New Search

First write the estimate in your estimating software. Then EMS Extract or Export your claim to send it to APU Solutions’ New Search screen. Select your estimating platform by clicking on the dot next to it. Your claim will appear in the table to the right. Highlight the claim by clicking on it, wait 2-3 seconds, and then click Submit.

Recycled Part Verification

The recycled part verification screen is the next screen that you will need to fill out. It will list any parts from your estimate that require more specific information. This will ensure the correct parts will be found. Select a choice under each part, and then click Submit to move on.
Claim Search Review Page

- Recycled markup must be selected the first time you use APU. Select your markup from the drop down menu and it will stick. The zip code of the repair facility will also be drawn from the preliminary estimate and displayed. Notice the gold star indicating required field next to the zip code. Both of these fields may be edited if needed. APU will search local and regional suppliers who can deliver parts within 48 hours based on the zip code.

- Vehicle information will display the VIN for the vehicle in which the estimate was completed on. In addition, basic information such as the year, make, model, mileage and engine size of the vehicle will be displayed. Any changes or additional information can be added by using the edit feature.

- Parts Information will display every part listed on the estimate as remove/replace or sublet. Any sided part, such as a door or headlamp, will have the appropriate side listed to the right.

- If you click EDIT/ADD next to Parts Information, you may add or remove parts. This is handy if you have a part that is on the borderline of needing to be fully replaced. For example, if you have a fender with 4 hours of damage, you may list it as “Repair” in your estimate, causing it not to be pulled over automatically into APU since it is not being replaced. However, by clicking EDIT/ADD, you can manually add the fender. This will then allow APU to search recycled fenders and you can then decide if it’s more cost effective to repair or replace.
There are 2 types of intelligence applied within the search.

- **Parts Intelligence:** If a search is completed for over 60% of parts in an assembly, the system will automatically search for the entire assembly in addition to the individual parts. This allows you to decide which is more cost-effective.

- **Rules Based Intelligence:** This is a process of our system “qualifying” parts returned through insurance rules for insurance carriers within APU. Insurance carriers have specific rules that replacement parts must pass before they can be used to repair the vehicle. For example, if there is an insurance rule stating that no aftermarket fenders may be used on vehicle repairs, our rules intelligence would block all aftermarket fenders from displaying on claims submitted into APU.

Claim information is listed at the bottom of this page. Users are encouraged to verify all of the information listed on this page before submitting the claim.

Once the user has selected submit in the bottom right hand corner of the screen, the search for parts will begin.

### Pending Requests

Submission of the estimate brings you to the Pending Request screen. APU will begin searching supplier’s inventories and quotes will be returned in real time. It’s optimal to let the search continue for 2 minutes because 98% of the quotes will be returned in that time frame. You can see quotes being returned in real time by looking on the right side of the screen. You can also reach this screen by clicking “Pending” in the menu bar on the left. All claims submitted into APU are date and time-stamped. To see the results of the search, click on the claim number after 2 minutes.

Next you’ll come to the Quote Recommendation Management screen.
The Quote Recommendation Management screen will display the Claim #, Year/Make/Model of the vehicle, and will also display the name of the auto owner if it was listed on the preliminary estimate.

Any supplier who has been searched will appear in the “View quotes from following suppliers:” box located in the center of the screen. These are suppliers selected by your management team. Any supplier who has quoted on at least one part will be shown in blue. If the user scrolls through the box, all of the suppliers who were searched will be listed. The user has an option to select up to 5 suppliers to view quotes from exclusively.

All parts that have been searched will be listed on the left of the screen in blue. The preliminary estimate price is also listed as a reference tool to the adjuster.

Moving from the left, the next field is Supplier Name. If the user “hovers over” the supplier name, a dialog box will appear with all of the contact information for the supplier. A contact name is also listed in this area. **The APU listed contact must always be used when contacting the supplier to ensure the best service.** Any warranty or certifications specific to the supplier will also be displayed within the dialog box.

Part type is also shown within the supplier name field. A red A indicates that part quoted is an aftermarket part. A blue R represents a recycled part, the yellow RD indicates a reconditioned part, and the green RV is OE surplus that is available.
through the supplier. You will also sometime see OEM quotes; these are noted with a dark green O. If you hover over the colored box, it will also tell you the part type. This page will only show up to 5 quotes from each type of supplier, but you can see additional quotes by clicking on view more quotes.

**Part Type Legend:**
- Aftermarket Quote
- Recycled Quote
- Reconditioned Quote
- Recovered OE Quote
- OEM Quote

- Certifications the suppliers have earned will also be displayed. These certifications mean the supplier has met certain inventory and customer service standards, going above and beyond to provide good quality parts. If you click on the certification, a box will pop up with more info. APU Solutions currently displays 5 certifications.

**Certification Legend:**
- ARA Gold Seal
- CAR Certified
- URG Certification
- URG 7000 Certification
- URG 8000 Certification

- The next field to the right will display a Quote Price or a Net Price. A recycler will display a Quote Price and an aftermarket/recon supplier will display the net price as N/A. The quote price is the price that would be paid by the repair facility if that specific part is purchased.

- The List Quote or Cost with Markup is the amount that the insurance company will pay to the repair facility if the specific part is purchased.

- As with the Supplier Name field, additional information is provided to the user if they hover over the list quote or cost with markup. This box displays information regarding this part. The stock number and price will be listed as well as any comments that are available for the part. These comments are pulled directly from the supplier’s system. This is a VERY important field and should always be examined when recommending parts through APU as they will indicate any options, mileage or damage on the part.
• The Shipping box will indicate if the part was quoted from a supplier located within the user’s local area. Any part displaying as local will be delivered with no additional shipping/freight cost unless otherwise noted in part comments. Any part shown as regional or national is subject to a delivery or freight charge from the supplier and the user needs to call that supplier to see if they will deliver.

• Any certifications or grades available on the specific part will be noted in the Certs/Grade field. Grades will be displayed on recycled parts while certifications will be displayed on aftermarket parts.

• The final column listed is the Recommend column. Once all parts have been reviewed, a user is able to recommend the most cost efficient and highest quality part. Although a recommendation is not required when completing a search, it is encouraged. Once recommendations have been made, a report will be generated and will be viewed later in the process.

• The Recommended Highlight feature shown in this example has highlighted parts based on insurance guidelines and determined by location, highest grade, and then best price. This recommendation does not take into account the damage comments, which is why it is so important that the user read the comments and why we don’t require recommended parts to be used.

• There are 3 ways to move on to the next screen. As previously stated, a user may select submit with no parts recommended. A user may recommend needed parts and select submit. The third option for processing the claim would be to close the claim as a total loss.

**Additional Features on Quote Recommendation Management Screen**

**Expand Search Area**

APU will automatically search supplier’s inventories in a 150 mile radius of the zip code entered on the estimate. Insurance staff have the option to expand the search area to the next closest 75 suppliers by simply clicking **Expand Search Area**. This is very helpful if searching for a hard-to-find part. **Expand Search Area** can be clicked multiple times and is found on the Quote Recommendation Screen beneath the supplier list, as seen in the next screenshot.
APU Quote Number

When you run a claim thru APU Solutions PartsNetwork, an APU quote number will generate and display on the Quote Recommendation Management screen in multiple places. Below is a screen shot of a part listed on the Recommendation screen and the APU Quote # is displayed at the top of the screen and also in the popup box when you click on the price of the part. This quote number is good for all parts displayed on APU for that particular claim. By providing this number to the suppliers, they can easily pull up the parts they have quoted out to you and answer any questions you may have. This will also expedite the ordering process for repair facilities and ensure the correct part is shipped, so be sure to note the quote number on your estimate.

Real-Time Exception Reporting

The Real-Time Exception Reporting allows you to choose a reason why the highlighted recommended part was not selected, or you can type in your own reason. It is also beneficial if you accidentally forget to select a part or if a part is selected too early when better quotes arrive after the initial choice. With this feature, you have a second opportunity to select the best part and also explain the choice by choosing from the drop down menu, or type in your reason. Managers have the option of seeing these reasons in a weekly report. Once you enter a reason, click Submit.

Select “Other” to type in your own reason
**Recommendation Report**

A Recommendation Report is created when you select “Recommend” on any of the parts on the Quote Recommendation Management page. It will show all the parts you recommended, along with their description, stock number, price, supplier contact information, and the APU Quote #. You can use the View as Text option to paste it in your estimate line notes, or attach a PDF or JPEG version, or even print the estimate. The repair facility can then order the parts by giving the APU Quote # to the supplier, ensuring the correct part is shipped.

**Supplement Defense (Check Quote Availability)**

APU has created the ability for you to check availability on previously submitted claims. Since some claims may be repaired weeks after the estimates and recommendation reports are generated, you need a way to refresh the data to check availability. By clicking on Check Quote Availability? on the Recommendation Report (as seen above), quotes will automatically be refreshed. There is a two minute countdown required to ensure all parts are accurate and all possible results are returned. You then have the ability to change your recommendations based on the results. A color-coded legend has been provided to indicate the various statuses of the parts availability. You can refresh each part separately or refresh all quotes at once.

Below is a screenshot of the Check Quote Availability? refresh page.
Once you have updated your estimate, you have completed using APU. Your claim will be moved to Processed.

**Processed Claims**

Processed is where closed claims are stored. APU will hold all claims for up to one year, and filter them by month. You can access the Recommendation Report again from this screen. If you click on the claim number, you can view claim, vehicle, and parts information again.

By clicking on the blue **Quotes Received**, you can view the Quote Detail Report: what was used on the estimate, as well all quotes received, including the comments, grade, and delivery info.
The Quote Detail Report will also give you a link to Check Quote Availability, our supplement defense feature discussed earlier. The reason for not choosing the highlighted part will also be displayed on this screen.

Availability Report

The Availability Report will list out all parts that were searched, and the supplier that had a quote available or did not have a quote. There is also a unique quote number available. This report can be printed or Viewed as a JPEG or PDF. This report is available 5 minutes after the claim is run through APU.
**Supplement Tool**

APU has also developed a tool to help with supplements where parts may have been added after the original search. For example, you write an estimate with 10 parts on it and then run the claim through APU. As you are finishing up, you realize a crossmember was left off the preliminary estimate. When you run this supplement through APU, the site will ask you:

By selecting **Yes, I want to run a supplement**, only the newly added part will be searched for in APU. If you’d rather search all the parts again, select **No thanks, I’d rather submit a new search for this vehicle** and all parts will be searched again. This message will only appear if the vehicle has been previously run through APU in the past 45 days.

This feature also works if you running a supplement for another adjuster or shop. Any supplements ran through APU will be marked with a small red S next to the claim in your Pending or Processed folder:

<table>
<thead>
<tr>
<th>Claim Number</th>
<th>Make, Model, Year</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>3333333333</td>
<td>2006 Chevrolet Silverado 2500</td>
<td>12/14/2010 2:19PM</td>
</tr>
<tr>
<td>4444444444</td>
<td>2006 Chevrolet Silverado 2500</td>
<td>12/14/2010 11:53AM</td>
</tr>
<tr>
<td>5555555555</td>
<td>2006 Chevrolet Silverado 2500</td>
<td>12/14/2010 11:45AM</td>
</tr>
</tbody>
</table>

**Navigation**

You can navigate around the site using the blue navigation bar on the left side of the screen. Be sure to use the navigation buttons at the top of the screen instead of those at the top of the Internet Explorer browser.
If you have any questions or need training on APU Solutions, please contact your Account Manager at 866-599-1600. Our Customer Support Center is available from 7am – 6pm CST, Monday – Friday. You can reach us by email at info@apusolutions.com.

Thank you for using APU Solutions.