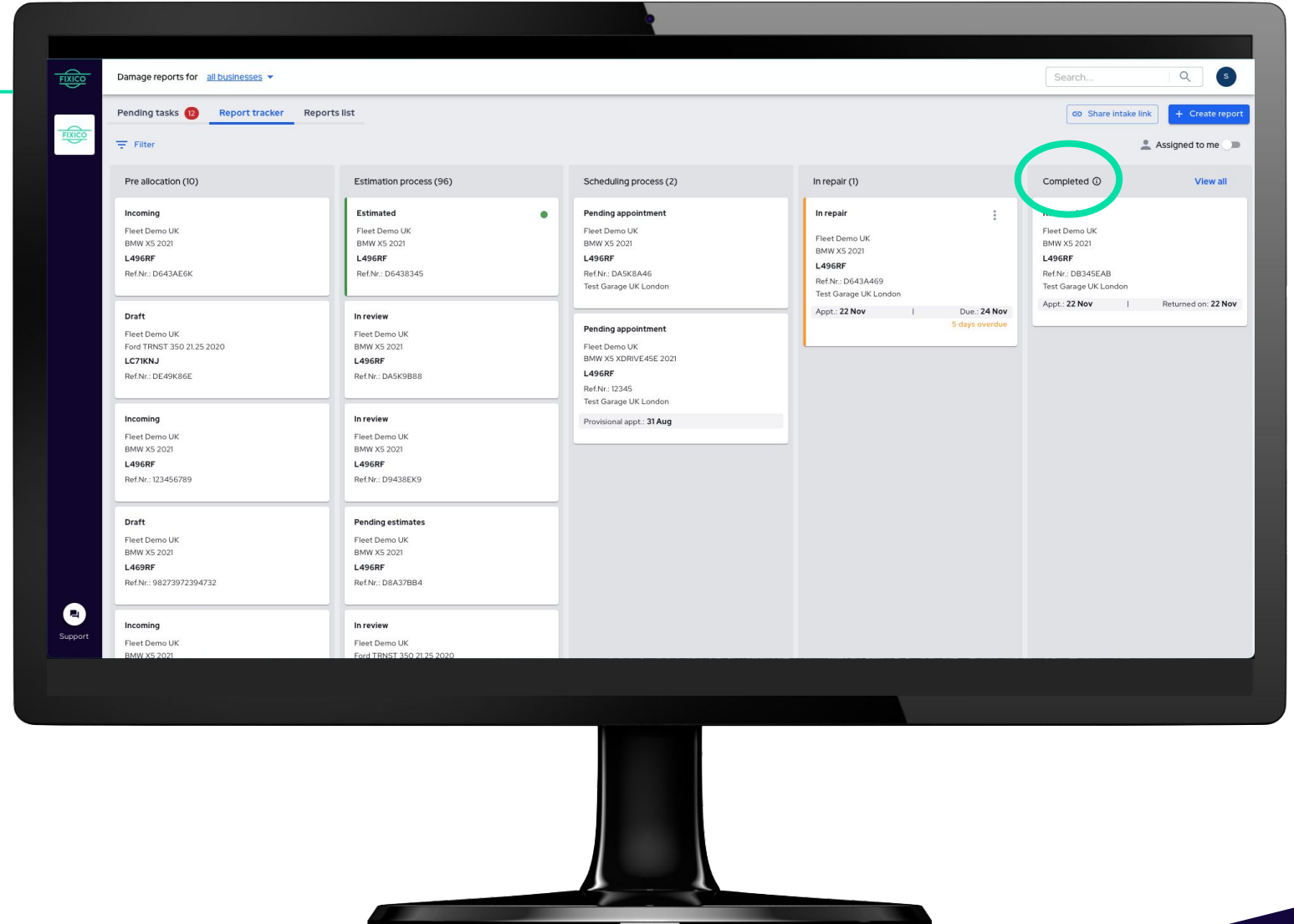
Completed repair & invoicing

Completed repair and invoicing

Completed repair

Once a repair is completed it will move to the "completed" section, and its status will update to "returned".

Click on each completed repair to view more details.

Completed repair and invoicing

Completed repair

Once opened, you can see when the vehicle has been returned. Scroll down to the attachments section to review the invoice that has been uploaded by the repairer. If requested, **your finance department will also be CC'd in the invoice**.

Click on the download button or eye button to view the invoice in more detail.

From the moment the invoice was uploaded, you have 30 days to pay the repairer (unless explicitly agreed otherwise).
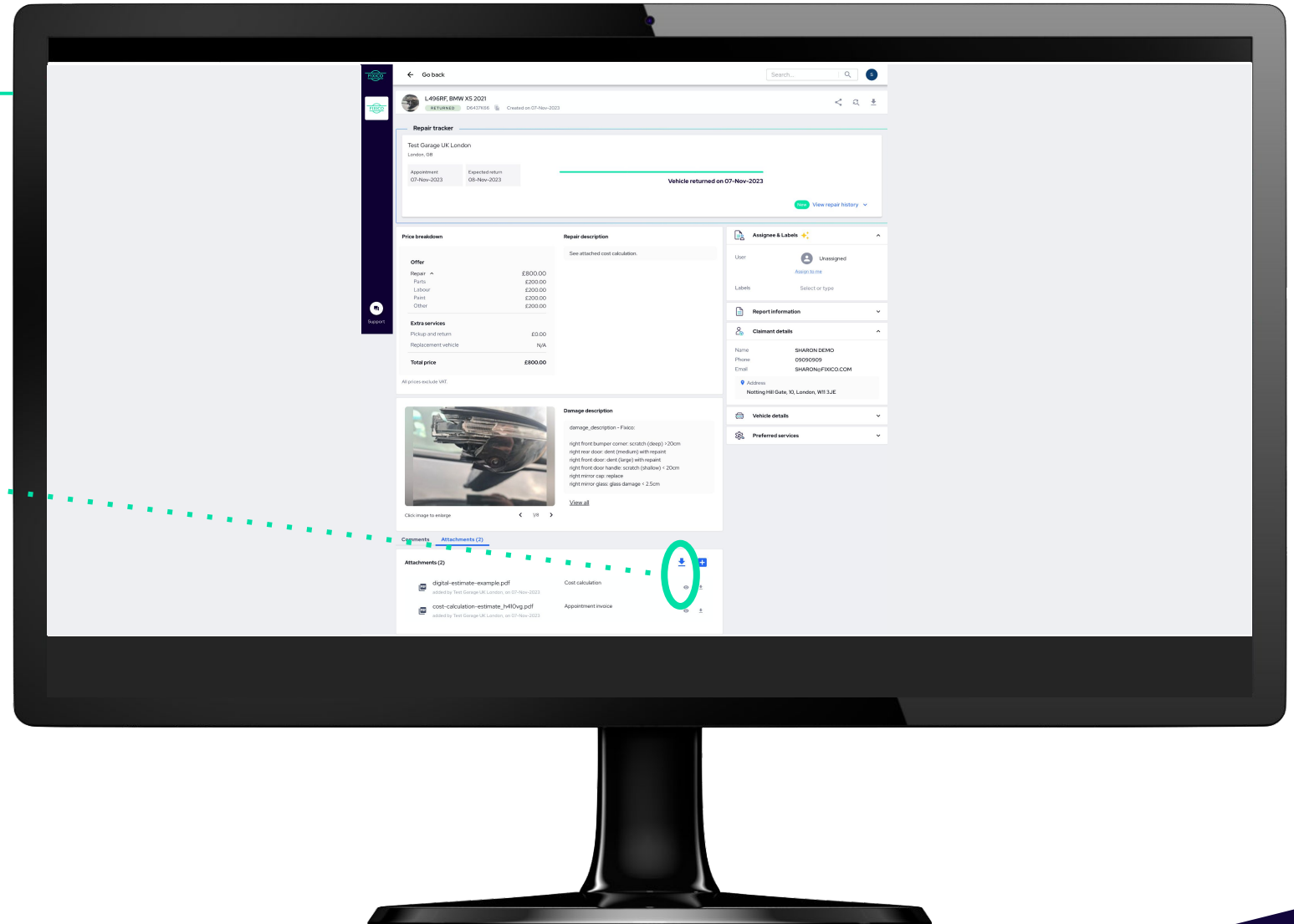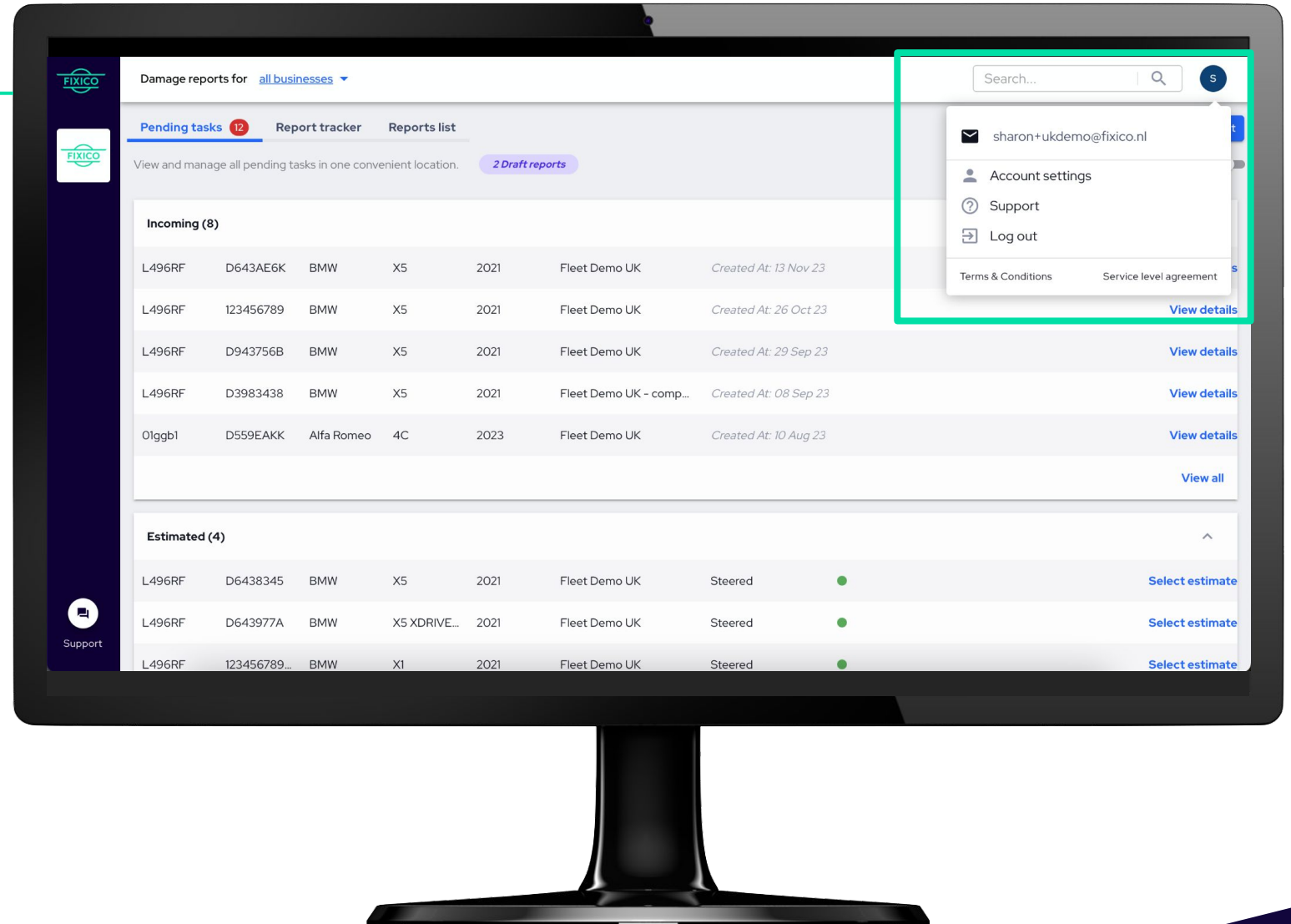
Tips & tricks

User management

Account settings

On the top right, click on the profile icon, then click on "Account settings" to view and manage each user.
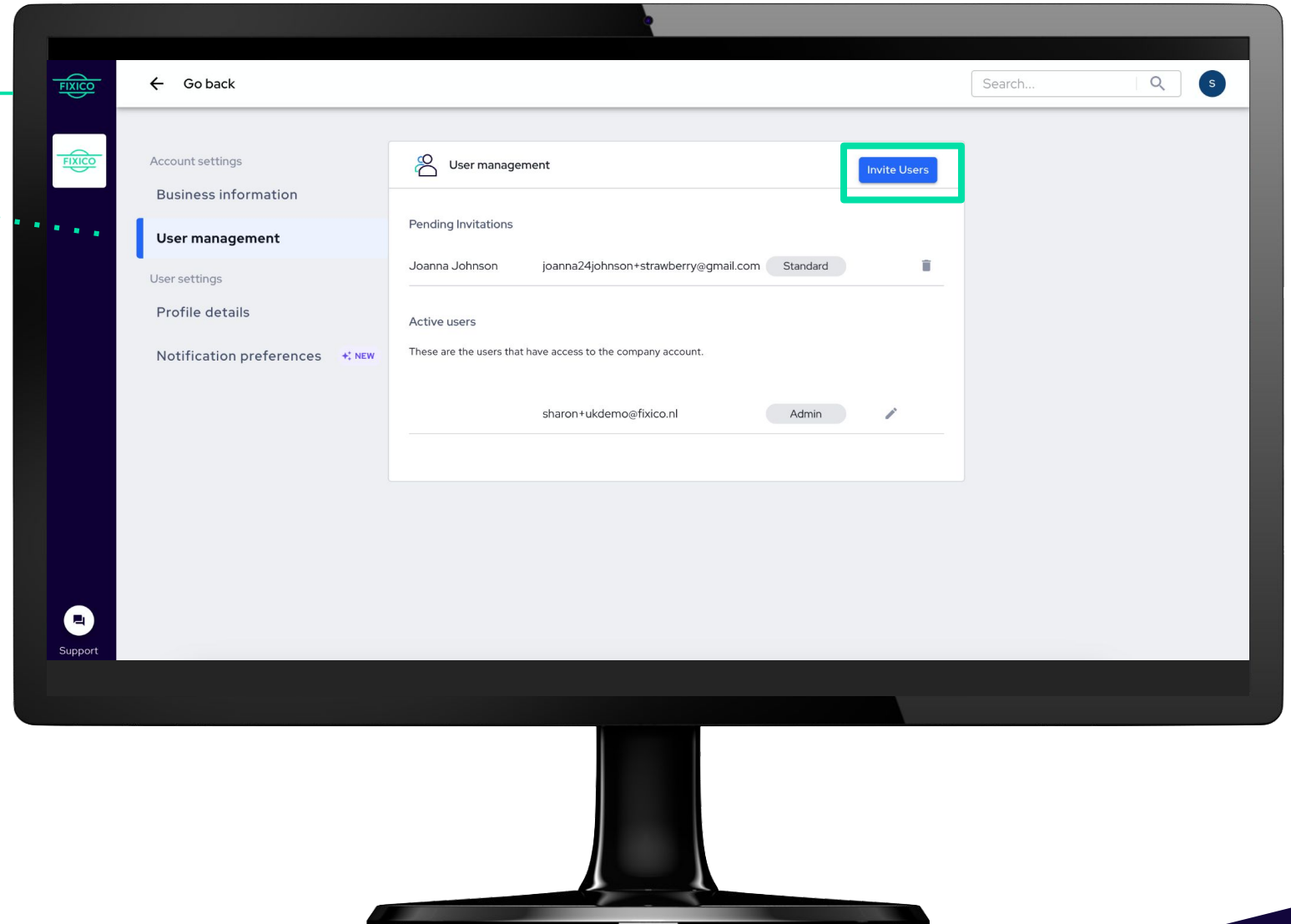
User management

User management

Once in your account settings, click on 'User management' on the left navigation menu.

On this page, you can see who has access to the dashboard and what user permissions they have.

Admin: Admin users are allowed to perform all actions on damage reports and manage dashboard users.

Standard: Standard users have full access to the dashboard functionalities, but cannot manage users.

Click on the blue 'invite users' button, to invite someone to use the dashboard.

User management

Invite users

Once clicked, a pop up window will appear. Here, you can add the first name, last name, and email address of the user you would like to select.

Select which permission level you would like for them to have and click on "send invitation". They should receive an email asking them to set up their account.

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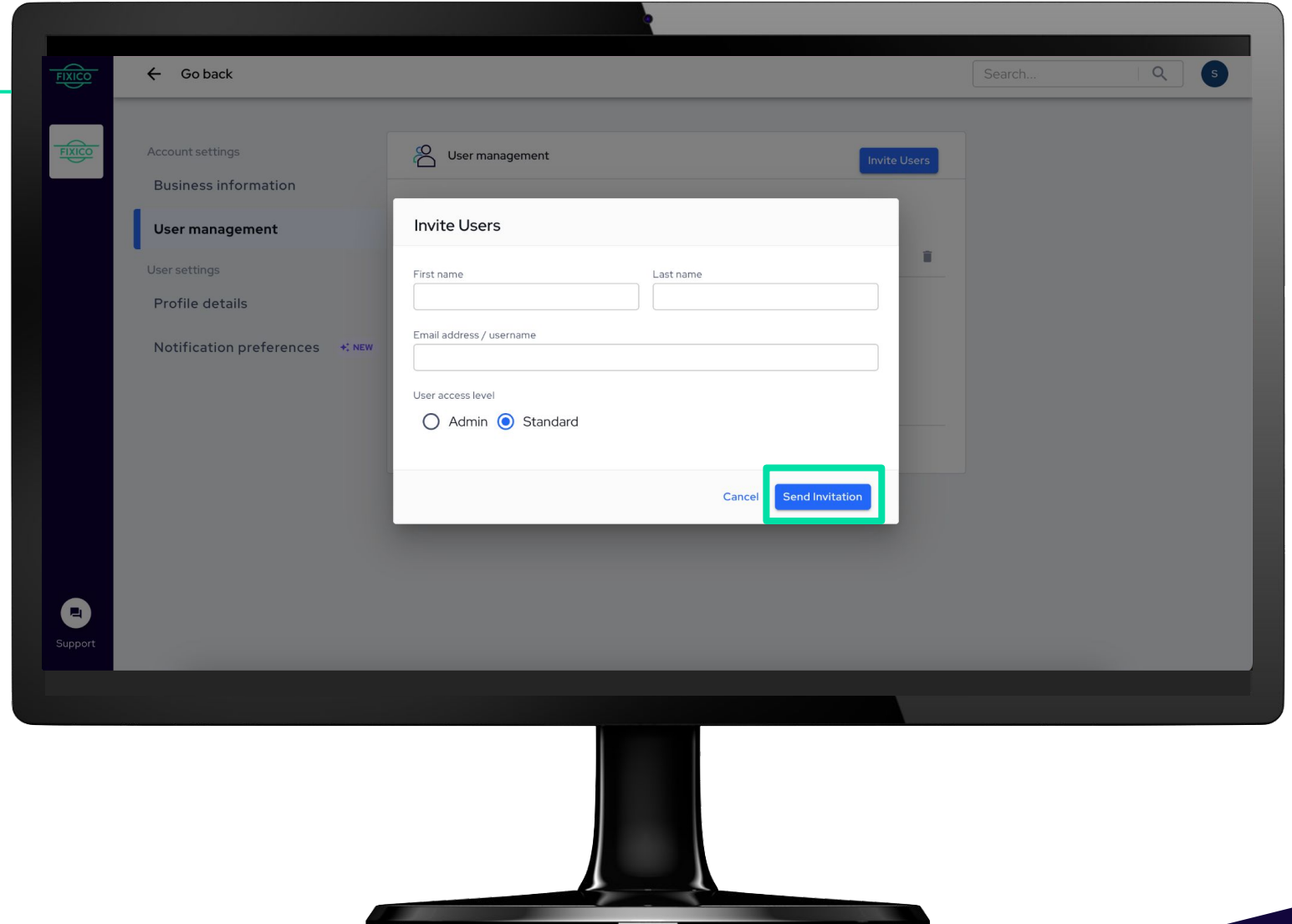
Notification preferences

Notification preferences

Click on "notification preferences" in the navigation menu on the left.

Here you can select which notifications you would like to receive via email. Each user can have different notification settings for different businesses. Scroll through the different options to see which notification preferences suit you best!

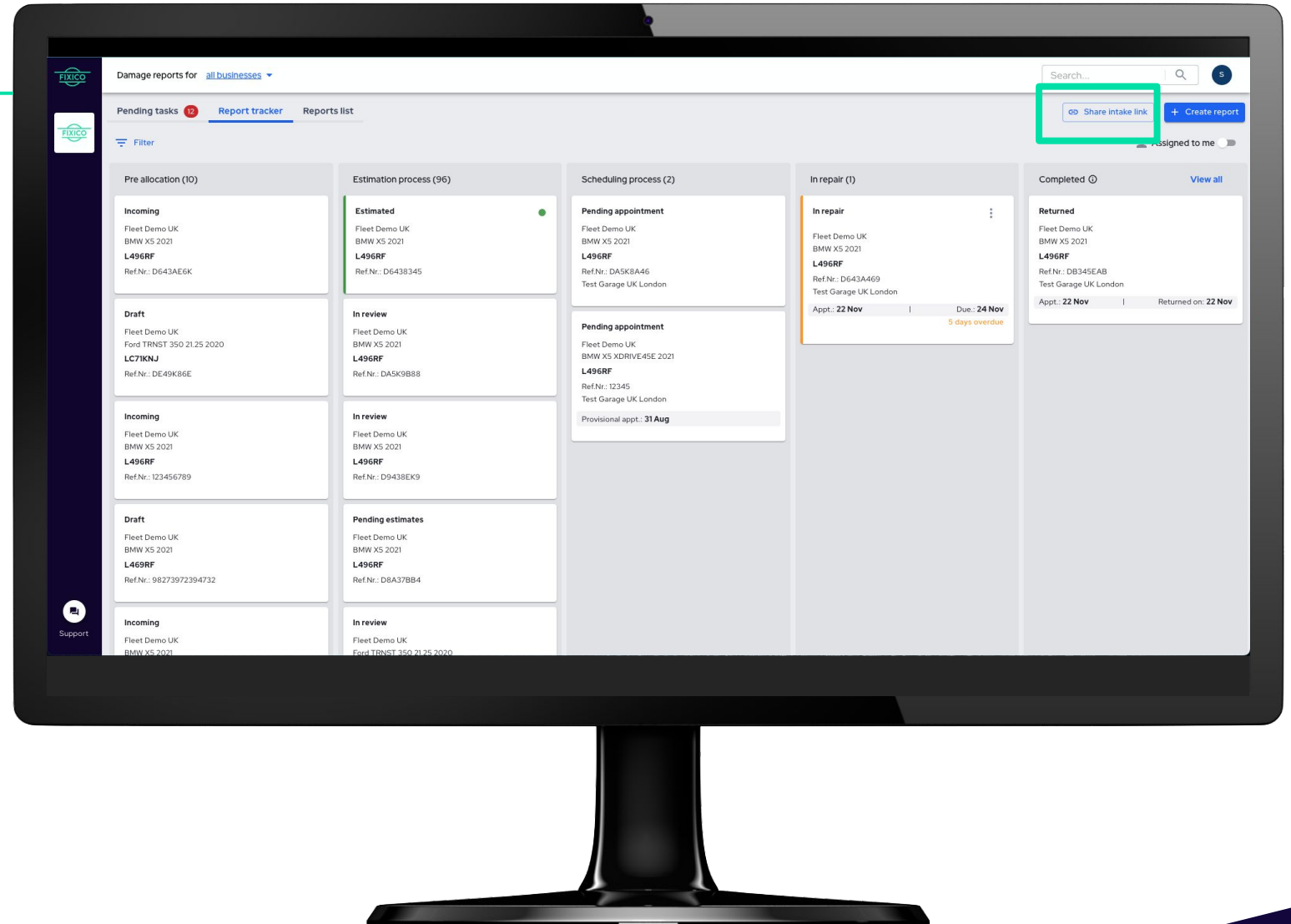Don't forget to click on "save changes" once you're done.
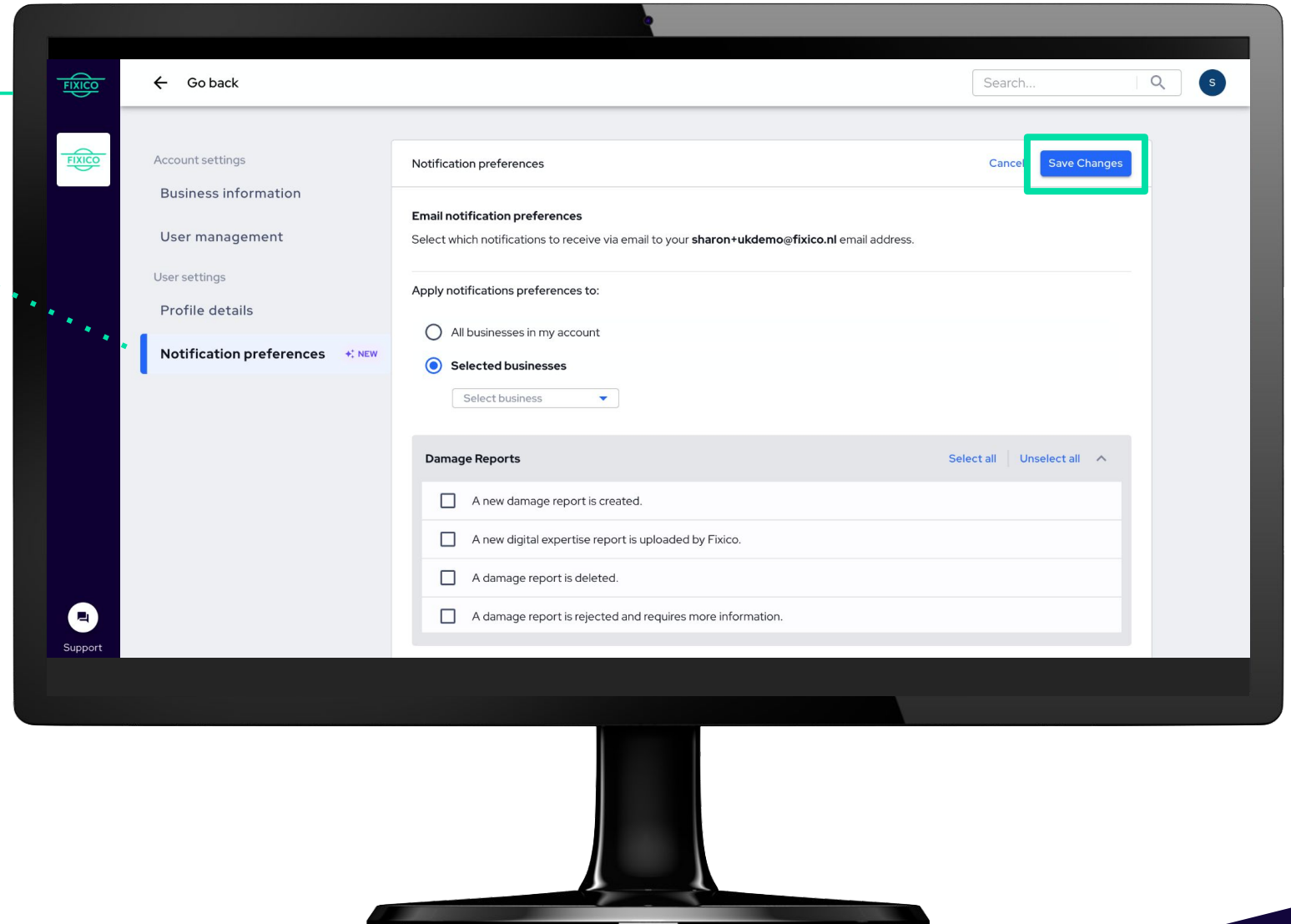
Share web-app link

Sharing the intake link

Is someone requesting to create a damage report using the web-app but cannot find the link?

Click on "share intake link" on the top right corner to access the link.

Share web-app link

Sharing the intake link

A pop up window will open, giving you two options.

Option 1: Send generic link
Here, you can select for which business you need the link for, copy the link, and send it to whoever needs it.

Option 2: Generate personalised link
Here, you can create part of the report first, and then share the link with another user, who can complete the report. This can help reduce manual double entry and streamline the damage report creation process.
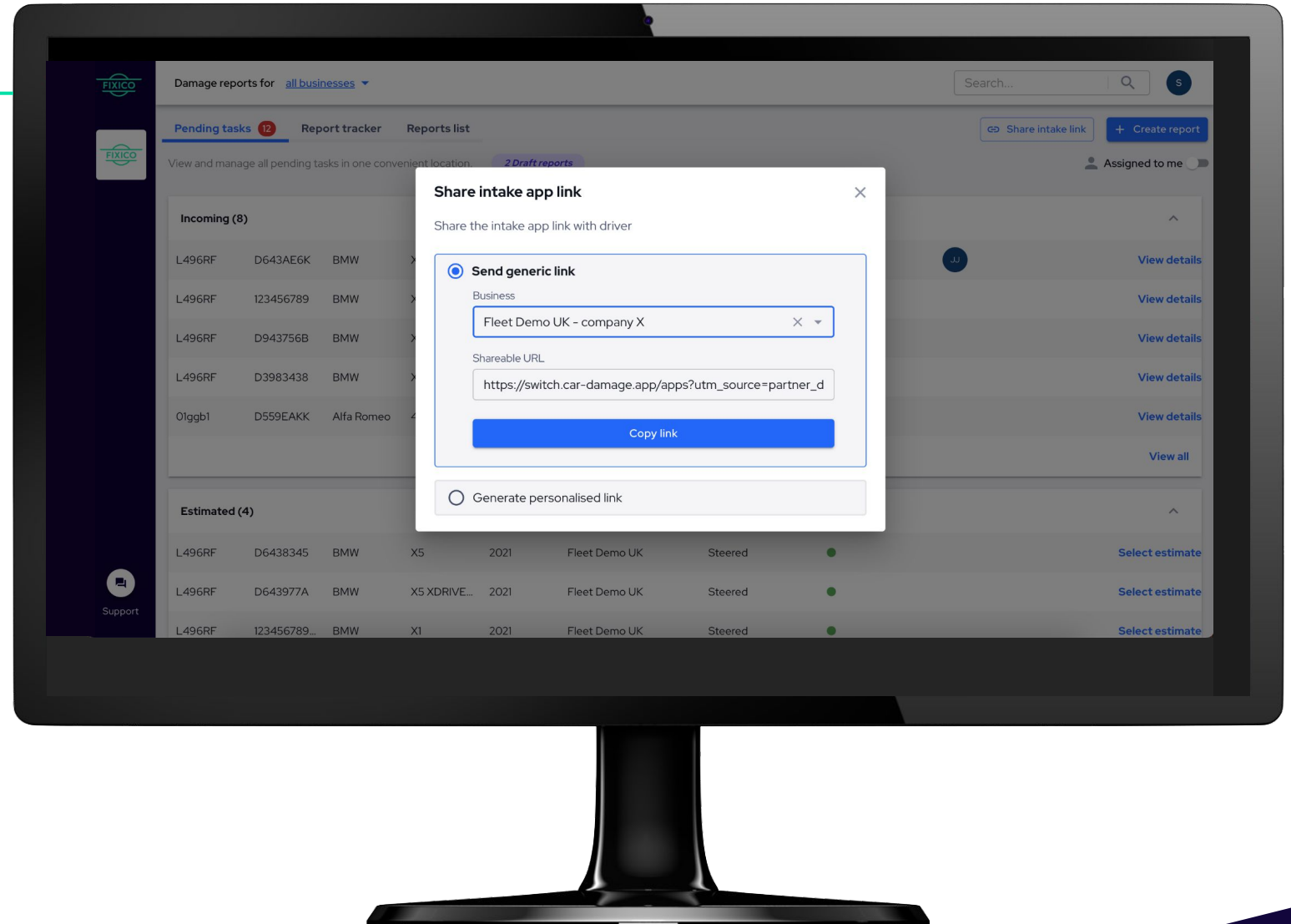
Collaborate in context

Comments, User assignee, Labels

Benefits of:
- **Comments:** Centralized communication in one place
  - Communicate with other teammates (use @ to tag a user)
  - Communicate with Fixico
- **User assignee**: Clear responsibilities
  - Assign report to a user to approve a quote
- **Labels**: Add additional categorizations/sub-statuses based on your current workflow and/or type of repair
  - Eg. create "recon" as a label to identify which vehicles need to be reconditioned vs in-life damages.

Combine these features to create your own workflows.

Note: Assignee and labels are also visible in the partner dashboard overview for improved visibility.
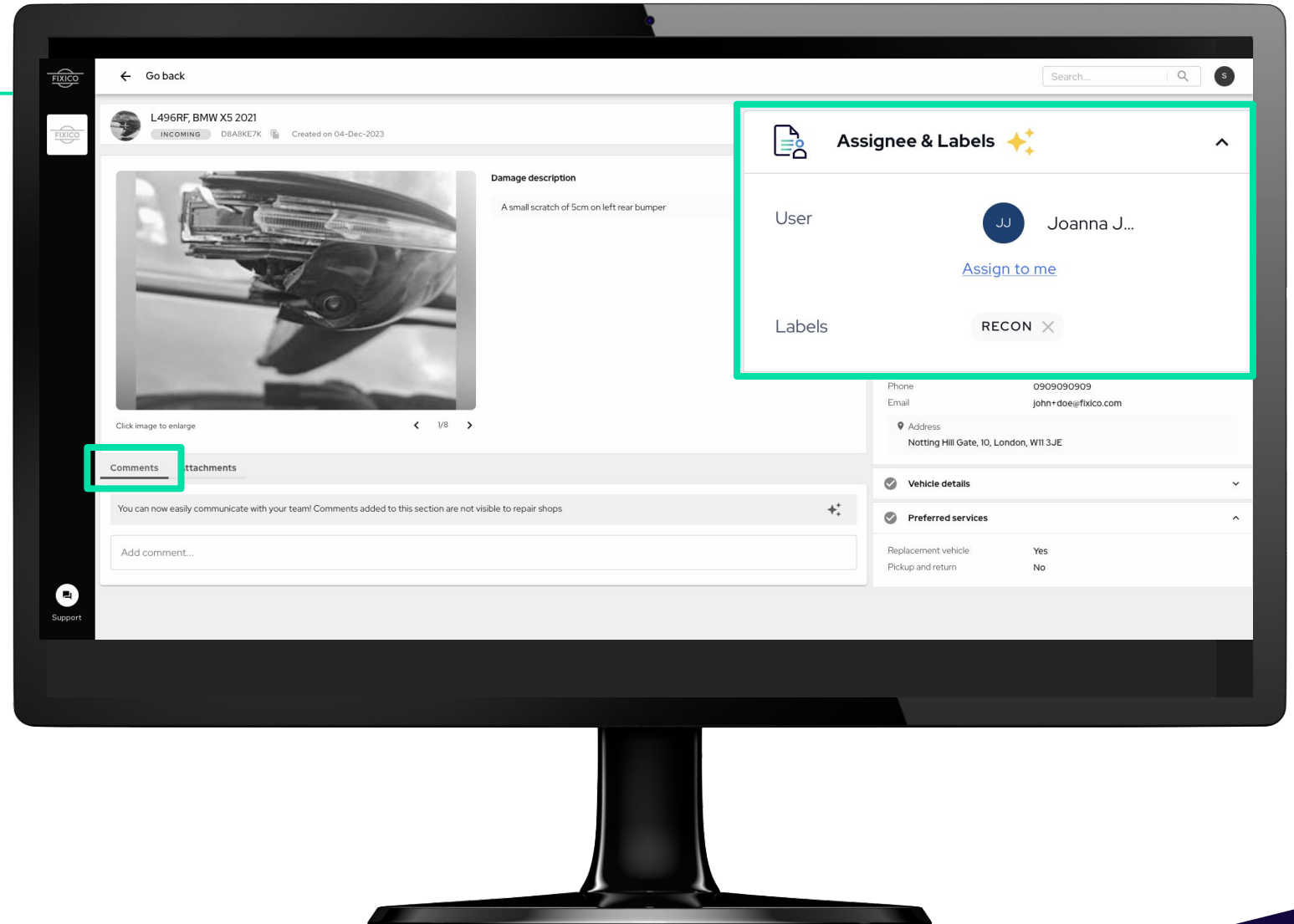
Frequently asked questions

How does the invoice process work?

The payment term is 30 days, commencing from the date of invoice upload on the dashboard. Upon completion of the repair and subsequent update of the repair tracker, the damage repair professional can proceed to upload the invoice (unless explicitly agreed otherwise).

Which information is provided when I download a PDF from a damage report?

The information in the PDF is presented according to the current status of the vehicle. Any data available at the precise moment of downloading the file will be incorporated into the PDF.

We would like to receive notifications on user level and not in our main inbox. Is it possible to manage this ourselves?

If you prefer not to receive notifications at your primary address, kindly reach out to Fixico to deactivate this feature. Configuration options for notifications at the user level are conveniently accessible within the user account.

I received quotes on a damage report but I want to add/remove pictures in order to change the assignment. How do I proceed?

Once the report has been tendered to the network, self-editing of the report is not possible. Kindly get in touch with Fixico for assistance in making any necessary changes.

Let's get started!

https://partners.fixico.com/login

Was this manual helpful?

We would greatly appreciate it if you could take a moment to let us know your thoughts on our dashboard manual and how we can improve.

👍   👎

Click the link on one of the thumbs to complete the survey!

Thank you

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