UPtime by SHzoom

USER TYPE GUIDE

FM — FLEET MANAGER
- FM Role Carries the Broadest Functionality; Including All of the Privileges Listed Below and the Ability to Add/Delete Users, Vehicles, and Body Shops.
- Review/Download Standard Fleet Reports.
- Submit Customized Reporting Requests.

RM — RISK MANAGER
- View Damages and Reported Injuries from Scene.
- Approve/Deny Internal Incident Reports.
- Electronically Request, Review, Compare, and Select Estimates.
- Approve/Deny Requests for Payment Authority.
- Approve/Deny Pending Supplements.
- View Repair Status and Estimated Repair Completion Date.
- Securely Chat with Internal Departments and External Vendors.
- Run Total Loss and Performance Reports.
- Request Additional Documentation for Payment Authority.
- Submit Customized Reporting Requests.

FF — FLEET FOREMAN
- Create New Damage Summary Reports via the Uptime Mobile App.
- Electronically Request, Review, Compare, and Select Estimates.
- Approve/Deny Pending Supplements.
- View Repair Status and Estimated Repair Completion Date.
- Securely Chat with Internal Departments and External Vendors.
- Approve/Deny Repair Quality.
- Send Notification to Operator (O) once the Vehicle is Repaired.
- Run Total Loss and Performance Reports.

O — OPERATOR (DRIVER)
- Create New Damage Reports via the Uptime Mobile App.
- Create and Submit Internal Incident Reports.
- Request Incident Report Approval.
- Upload Additional Photos of Damage and Scene.
- Securely Chat with Internal Departments.
- View Repair Status and Estimated Repair Completion Date.
- Receive Electronic Notification when Vehicle is Ready for Pickup.

BS — BODY SHOP / APPRAISER
- View New Repair Jobs Electronically.
- Upload Repair Estimates and Supplements.
- Upload Supporting Invoices and Photos.
- Update Vehicle Pickup Date.
- Track Repair Status and Estimated Completion Date.
- View Driveable vs Non-Driveable Status.
- Send Requests for Payment.
- Securely Chat with Internal Departments.

PA — POLICE ADMIN / SUPERVISOR (OPTIONAL)
- View Damage and Incident Reports.
- Manually Integrate Internal Report Data with Existing System to Create an "Official" Police Report.
- Upload "Official" Police Reports.
- Securely Chat with Internal Departments.