

- Operator / Fleet Foreman:** Create, Edit, and Submit New Incidents.
- Manager:** Receive, Review, and Approve New Incident Reports and Payment Requests.
- Body Shop / Appraiser:** Submit Estimates, Photos, Invoices, and/or Supplements on New Incidents.
- Police Admin / Supervisor (optional):** Review, Edit, and Approve New Incident Reports.

**\*Please Note:** A Fleet Manager may opt to grant the Fleet Foreman Manager Level Authority.

			Operator	Fleet Foreman	Fleet Manager	Risk Manager	Body Shop Appraiser	Police Admin Supervisor
Progress	Real-Time Incident Status		✓	✓	✓	✓	✓	✓
Damage Details	Select 'Submit Incident'		✓	✓				
Police Approval	Mark 'Incident Approved'							✓
Incident Reports	Mark 'Incident Received'			✓	✓	✓		
Estimates	Click 'Submit Estimate'						✓	
Estimate Selection	Click 'Select Estimate'			✓	✓	✓		
Payment Approval	Select 'Approve Payment'				✓	✓		
Supplemental Approval	Select 'Approve Supplement'				✓	✓		
Shop Pickup	Click 'Mark Pickup'			✓	✓	✓		
At Shop	At Shop Repair Status						✓	
Repair Complete	Mark 'Repair Accepted'			✓	✓	✓		
Repair Accepted	Select 'Return to Operator'			✓	✓	✓		
Chat	Secure Chat		✓	✓	✓	✓	✓	✓
Delay	Delay Repairs			✓	✓	✓		
In-House Repair	Repair In-House			✓	✓	✓		
Reporting	Reports				✓	✓		