

***Bodyshop*Connect**

Rental Company Interface Guide
Enterprise Rent A Car - ARMS™

ARMS®

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ARMS Interface Overview

This interface was designed to help reduce the day-to-day time waste within a shop.

Enterprise Rent A Car requires the use of their Enterprise ARMS™ system to schedule rental vehicles and post updates on the status of the repairs. Moreover, this interface allows you to create rental reservation and sent it to ARMS when you schedule a car to arrive in BodyshopConnect system.

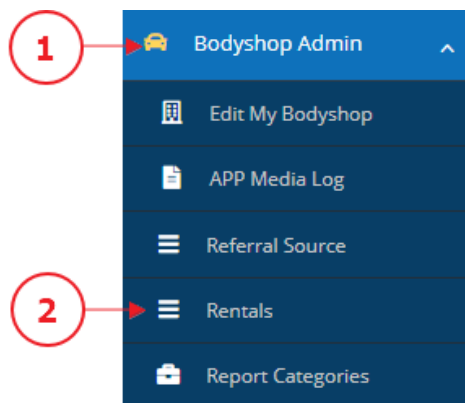
There are several places within your BodyshopConnect™ Management System that is linked to the Enterprise ARMS™ system.

Linking these areas of the system and simply keeping your BodyshopConnect™ Management System updated will eliminate the number of times that a shop needs to perform double entry for the same information in two systems.

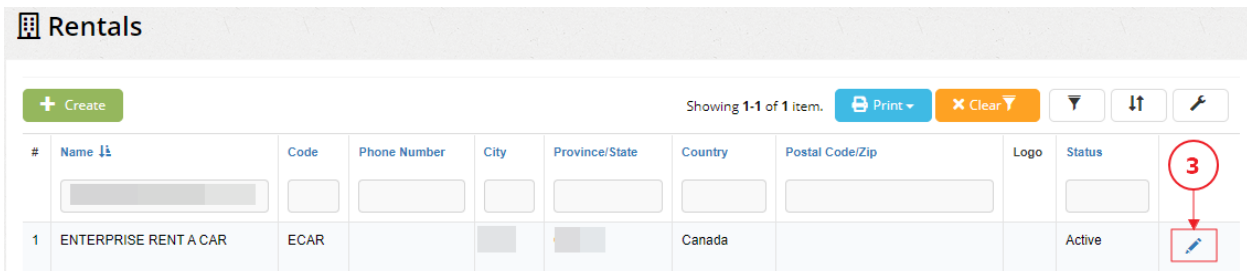
Linking the Rental Companies (Mandatory)

The most important first step is to link specific files that will be connected during the interface.

In BodyshopConnect™ Administration Section - Link “Rental Car Company” to Enterprise™ Rental Car Interface



- Open the Bodyshop Admin Section (1)
- Open Rentals (2)
- Click the pencil icon next to the Rental Company you would like to link (3)



- Mark the checkbox ‘Enterprise Rental Car Interface (ARMS)’ (4)
- Click ‘UPDATE’ (5)

Edit Rental

Code * ECAR

Name * ENTERPRISE RENT A CAR

Enterprise Rental Car Interface (ARMS) ← 4

Status Active Inactive

Select file... Browse ...

Cancel Update 5

If the Linked Rental Company has been selected for a specific Repair Order (Open RO), this file will be included in the data that is sent to ARMS™

RO # 50131 ×

Customer info Vehicle info Insurance info 3rd Party General info Dates

Rental ENTERPRISE RENT A CAR

Estimator Select Estimator ✓

CSR Select CSR

Referral Source 1 Select Referral Source

Referral Source 2 Select Referral Source

Highlight RO No Yes

Rental Email

Rental Rate 0.00

Reference #

Job Class Dealer

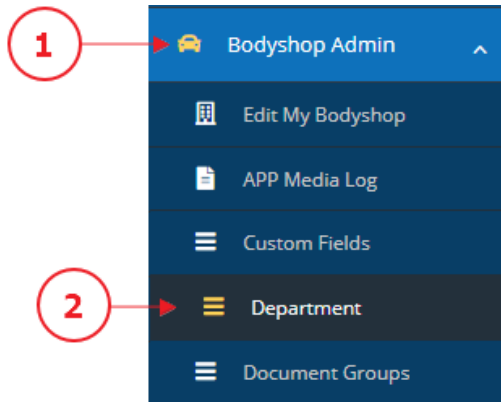
Total Hours 0.00

Estimate Date 11/30/2020

Cancel Update

Linking the Departments (Optional)

If you would like to set up automatic updates as the vehicle is moves through production saving you time and extra work, you will need to link the departments as follows:



- Open the Bodyshop Admin Section (1)
- Open Department (2)
- Click the pencil icon next to the department you need to link (3)

Departments

+ Create Showing 1-10 of 44 items. Print Clear Filter Sort Up Down Edit

Name	Background Color	Font Color	Sort order	Cycle Time Date	ARMS Department	Pay Labor	% Pay	Stage	Status	Logo	
Not Scheduled	#ff0080	#000000	↓	Estimate Created Date		-	-	Pre-production	Active		<div style="border: 1px solid red; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">3</div>

- Select the matching ARMS Department from the ARMS Department Drop-Down List (4)
- Click UPDATE (5)

ARMS Department

Stage *

Sort order

Cycle Time Date

Logo

Select Department...

Body Work In Progress (also Glass)

Customer Elected not to repair vehicle

Customer Not Picking Up Vehicle

Customer has Picked Up Vehicle

Disassembly

Estimate

Hold Waiting on Customer Authorization

Drag & drop files here ...

Select file...
Browse ...

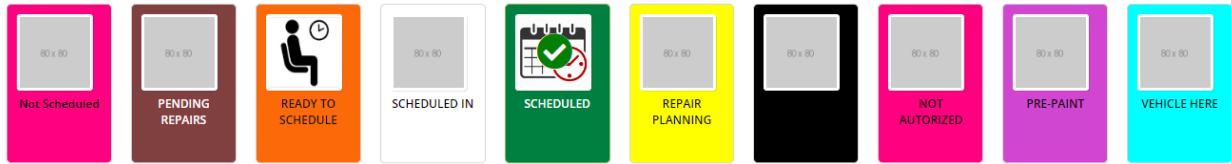
5

Update

When Updating Departments; if a department has been linked, the department status will be updated in ARMS™.

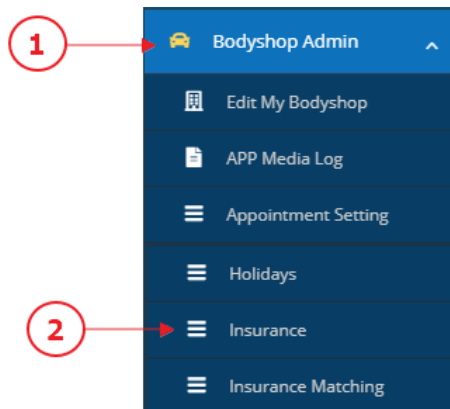
Department Update

RO: 50136 | License No: [REDACTED] | Vehicle: 2020 Toyota Corolla Hybrid



Linking the Insurance Companies

Linking insurance companies is needed for creating rental reservations in ARMS. If ARMS Insurance company has not been selected, the company name will default to 'Unknown' in rental reservation.



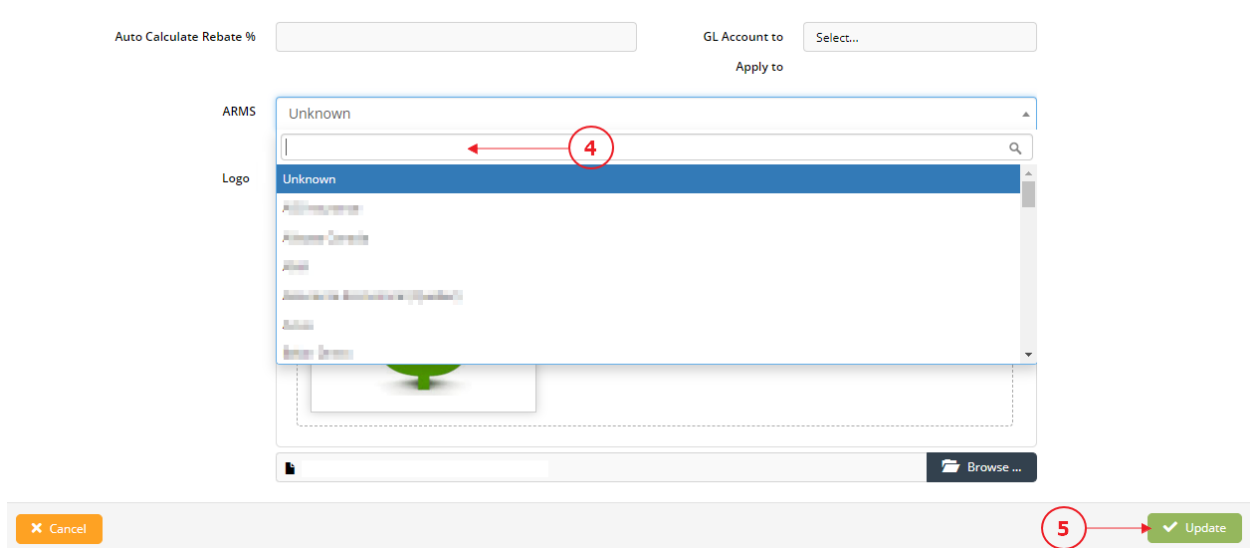
- To link Insurances, in BodyshopConnect select 'Insurance' (2) from Bodyshop Admin section in the left navigation menu (1).
- Click the pencil icon next to the Insurance you need to link (3)

Insurance

+ Create Upload Sample File Showing 1-1 of 1 item. Print Clear

#	Name	Code	Phone Number	City	Province/State	Country	Postal Code/Zip	Email	Logo	Status	
1	CUSTOMER PAY	CP			Ontario	Canada				Active	

- Select the matching ARMS Insurance from the ARMS drop-down list (4).
- Click 'Update' to save changes (5).

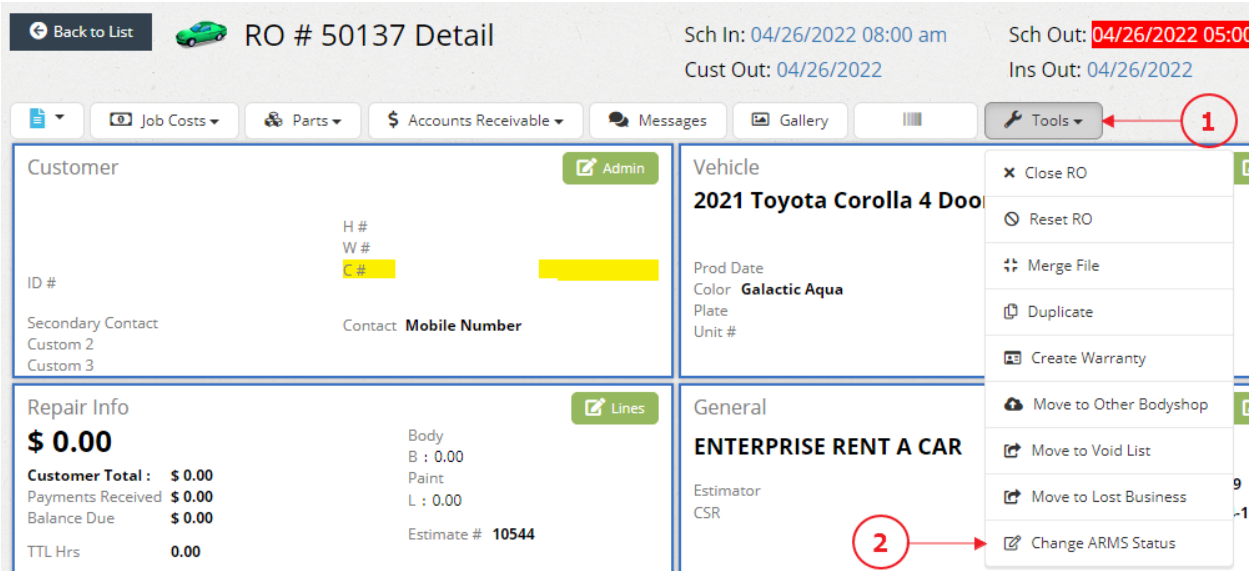


“On the Fly” Changes and Updates

In addition, at anytime, when in the details of any file in BodyshopConnect™ the shop can select tools / Change ARMS™ Status and manually select a status and add notes. The Status change and the notes will be sent to ARMS™.

When in an RO/Estimate view:

- Open the Tools menu (1)
- Select Change ARMS Status (2) (a new window will open)



- Select ARMS Status from the drop-down list (3)
- Enter Notes (4) (this field is not necessary – only add notes if you would like to add additional explanation or information)

- Click CREATE (5)

The screenshot shows a modal window titled "Change ARMS Status". It contains a "Status" dropdown menu with the text "Select Status ..." and a red circle with the number "3" pointing to it. Below the dropdown is a "Notes" text area with a red circle and the number "4" pointing to it. At the bottom of the modal, there are two buttons: an orange "Cancel" button and a green "Create" button with a checkmark, with a red circle and the number "5" pointing to the "Create" button.

Rental Reservations

Mandatory fields in BodyshopConnect

Some fields in RO/Estimate Admin Modal need to be filled **PRIOR** to scheduling to have a Rental Reservation sent to ARMS. The mandatory fields are Claim #, Customer Last Name, Phone # (Home, Work or Mobile) and Enterprise Rent-A-Car (or another rental linked to Interface Enterprise Rental Car) should be selected as a Rental Company.

The screenshot shows a form for "RO # 50131" with several tabs: "Customer info", "Vehicle info", "Insurance info", "3rd Party", "General info", and "Dates". The "Customer info" tab is selected. Fields include:

- First Name: []
- Address: []
- City: London
- Country: Canada
- Province: Ontario
- Postal Code: []
- Customer ID: 403
- Send Email: No Yes
- Send SMS: No Yes
- Secondary Contact: []
- Custom 3: []
- Cieca Est File ID: 1839134 [Change]
- Last Name *: [] REQUIRED
- Home #: []
- H. Ext / Contact: []
- Work #: []
- W. Ext / Contact: []
- Mobile #: []
- M. Ext / Contact: []
- Email: []
- Custom 2: []
- Preferred Communication: Home Number
- Comm Language: English

 The "Last Name *", "Home #", "Work #", and "Mobile #" fields are highlighted with red boxes. At the bottom, there are "Cancel" and "Update" buttons.

RO # 50131

Customer info | Vehicle info | Insurance info | 3rd Party | General info | Dates

Insurance	<input type="text"/>	Policy #	<input type="text"/>
Address	<input type="text"/>	Claim # *	REQUIRED
City	<input type="text"/>	Deductible Waived	<input checked="" type="radio"/> No <input type="radio"/> Yes
Province	<input type="text"/>	Deduct	0.00
Postal Code	<input type="text"/>	Date of Loss	<input type="text" value="11/25/2020"/>
Main Phone No	<input type="text"/>	Customer Pay Tax	HST
Adjuster First Name	<input type="text"/>	Pay Tax	<input type="text" value="9%"/>
Adjuster Last Name	<input type="text"/>	# Hrs Per Day	<input type="text"/>
Adjuster's Phone	<input type="text"/>	Cieca Filename	<input type="text"/>
Adjuster Ext. #	<input type="text"/>	Custom 4	<input type="text"/>
Adjuster Email	<input type="text"/>		
Adjuster Mobile #	<input type="text"/>		

RO # 50131

Customer info | Vehicle info | Insurance info | 3rd Party | General info | Dates

Rental	ENTERPRISE RENT A CAR	Rental Email	<input type="text"/>
Estimator	Select Estimator <input type="checkbox"/>	Rental Rate	0.00
CSR	Select CSR <input type="text"/>	Reference #	<input type="text"/>
Referral Source 1	Select Referral Source <input type="text"/>	Job Class	Dealer
Referral Source 2	Select Referral Source <input type="text"/>	Total Hours	0.00
Highlight RO	<input checked="" type="radio"/> No <input type="radio"/> Yes	Estimate Date	<input type="text" value="11/30/2020"/>

To make sure any mandatory information is not missing, we recommend enabling the rules that make fields in Admin Modal mandatory. See an example below:

Rules

Enable All Disable All Showing 1-2 of 2 items. Clear Filter Sort Edit

Action	Point Of Impact	Description	Status
Mandatory Field	Repair Order Creation	Claim #	<input type="radio"/> Inactive <input checked="" type="radio"/> Active
Mandatory Field	Estimate Creation	Claim #	<input type="radio"/> Inactive <input checked="" type="radio"/> Active

Creating Rental Reservations

A rental reservation can be created and sent to ARMS when you schedule an RO or an Estimate.

There are three places in BodyshopConnect where you can schedule a file and choose to create rental reservation: Arrival Scheduler, Open RO list, Open RO view.

Note: the option to create rental reservation is a radio-button defaulted to YES.

1. Arrival Scheduler:

Arrival Scheduler

Express Small Repair M

Estimates

Search

Select Job Class

Show Only Estimates

Est #5138
2016 Kia Sedona
\$0.00 0.00

Est #5117

Arrival Info Client info Vehicle info Insurance info General info

Arrived Vehicle Estimate #5107: 2016 Gold Toyota Corolla -

Schedule In Date: 03/16/2021 08:00 AM Schedule Out Date: 03/19/2021 05:00 PM

Customer Target Out 03/19/2021 **Friday**

Insurance Target Out 03/19/2021 **Create Rental Reservation** No Yes

Department Select Department..

Cancel Cancel Appointment Arrived Update

2. Open RO list:

Open RO List

Showing 1-99 of 239 items. Print Clear Filter Sort Edit

Action	RO No	Owner	Year	Make	Model	Color	Vin	Department	Stage	Schedule In Date
Action	18156		2008	Kia	Magentis			Set status		00/00/0000

Scheduled Update for RO # 18156

Scheduled In 2021-03-19 08:00 AM

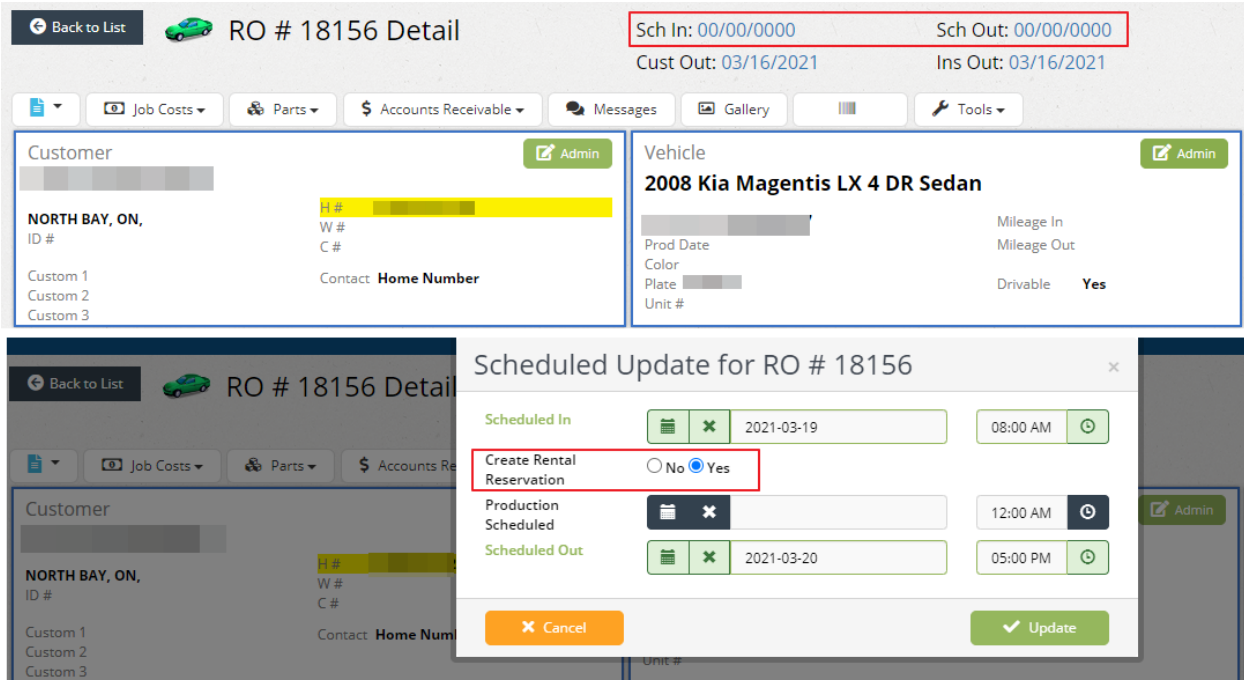
Create Rental Reservation No Yes

Production Scheduled 12:00 AM

Scheduled Out 05:00 PM

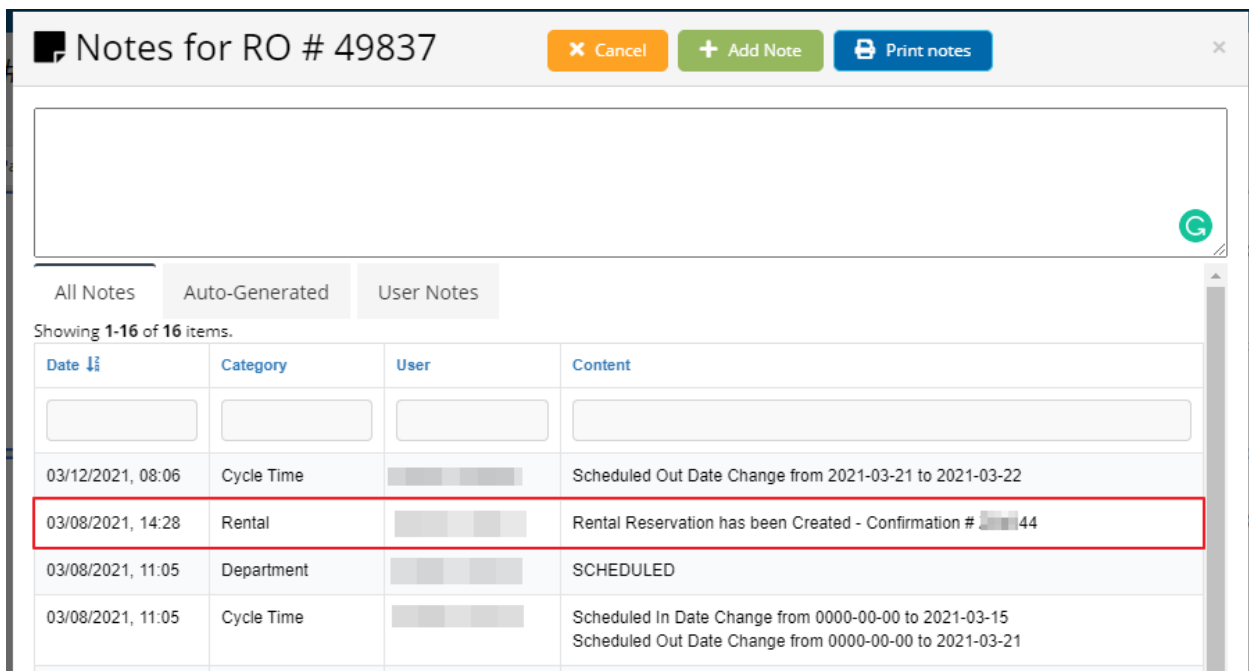
Cancel Update

3. Open RO View:



BodyshopConnect sends the rental reservation to ARMS only when the radio button is set to YES in these scheduling pop-up menus.

When sending a rental reservation to ARMS, BodyshopConnect also creates a note in a file letting the user know that the reservation has been created and showing the confirmation number:



When changing the Schedule In date in a file, BodyshopConnect sends a new rental reservation to ARMS (if Create Rental Reservation was set to YES).

General

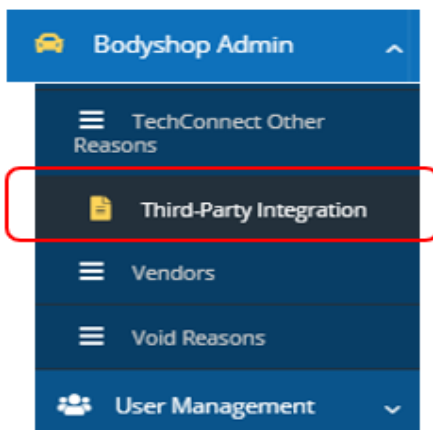
Insurance Carriers will on occasion send a communication message to ARMS™ for a specific file. This message does not come into BodyshopConnect. It is suggested that someone logs into ARMS™ **at least once per day** to check messages.

To add this interface to your system; please fill in our Enterprise ARMS™ authorization form and forward to technicalsupport@bodyshopconnect.com.

When we receive the form; we will reach out to Enterprise for them to supply us your ID Number and the Company Name that you are registered as in their system.

When we receive your shop credentials from them; we will activate your interface and contact you to link the needed rental company and review the optional department linking.

If you would like us to deactivate this interface at any time; please send an email to technicalsupport@bodyshopconnect.com asking us to turn off the ARMS™ interface. We will deactivate the interface and reply to your email once it has been deactivated.



Note: A shop can see what interfaces are connected to their system anytime by Selecting Bodyshop Admin on the left side navigation bar and clicking ‘Third Party Integration’.