



## **Executive Director's Report December 2004**

### **Two Way Communication (IMPORTANT)**

During the Collision Industry Conference (CIC) in Las Vegas prior to NACE, the Society of Collision Repair Specialists (SCRS) made an announcement to the industry regarding two way communication. Two way communication, as defined by SCRS, is the ability to electronically transmit and receive an assignment, estimate, supplement or attachment with one or more service providers (repairer, insurer, appraiser, etc.) that shares a common platform.

To summarize, we would like to eliminate the unnecessary re-keying of an estimate when a customer provides a hard copy of the estimate written by an independent appraiser or insurance company. Repairers should be able to send and/or receive an estimate into their estimating system, regardless as to whether or not you have a DRP relationship with a specific insurance company.

The announcement also included a call to action. SCRS asked that anyone that supported two way communication sign a petition that was circulated at CIC or posted at the SCRS booth during NACE. We received a tremendous amount of support from repairers and insurers, as well as other industry segments. The petition, which states that the signor supports two way communication, will be used as supporting documentation to validate to the information providers (ADP, CCC and Mitchell) that this is what the industry (their customer) wants. Realizing that the vast majority of the industry did not attend CIC or NACE, many did not get an opportunity to sign the petition. Therefore, if you support the need for two way communication, please send us an e-mail to [drisley7@comcast.net](mailto:drisley7@comcast.net) with your name, company name, city and state and ask to be added to the petition.

### **ADP Update**

As many of you may already be aware of, ADP incurred a problem with their October update. There were changes made to the database which reduced labor times on 10% of their vehicle files. We spoke with ADP, and they informed us that it was not intentional and that they were correcting the issue with their November update. ADP users would be required to rerun the estimate(s) and by following a series of prompts they could check the estimate for the labor times, correct them and create a supplement if necessary. The insurers have been contacted to inform them of what ADP is doing to correct the matter. They are expecting supplements to be generated for those vehicles impacted. SCRS requested that they provide a list of vehicles that were impacted so that repairers would not have to go through every estimate they created since installing the update, and to see if a supplement needed to be generated. They responded immediately, and you can obtain that list from ADP's website.

(Log on to [www.adp.com](http://www.adp.com). In the upper right hand corner, click on “Claims Services”. Then click on “Support” near the upper left portion of the page. In the middle of the page you will find a link to all the vehicles that are impacted.)

Special thanks to Gene Hamilton for his assistance with this issue.

## **SCRS Teams Up With ASA**

SCRS has been exploring opportunities to work with other associations, such as the AASP and ASA, to better the industry and provide a more united front. As a result, we agreed to work with ASA in addressing an issue that both of our memberships have found to be disturbing. It has been reported that one or several of the OEM’s have begun to restrict the sale of parts to repairers. Before responding to these allegations and strategizing on how to best move forward, we felt it was important to get all the facts. During NACE, ASA Collision Division Chairman Darrell Amberson and SCRS Chairman Lou DiLisio read a letter at a National Automotive Service Task Force (NATSF) meeting held during Industry Week in Las Vegas. The letter requested that all the OEM’s respond in writing as to whether or not they are restricting the sale of parts, and if so, what years, makes and models are impacted. The letter further states that we can understand and appreciate the need to restrict the sale of certain parts as specific equipment and/or training may be necessary to make a safe and proper repair. Presenting the letter at an NATSF meeting was deemed appropriate because the task force—which consists of members from the service industry, the equipment and tool industry and vehicle manufacturers—makes sure OEM service information, training, tools and equipment are available. We will share the responses from the OEM’s as they become available.

## **Universal Underwriters Group (UUG) Meeting**

For the second consecutive year, SCRS was asked to participate in UUG’s Automotive Industry Association meeting. This meeting brings leadership together from various automotive associations to explore opportunities to work together. There were at least 15 associations present. As part of the meeting, they had guest speakers presenting on behalf of OSHA and National Council for Compensation Insurance (NCCI), as well as Senator Talent from Missouri speaking about the legislation for association health plans.

The representatives from NCCI spoke to us about the classifications for workman’s compensation. We expressed our members’ concerns regarding technicians and estimators sharing the same classification. Their reply indicated that they are exploring the possibility of reclassifying the collision repair classifications, and was requesting assistance from the industry. We informed them that SCRS would be willing to participate in any way that we could.

## **Auto Physical Damage (APD) Meeting**

SCRS was invited by Roger Wright of AIG to present at the APD meeting. This is an insurer meeting that is held quarterly. Approximately 20 insurers were present. We presented several issues that repairers experience with insurers, including those identified at the National Industry Issues Forum (NIIF). They were asked to provide a list of issues as they pertain to their relationship with repairers. They are as follows:

- a. A/M parts – Repairers will often purchase the parts and return them without even trying them. Second, repairers often communicate their displeasure with aftermarket parts to the vehicle owner.
- b. On time delivery – Repairers often promise a delivery date but fail to meet it.
- c. Communication – General communications breakdowns between repairer and insurer.
- d. Repairer efficiency – The number of repair hours in a day can be improved upon.
- e. Come backs – The frequency in which vehicle owners have to bring their vehicles back for re-repair after the initial repair was completed.

## **Collision Industry Electronic Commerce Association (CIECA)**

CIECA Executive Director Fred Iantorno recently contacted SCRS for names of collision repairers who might be interested in representing the association and the collision repair industry on a committee. This committee would focus on the needs of repairers. SCRS provided several names of our general members, as well as SCRS Board members, who would be interested. Thanks to those that were willing to assist, as this is how we are able to continue to support our motto of “Working Together Is The Most Important Work We Do”. We cannot begin to impact change unless we are in the room where and when it is happening. In the event you have an interest in helping on this or any other task, please contact SCRS administration office at toll free phone (877) 841-0660.

## **NACE 2004**

We had a terrific NACE and would like to thank those that were able to stop by and say hello. It was great to be able to put a face to a name, or better yet, rekindle old friendships. If you weren't able to make it to NACE, I will share with you a quote that we Chicago Cubs fans often use, “There is always next year”.

## **New Corporate Member**

Please welcome our newest Corporate Member, **Dent Zone International, Inc. / PDR LINX**. We appreciate your support.

## **January 2005 SCRS Board of Directors Meeting**

The next Board of Director's Meeting will be held Tuesday, January 11<sup>th</sup>, from 5:00 – 7:00 p.m. in San Antonio, Texas.

The meeting is held prior to the Annual CIC Planning Meeting.

Hotel: La Mansion del Rio Hotel

Reservations: 1-800-292-7300 (CIC Group Rate: \$159.00)

All members are encouraged to attend and participate.