

The key features of the 2017 EMACS ARC-AiDE Main Application.

Workshop Control

Designed to aid the Workshop Controller, including the allocation of jobs to productive's, amending times in repair stages and setting the repair status. This allows the workshop controller to spend more time on the shop floor and not be tied to the PC in his office. They can view a version of the control report called Jobs by Due Out Date which is displayed in the same order as the main system.

Workshop features available from the App include –

- Searching for jobs by Reg no, key tag or job number
- Viewing of VIP Message and job comments.
- Facility to auto dial customer from the job, which prompts you to update job history with call details.
- Shows the status of the job.
- Shows the vehicle due in and due out dates.
- Facility to update customer and vehicle details.
- Stages on the job which can be amended/allocated/set as complete etc.
- Set reminders from the job, these are recorded in job history.
- Entering of manual job notes.
- Viewing of job notes can be filtered by category.
- View parts required / other charges for job that are colour coded by status.
- View supplementary request status from the job.
- View Jobs by due out date, highlighting jobs that will overrun.

Reminders:

These functions are designed for users of the main EMACS system to allow reminders to be delivered, actioned and replied to anywhere within the workshops Wi-Fi range. ARC-AiDE will even send notifications to you, so you never miss an important event. You can send and receive reminders to and from productives if they are set up with a login for the main system using the full version of ARC-AiDE.

Vehicle Collection/Delivery

Primarily designed to aid delivery drivers, with the ability to perform vehicle collections, deliveries and courtesy car functions on the device, without having to take out paperwork.

The customer's information is available at a touch, including the diary notes for the customer, their phone number and address. ARC-AiDE can even dial the number for you.

The collection/delivery address is displayed on the map.

If your device is 3G enabled, you can click on 'directions' which will bring up Apple or Google maps giving you verbal directions to the address.

The app has a vehicle damage diagram to enable you to mark all accident damage, dents, rust, scratches and chips all colour coded with the facility for the customer to sign confirming the information.

You can also take images of the customer's vehicle.

The same facility is available to record damage on courtesy cars.

Once back on site within WiFi range, synching the device will upload all the above data on to the job card.

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Vehicle Check-in/Check-out: On Site

Similar to collection/delivery but gives you the ability to check cars in if the customer drops the car off at the bodyshop. It will also show you vehicles due in for today and the next working day.

You can also check vehicles out when the car leaves the site. All the check sheets will be attached to the job card the same as collection/delivery.

Quick-Pic

Designed to let productive's take multiple images with their device while working in the shop and attach them to the job with a couple of clicks on the device.

You can take images out of Wi-Fi range, for example going to an adjacent car park to take some images in the car park for example, and then when you're back in Wi-Fi range you can return to the main menu which will then upload them to the job for you.

Estimates

This new feature is designed to let you update customer & vehicle info, take images and enter repair notes on the estimate shells that are booked in for Estimate on the diary or estimates that are coming onsite. This new feature also gives you the ability to carry out mobile estimates while offsite. Please let us know if you would like this turning on in your user setup.

Multiple Documents

You can now have multiple Documents from the app such as custom collection notes or a custom check sheet from within Collection/Delivery.

View Job-spec

You can now view the Job-Spec from Productive clock on (if turned on from the main system) so if all your productives have an Apple device they can view the Job-Spec from the app and if the job changes the job-spec is automatically overwritten so the productive always have the latest repair details for the job they are clocked on.

Quick-Pic V3

In Settings on ARC-AiDE you now have a new option for Quick-Pic V3, you should turn this on if you suffer with out of memory errors from the app, and this new setting also takes pictures a lot quicker. If you need to take images using the flash please ensure this option is turned off.

ARC-AiDE Lite Productive version

This is the Lite portable interface that is a restricted version of the main app for workshop productive staff allowing them to clock on and off jobs, send supplementary requests and take images which will then be attached to the job via Wi-Fi, thus saving the estimator/controller time having to take images with a digital camera and then upload the images to the job.

Productive Clock On

Providing a similar functionality to the E-TRAC time recording units, Productive Clock On provides features to make life easier for productive's.

Productive's can clock on and off jobs and view information about their current job (such as images, parts, supplementary requests etc.)

Productive's can use the previous/allocated jobs, to see which stage of their jobs are available for them to start as they will be highlighted green and also listed in due out date order.

Productives can view detailed timesheets from the app so they can check their performance.

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Operating systems and charges

The application is available on the App Store and Google Play and is listed as ARC-AiDE. The price for ARC-AiDE is £4.99, and ARC-AiDE Lite is 99p, plus an annual charge to connect to the EMACS server.

Your device needs a minimum iOS8.