

escribe

User Guide

Please familiarise yourself with this document

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A. LOGGING IN & ACCOUNT SETTINGS

1. Log In

- Open your web browser and enter in the following URL:

For Australia: <http://www.thatchamescribe.com.au>

For New Zealand: <http://www.thatchamescribe.co.nz>

- From this screen, please click on the Log in button located in the top right hand side of the page.
- You will be presented with the Portal screen:

Thatcham Research Portal

Portal Login

The online gateway to Thatcham's expertise in Safety, Security and Crash Repair; providing focused researched information, products and services for the insurance and automotive communities.

Username/Email:

Password:

LOGIN

[Forgotten password](#)

Quick Links
[Contact us](#)
[Terms and Conditions](#)
[Privacy Policy](#)

Thatcham details
 Thatcham Research
 Colthrop Way
 Thatcham
 Berks RG19 4NR, UK

Company Information
 Company Number: 967763

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- You will be asked to log in to the portal:

➔ Portal Login

The online gateway to Thatcham's expertise in Safety, Security and Crash Repair; providing focused researched information, products and services for the insurance and automotive communities.

Username/Email:

Password:

[LOGIN](#)

[Forgotten password](#)

- Enter your username (**your email address**) and your password and click the “Login” button:
- Click the escribe tile to enter the escribe application:

Thatcham Research
🏠 Portal

Repair Data



Full Repair Specification



Methods Direct



Technical Bulletins

<p>Quick Links</p> <p>Contact us</p> <p>Privacy Policy</p> <p>End User Agreement</p>  	<p>Thatcham details</p> <p>Thatcham Research Colthrop Way Thatcham Berks RG19 4NR, UK</p>	<p>Company Information</p> <p>Company Number: 967763</p>
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- When you log in for the first time the System will ask you to choose a new password for security reasons:

Thatcham Research Portal

Change Password

Please use the following rules to reset your password.
Your password must be at least 9 characters long and contain the following:

- English uppercase characters
- English lowercase characters
- Number between 0-9
- Non-alphabetic character (#, £, \$)

Current Password

Forgotten Password?

New Password

Confirm Password

Change Password

Quick Links
[Contact us](#)
[Privacy Policy](#)
[End User Agreement](#)

Thatcham details
 Thatcham Research
 Colthrop Way
 Thatcham
 Berks RG19 4NR, UK

Company Information
 Company Number: 967763

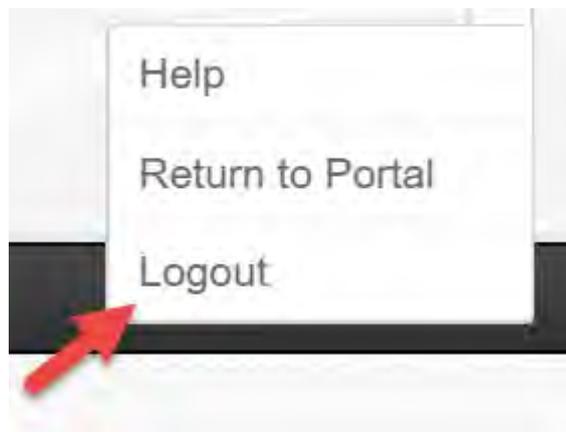
- Enter new chosen password in “New Password” & “Confirm Password” then click “Save”
- Remember this new password as it will be used every time you log in.
- Passwords need to be at least **9 Characters** long and contain at least 1 English uppercase character, 1 English lowercase character, 1 number and 1 non-alphabetic character.
- Passwords do not reset unless reset by the user themselves.

2. Log Out

- Whenever you need to log out of the product, all you need to do is click on the dropdown menu in the top right of the screen:



- You will be presented with the following options:



- Just click on the “Logout” option and you will exit the application.
- Click on the “Return to Portal” option to return to Thatcham Portal.

3. Forgotten Password

- If you forget your password or need to request a new password at any time you can do this from the main portal screen. Just click the “Forgotten password” link beside the login box:

➔ Portal Login

The online gateway to Thatcham's expertise in Safety, Security and Crash Repair; providing focused researched information, products and services for the insurance and automotive communities.

Username/Email:

Password:

LOGIN

[Forgotten password](#)

- Here enter your username/email address and details will be emailed to you on how to reset your password:

Reset Password Page

Please enter your username/email address below and instructions on how to reset your password will be sent to you.

E-Mail Address

[Back to Portal](#)

RESET PASSWORD >

4. Account Settings

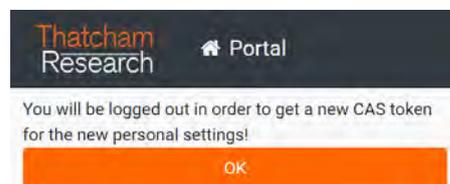
- You are able to view your settings and change your password yourself by **returning to the portal home page** and clicking on your user name at the top right-hand corner of the of the screen:



- You will be presented with the following screen:

- Here you can edit your details to:

- **Update your username / name** - by completing the required fields and clicking save. This will generate the message below. Click ok and you will be taken to the login page to log in once again.



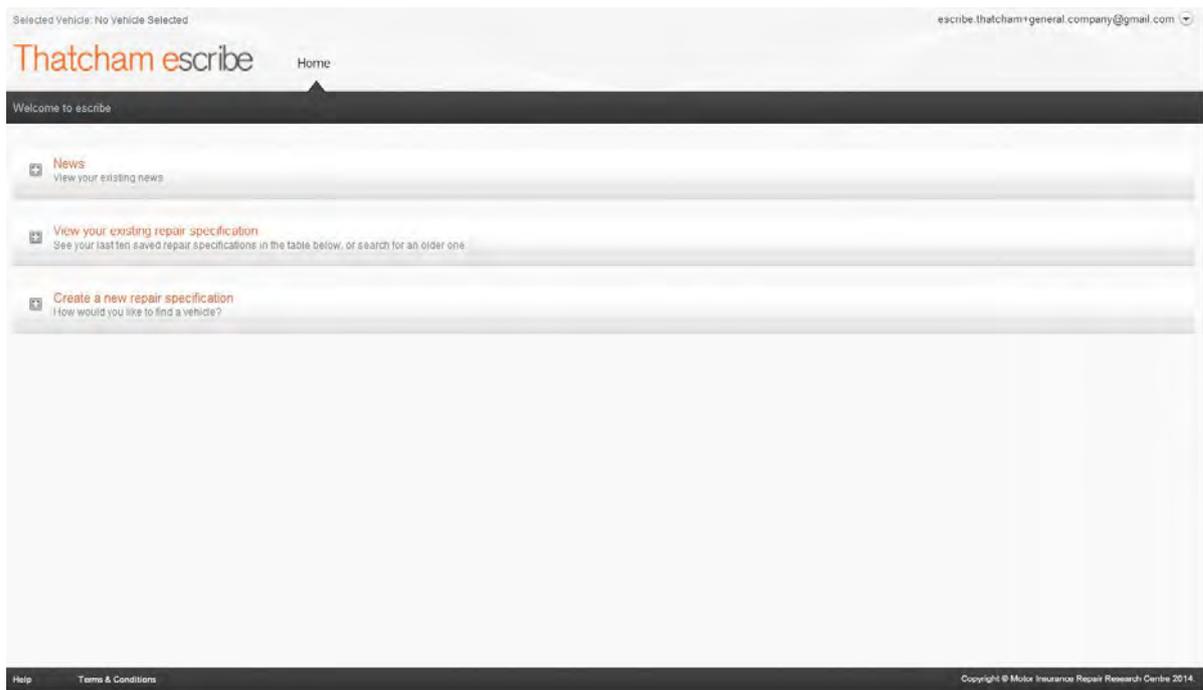
- **Change your password** – by clicking on change password.

B. THE HOME SCREEN

- There are two main operations which can be carried out on the Home screen; viewing an existing repair specification and creating a new repair specification

1. Home Screen Overview

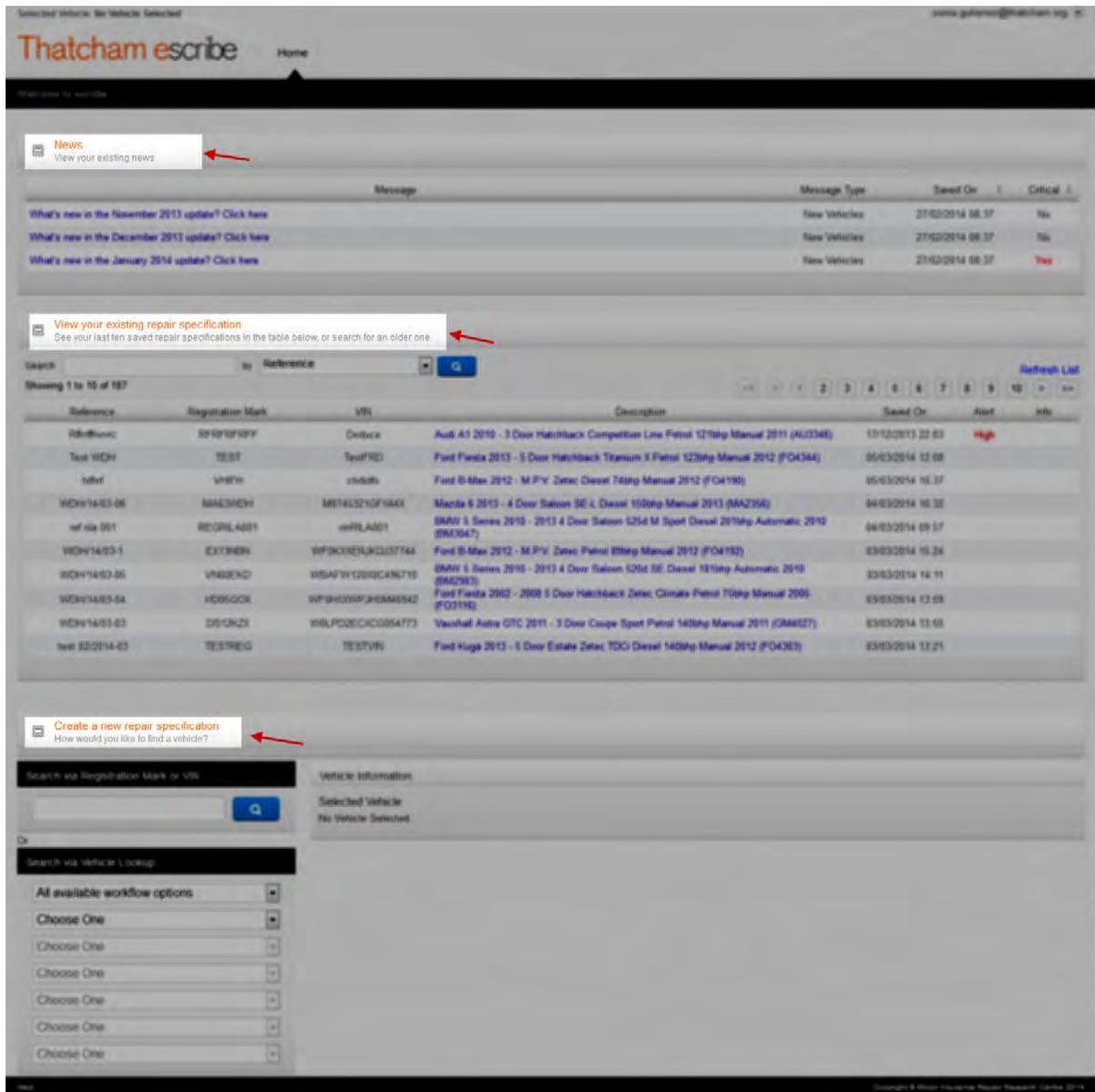
- When you first log into the system you will see the following screen:



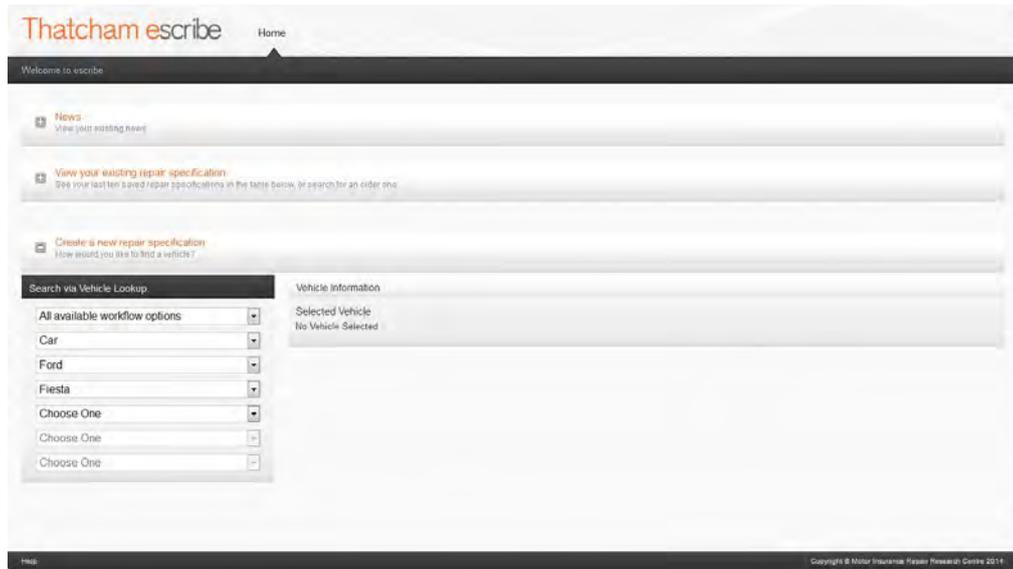
- Here you can see where any saved repair specifications are stored, and below it, where to create a new repair specification.

1.1. Expand/collapse sections

- When you first log all three sections will be expanded. You can simply reduce or collapse them by clicking on the title:



- Whatever you choose to do, when you go into a specification and return to the Home screen, or if you log off and log back on again **your preferences will be saved** (as long as you use the same machine).
- So if you want to always have the “Create new” expanded for easy access to quick repair specification creation, then you can do this:



C. NEWS

- This section will advise on Thatcham updates, i.e. new vehicles that have been researched during the last month.

Message	Message Type	Saved On	Critical
What's new in the July 2018 update? Click here	New Vehicles	13/07/2018 13:55	No
What's new in the August 2018 update? Click here	New Vehicles	02/08/2018 13:55	No
What's new in the September 2018 update? Click here	New Vehicles	03/09/2018 13:55	No
What's new in the October 2018 update? Click here	New Vehicles	03/10/2018 13:55	No
What's new in the November 2018 update? Click here	New Vehicles	14/11/2018 14:55	No
What's new in the December 2018 update? Click here	New Vehicles	03/12/2018 14:55	No

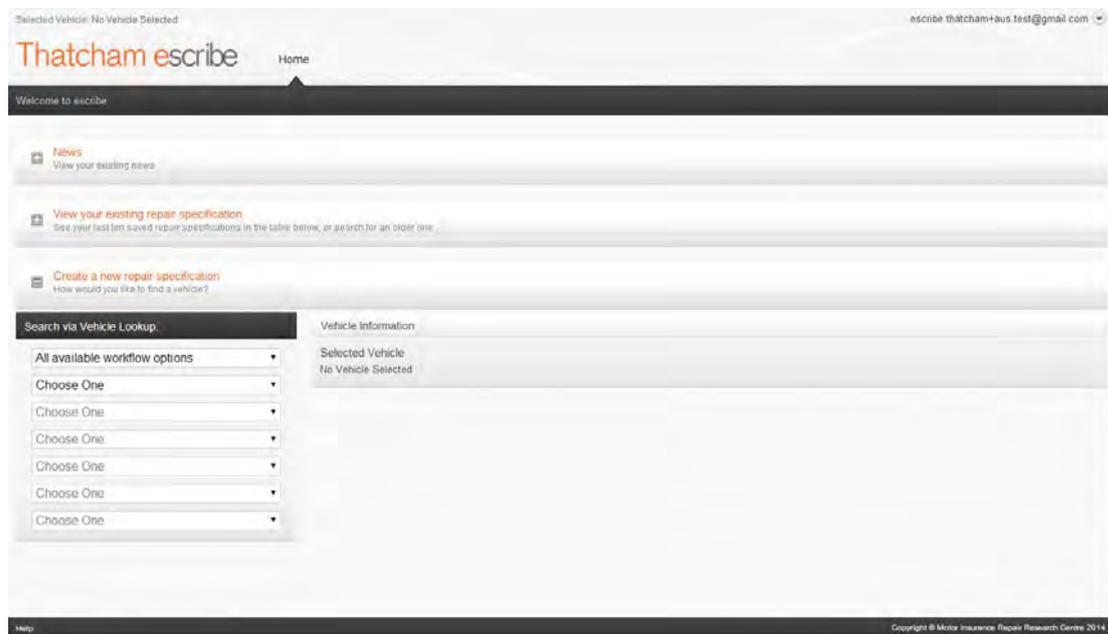
- News items can be marked as critical, if they are, and the first time you enter the News screen the item which has been added it will show a pop-up which you will need to accept before you carry on working with escribe. You will only be required to confirm each critical item once.



- Click on "Click here" to access the latest news on Thatcham Research.

D. STARTING A NEW REPAIR SPECIFICATION

- First make sure the “Create a new repair specification” section of the Home screen is expanded:



1. Vehicle selection

- Fill out each highlighted dropdown and once you have selected your derivative from the last dropdown you will be presented with a selected vehicle and details in the Vehicle Information table.
- Entries shown in orange are the ones with the most Thatcham information on them. This option should be selected if you are not sure of which one to choose.



- This is now your “selected vehicle”. escribe will tell you the Thatcham times source used:

The screenshot shows the 'Create a new repair specification' interface. On the left, there is a 'Search via Vehicle Lookup' section with a series of dropdown menus: 'All available workflow options', 'Car', 'Toyota', 'Camry (Aus)', '2006 - 2011', '4 Door Saloon', and 'CV40 Altise Petrol 2.4i 165bhp Automatic'. The right side, titled 'Vehicle Information', displays a 'Selected Vehicle' with a small image of a white Toyota Camry and a list of specifications: Manufacturer: Toyota, Model: Camry (Aus), Mark: 2006 - 2011, Vehicle Base: 4 Door Saloon, and Trim: CV40 Altise Petrol 2.4i 165bhp Automatic 2006 (TO2995). Below this, it states 'Thatcham times data is based on the following vehicle: Toyota Camry (Aus) 2006 - 2011 4 Door Saloon CV40 Altise Petrol 2.4i 165bhp Automatic 2006 (TO2995)'. A note indicates 'The vehicle has the following notes against panels: 50 panels with Repair Aware - Avoid Additional Cost and Effort by using these Exclusive Methods' elements', with a red arrow pointing to the orange text. The bottom section, 'Workflow Selection', shows 'And the information we have is: - Times, - Methods (130 panels available)'. Under 'What would you like to do?', there are three radio button options: 'Times only workflow', 'Methods only workflow', and 'Times and Methods workflow' (which is selected). At the bottom, it shows 'Your current subscription level: Times, Methods' and a 'Start new' button.

- At this stage, you can quickly identify if the vehicle has Repair Aware notes against panels (in orange).
- It will also what types of information Thatcham hold for the vehicle.
- If the vehicle currently only has a technical profile style document available then the only option open to you will be “**General Details Only**”. This will allow you to access the available document for the vehicle

2. Elements of a workflow

- Based on the types of information that Thatcham holds and the subscription level which you hold, the system will give you a choice of workflows:

Create a new repair specification
How would you like to find a vehicle?

Search via Vehicle Lookup.

All available workflow options ▼

Car ▼

Toyota ▼

Camry (Aus) ▼

2006 - 2011 ▼

4 Door Saloon ▼

CV40 Altise Petrol 2.4l 165bhp Automatic ▼

Vehicle Information

Selected Vehicle



Manufacturer: Toyota

Model: Camry (Aus)

Mark: 2006 - 2011

Vehicle Base: 4 Door Saloon

Trim: CV40 Altise Petrol 2.4l 165bhp Automatic 2006 (TO2995)

Thatcham times data is based on the following vehicle:
Toyota Camry (Aus) 2006 - 2011 4 Door Saloon CV40 Altise Petrol 2.4l 165bhp Automatic 2006 (TO2995)

The vehicle has the following notes against panels:

50 panels with 'Repair Aware - Avoid Additional Cost and Effort by using these Exclusive Methods' elements

Workflow Selection

And the information we have is:

- Times
- Methods (130 panels available)

What would you like to do?

Times only workflow

Methods only workflow

Times and Methods workflow

Your current subscription level: Times, Methods

If you want to upgrade your subscription, please contact your Customer Support Advisor.

[Start new](#)

Help

Copyright © Motor Insurance Repair Research Centre 2014.

E. TIMES WORKFLOW

- Select the “Times Only” and click on the blue “Start” button in the bottom right of the page:



1. General Details

- This step captures some basic details about the vehicle and repair. It also shows you some generic documents which may assist with any repair:

1.1. Reference Details

- There are 3 fields here which must have details in them:
 - **Reference** – Please enter a meaningful reference for your repair specification here. This can be used to search for the repair specification in the future. For example this could be job card number or claim number.
 - **Registration Number** –Please fill in this mandatory field to keep the repair vehicle specific.
 - **VIN** –Please fill in this mandatory field to keep the repair vehicle specific.

- When you are happy click on the blue button in the bottom right of the screen “Damage Appraisal” to advance.

2. Damage Appraisal

- Here, you can add the various panels which you need times for to complete a repair specification. You can also select each individual panel, where present, by clicking on the checkbox.

Step 2 - Damage Appraisal
Select the relevant area of the vehicle to view associated panels. Please, note you can select predefined damage combinations from the Combination drop down. Panels can be viewed as a list or as Service Image Condition images.

Appraisal Zone

Combination: Choose One
Damage View: List View

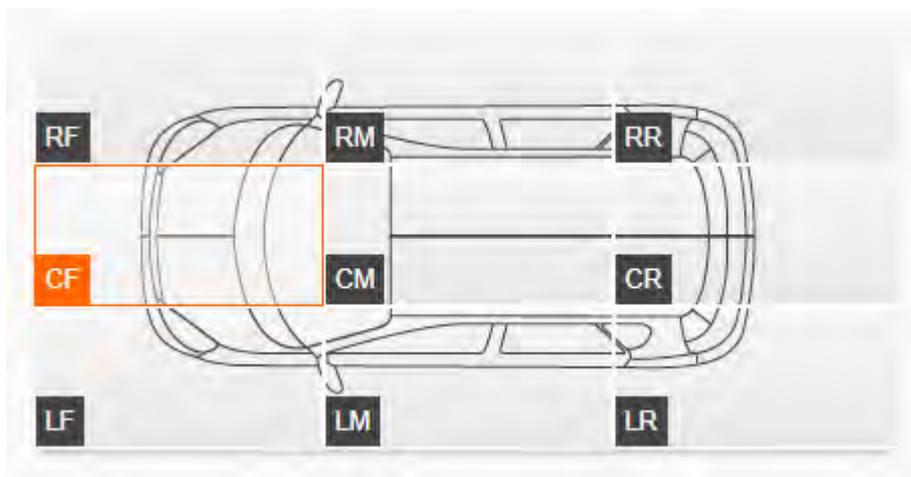
CF Centre Front

Service Condition	Panel	Method Style	Include	Information	Note	Preview
<input type="checkbox"/>	Bonnet	Methods	<input type="checkbox"/>			?
<input type="checkbox"/>	Bonnet Hinge LH	Methods	<input type="checkbox"/>			?
<input type="checkbox"/>	Bonnet Hinge RH	Methods	<input type="checkbox"/>			?
<input type="checkbox"/>	Bumper Front	Methods	<input type="checkbox"/>			?
<input type="checkbox"/>	Bumper Front R&R	Methods	<input type="checkbox"/>			?
<input type="checkbox"/>	Bumper Front Reinforcement Panel	Methods	<input type="checkbox"/>			?
<input type="checkbox"/>	Engine and Suspension R&R	Methods	<input type="checkbox"/>			?
<input type="checkbox"/>	Front Panel	Methods	<input type="checkbox"/>			?

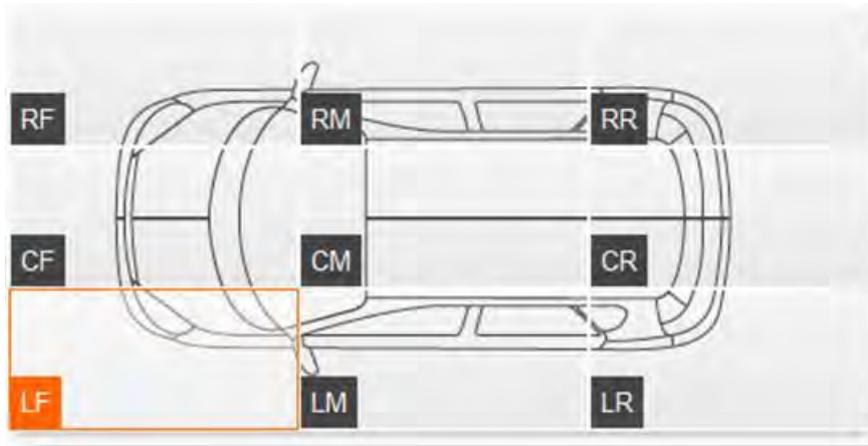
Step 1 - General Details | Save Progress | Step 3 - Cost Operations

2.1. Appraisal Zone

- Select your list of panels by clicking on an appraisal zone of the vehicle. The vehicle is split into 9 different areas:



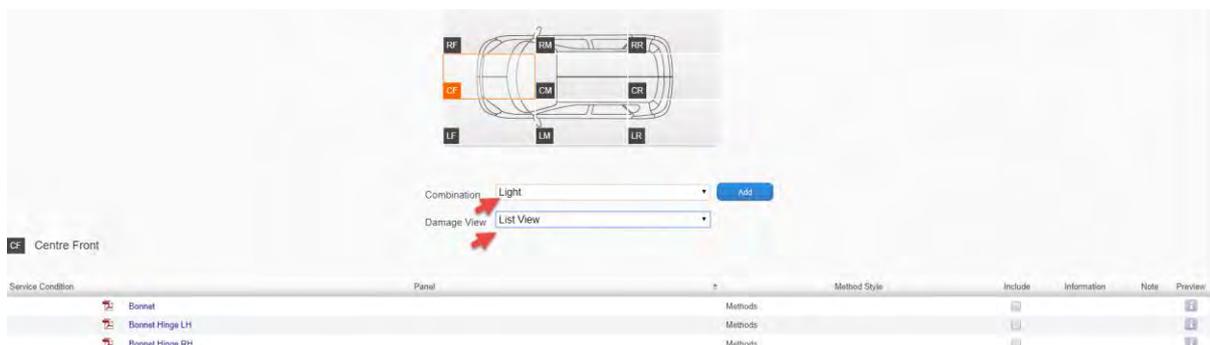
- You can see which area of the vehicle is highlighted as it will show with an orange outline:



- Once you have highlighted an area all the panels for that area of the vehicle will be shown on the bottom half of the screen.

2.2. Damage View

- There is a dropdown which allows you to select how you view the panels for selection:



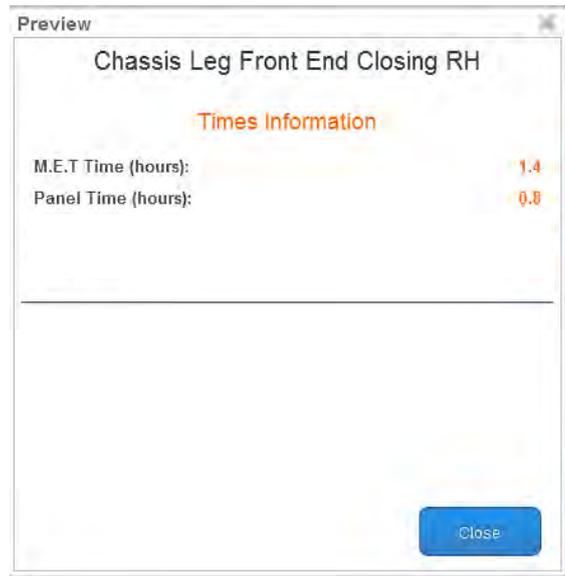
2.3. Damage View

- There is a dropdown which allows you to select how you view the panels for selection:



- For every panel you have a **Preview** option which will show you information on Times for the panel you've selected:

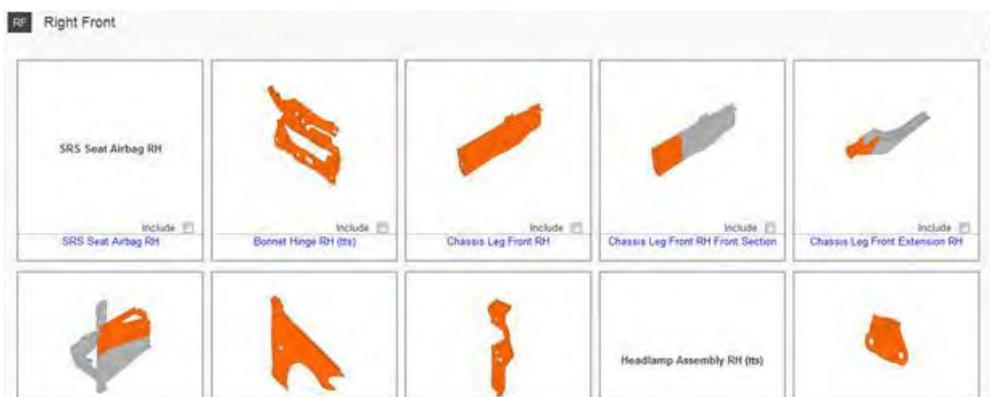
- These values are before overlap has been removed and therefore should just be looked at as a guide.



- **List View** is good for easily seeing what you have selected at a glance:



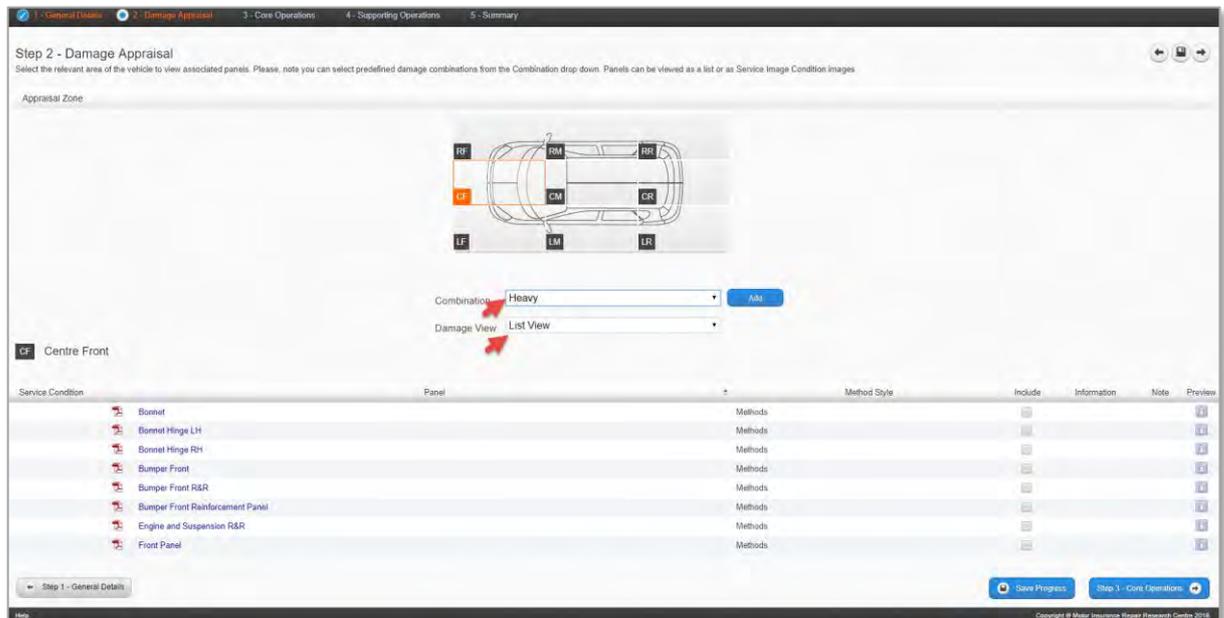
- **Service Condition Image View** is good for selecting by Thatcham produced panel images – particularly handy if you are using a tablet:



2.4. Adding Combinations of Damage

- escribe can gather a combination of suggested panels for you for either a Light, Medium or Heavy collision on one of the 9 appraisal zones of the vehicle. The System will add panels across the vehicle which Thatcham believes will need to be reviewed following the impact. For example a heavy collision on the Right Front of the Vehicle will also pull in panels from the Centre Front of the vehicle.

- Select from the Combination dropdown:
 - Light : Low speed/energy
 - Heavy: High speed/energy
- Full details of combination information can be found in [Appendix A](#)



- The “Add” button will now become active. Click the “Add” button and click “Yes” to accept and add the panels to your repair specification:



- You can review/update/deselect each panel for the selected appraisal zone in the list underneath. You do not have to use the **Combination** selector – **if you want to select individual panels you are able to do this**. You can also double check everything that has been added for the vehicle in **Core Operations**.

2.5. Selecting/Deselecting Individual Panels

- You can select or unselect any panels using by ticking/unticking the Include checkbox.
- When you are happy with the panels you have added for your repair specification click on the **Core Operations** button in the bottom right of the page to advance.

The screenshot displays the escribe software interface for configuring a vehicle's service conditions. At the top, a vehicle diagram shows the front-left corner (LF) highlighted in orange. Below the diagram, the 'Combination' is set to 'Heavy' and the 'Damage View' is set to 'List View'. The main area is titled 'Left Front' and contains a table of service conditions.

Service Condition	Panel	Method Style	Includes	Information	Notes	Preview
Chassis Leg Front Assembly LH		Methods	<input type="checkbox"/>			
Chassis Leg Front End Closing LH		Methods	<input type="checkbox"/>			
Chassis Leg Front Section Front LH		Methods	<input type="checkbox"/>			
Headlamp Assembly LH		Methods	<input type="checkbox"/>			
Wing Front Inner Side Reinforcement Closing LH		Methods	<input type="checkbox"/>			
Wing Front Inner Side Reinforcement Front Section LH		Methods	<input type="checkbox"/>			
Wing Front Inner Side Reinforcement LH		Methods	<input type="checkbox"/>			
Wing Front Inner Side Reinforcement Rear Section LH		Methods	<input type="checkbox"/>			
Wing Front Inner and Chassis Leg Closing LH		Methods	<input type="checkbox"/>			
Wing Front Inner and Chassis Leg Closing Section LH		Methods	<input type="checkbox"/>			
Wing Front LH		Methods	<input type="checkbox"/>			
Wing Front Quarter Light LH		Methods	<input type="checkbox"/>			

At the bottom right, there are two buttons: 'Save Program' and 'Step 3 - Core Operations'. A red arrow points to the 'Step 3 - Core Operations' button. A breadcrumb trail at the bottom left shows 'Step 1 - General Details'.

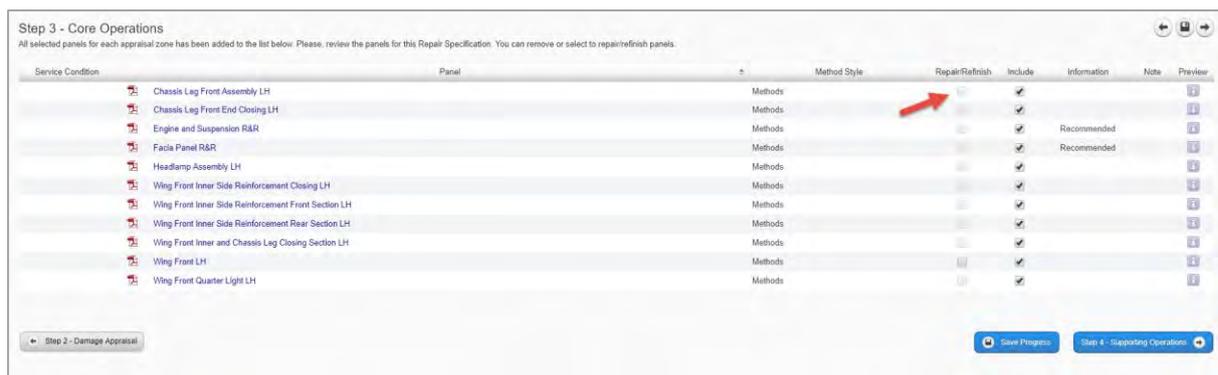
3. Core Operations

- This is a chance for you to review the panels selected for the repair specification. It also allows you to select the **Repair/Refinish** option (if applicable). Overview of the Step:



3.1. Selecting Repair/Refinish

- You will see that some panels have an option for **Repair/Refinish**. Here you can click the checkbox and your repair specification will include the time and materials cost for repainting a repaired panel (No MET or Panel time will be included). The panel will be **Repaired/Refinished** rather than replaced and the Method is removed from the pack (if available).



3.2. Removing Panels from the Final Repair Specification

- You can choose to remove panels if you want at this stage. To do this you need to untick the Include checkbox and the panel will be removed.
- If you have a large number of panels selected you may need to view multiple pages on this step to see all the panels you require. When you are happy with the information on this Step click Supporting Operations in the bottom right of the screen to proceed to the next step.

4. Supporting Operations

- This step allows you to add 2 extra options to your summary report: JIG Type and any panel paint blending you may need to do.



4.1. Jig Type

- If you need to add a JIG type to your repair specification you can choose here from either Bracket or Universal: This will add the standard Thatcham jig time for the chosen system. Any opinion times such as pulling is not included



4.2. Available Blends

- Here the System will display to you any panels which you may wish to select for blending as a part of the repair specification. Just tick the checkbox and these will be selected for your summary report: This will generate a paint and material cost along with the paint time. Any MET time required is not included



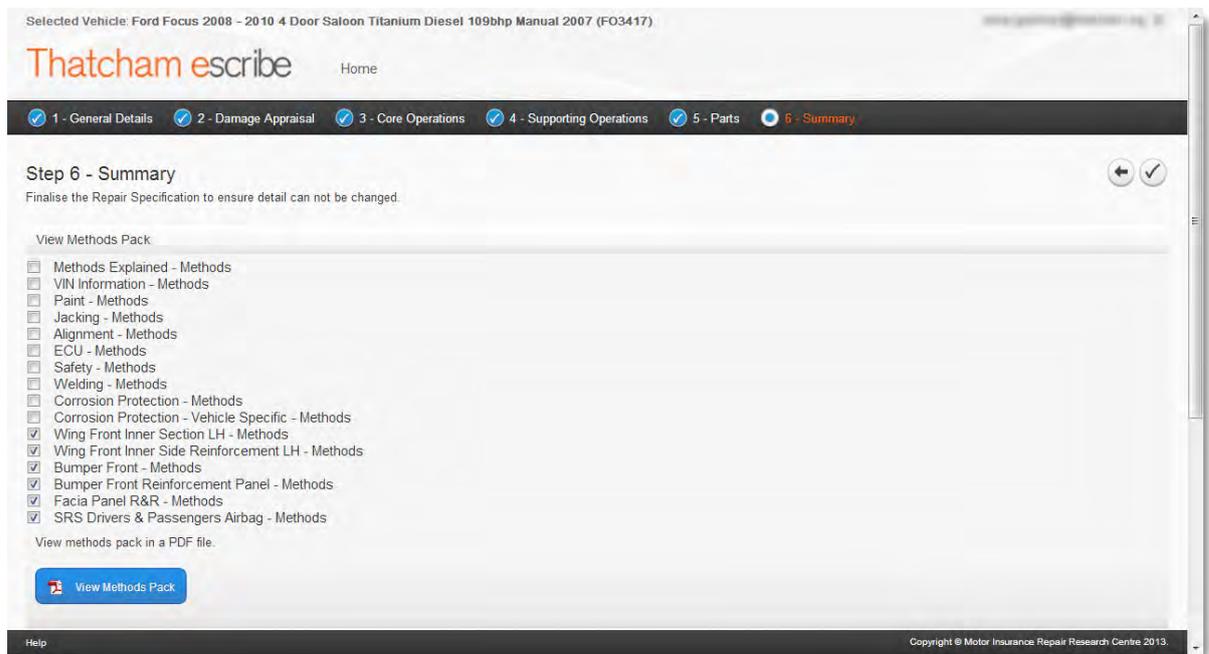
- Once you are happy with the information filled in for any supporting operations you have, then click on the blue button to continue to the **Summary** step.

5. Summary

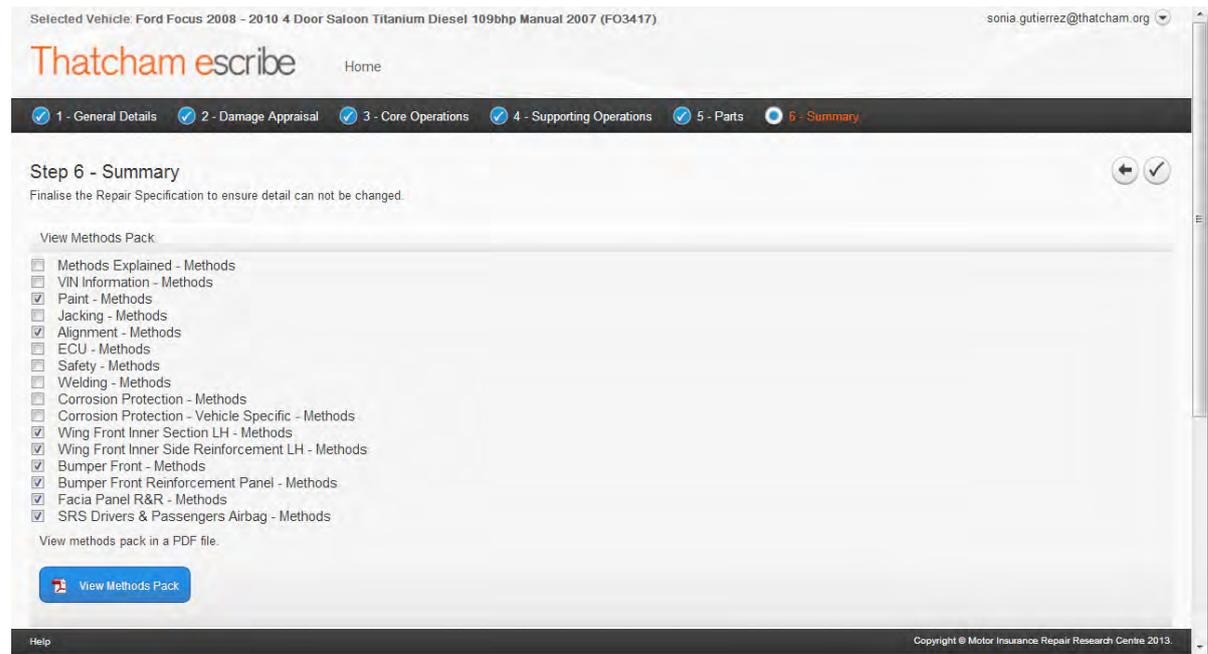
- This Step displays back to you all the information you have entered for your repair specification together with calculations the System has made and demonstrable breakdowns of how any Times have been achieved.
- You will find three different options:
 - View Methods Pack
 - View Summary Report
 - View M.E.T. Strip and Refit Report

5.1. View Methods Pack

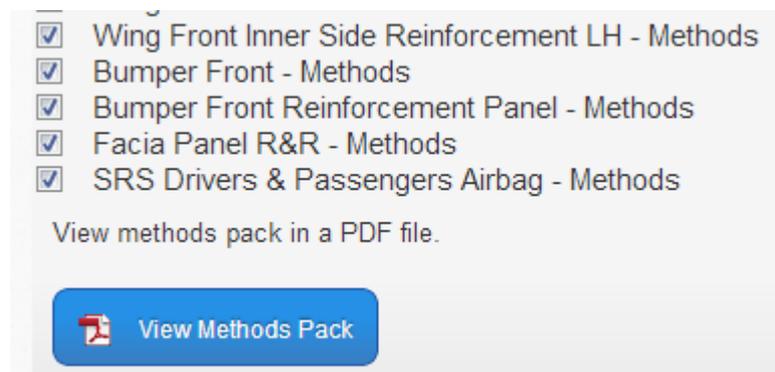
- Here you can select what sections you view in your Methods Pack. The checkbox list shows you all the panels you have selected plus all the standard and safety sections based on the choices which you made in Damage Appraisal:



- The default selection is to include only the selected panels from Damage Appraisal section. If you want to include some of the standard sections, or don't want to view all the Methods for panels you have selected, all you need to do is tick or untick the checkbox:



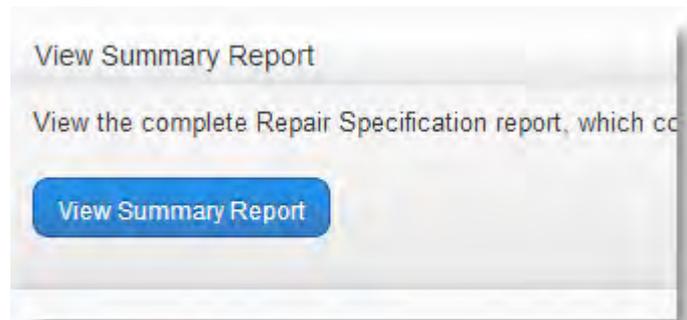
- When you are happy with your selection click on the button to view all the latest methods you have selected in your repair specification in a single PDF file. The PDF will open in a new tab on your internet browser. You can choose to save or print this file; however the only way to guarantee the latest Thatcham methods is to click on the “**View Methods Pack**” button of your saved repair specification:



- You can update your selection and view an updated Methods Pack as many times as you need
- When you save or move to another screen your current selections will be retained so that the next time you view the page your settings will be remembered
- Safety sections relating to a selected panel will always be shown to you as this is important information for you to be aware of every time you view the Methods Pack.

5.2. View Summary Report

- This is exactly the same information offered in Summary presented in a printer friendly format with an option on the screen to print:



Thatcham describe Repair Specification Report

[Print Report](#)

Details

Item	Details
TIM Job	0
Repair Specification Reference	Guide 1
Repair Specification Date	24/09/2013
Vehicle	Ford Focus 2008 - 2010 4 Door Saloon Titanium Diesel 109bhp Manual 2007 (FO3417)
Times Source	Ford Focus 2008 - 2010 4 Door Saloon Titanium Diesel 136bhp Manual 2007 (FO3419)
TTS Version	02/2013
TPS Version	02/2013
Paint Type	2 Stage Solid Clear Over Base

5.2.1. Details Summary

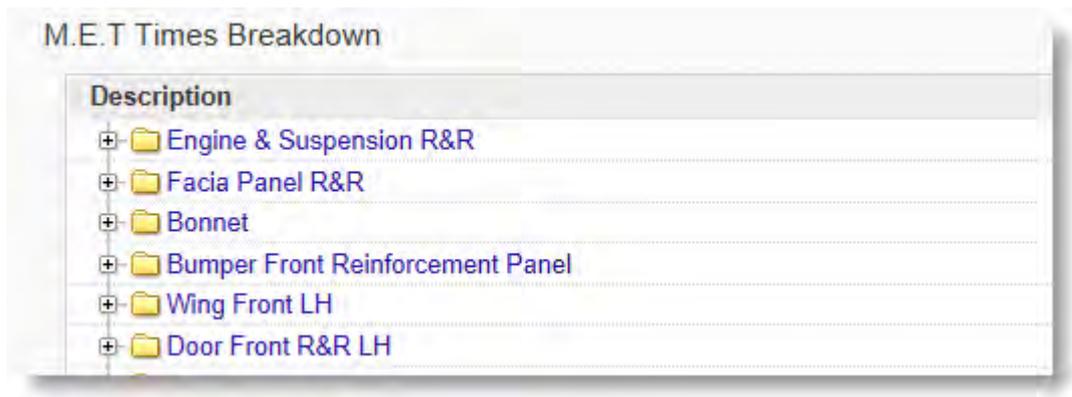
- The Details Summary provides an overview of all the information you need to know on your repair specification. Some of the information provided includes:
 - Repair Specification Reference
 - Date of repair specification (this will be locked in by finalising the repair specification)
 - TTS version used for calculations
 - TPS version used for calculations
 - Vehicle used by the System as the times source for calculations
 - Paint type
 - Jig information
 - Total time
- Please see the section for all the items.

5.2.2. Panels Summary

- This section shows all of the panels selected in the repair specification. If you have selected any panels for repair/refinish these will show with an X in the Repair/Refinish column. Sizes and any corrosion information are also displayed here.

5.2.3. M.E.T. Times Breakdown Summary

- This section shows the Times breakdown for M.E.T. To view the contents of each area you can click on the '+' to expand the selection:



- If there are any overlapping operations for a panel these can also be viewed by clicking on the '+ "Overlap" option:

Overlap	
A/C Pipes Condenser	3.46797
Airbag ECU	6.45846
Battery	0.75206
Battery Box	8.87287
Battery Retaining Clamp	3.84093
Centre Console Duct LH	1.62996

5.2.4. Panel Times Breakdown Summary

- This section shows the Times breakdown for Panels. To view the contents of each area you can click on the "+ " to expand the selection:

Panel Times Breakdown

Description	
+ Folder	Bonnet
+ Folder	Bumper Front Reinforcement Panel
+ Folder	Wing Front LH
- Folder	Door Front R&R LH
Document	Door Front Hinge Lower LH
Document	Door Front Hinge Upper LH
Document	OU-Door Front LH

- If there are any overlapping operations for a panel these can also be viewed by clicking on the “+ Overlap” option:

- Folder	Overlap	
Document	DV Health & Safety Preparation	9.1
Document	DV Vacuum Clean	4.3

5.2.5. Methods Operation Detail Summary

- Here you can see any method operational detail for selected panels to successfully complete your job. Just click on the panel to see the operation advice:

Methods Operational Detail

Panel	
- Folder	Wing Front Inner Assembly RH
Document	Apply Adhesive
- Folder	Chassis Leg Front RH
Document	Drill Out UHSS Spot Welds
- Folder	Wing Front Inner Side Reinforcement Rear RH
Document	Apply Adhesive

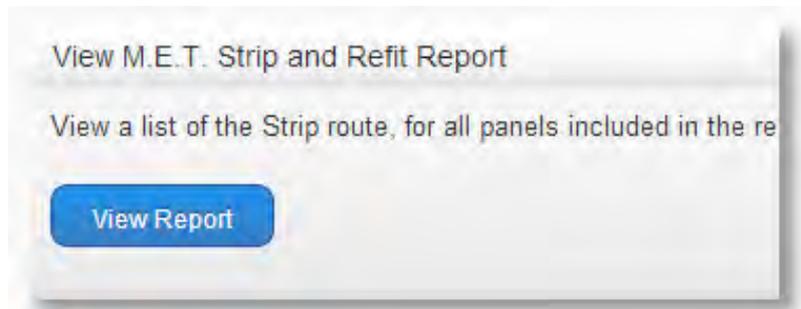
5.2.6. Blends Summary

- If you selected any panel blends then you will see them here with an X marked in the Selected column. Panel and reference are also given.

Blends	
Reference	Panel
LAP000	A Post Outer LH
LFD000	Door Front LH
RAP000	A Post Outer RH

5.3. View M.E.T. Strip and Refit Report

- This is exactly the same information offered in Summary presented in a printer friendly format with an option on the screen to print:



Thatcham describe M.E.T Strip and Refit Report

[Print Report](#)

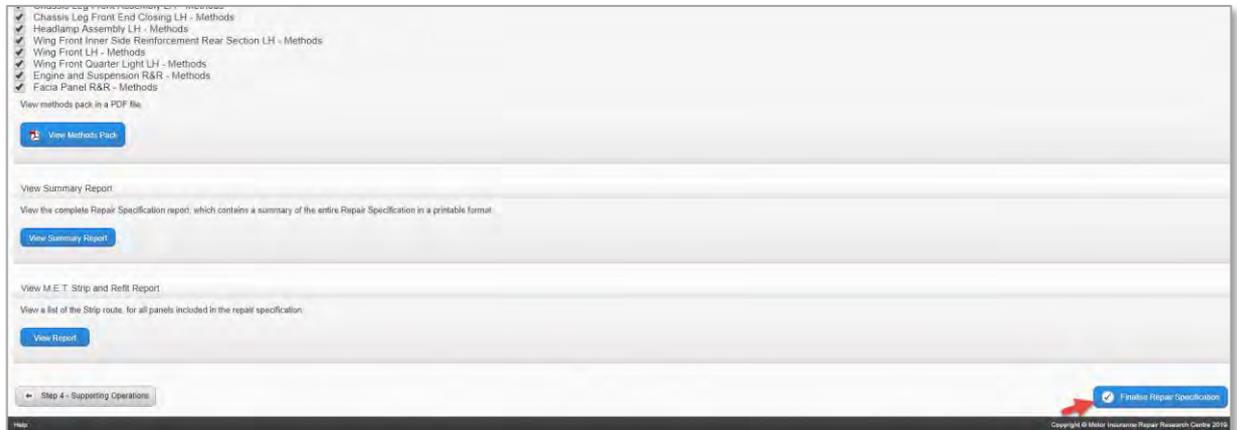
Guide 1 (24/09/2013 22:55)

Ford Focus 2008 - 2010 4 Door Saloon Titanium Diesel 109bhp Manual 2007 (FO3417)

Description	Time
ABS Sensor Front LH	1.49
Airbag Drivers Side	10.75
Airbag Passenger Side	9.55
Airbag Passenger Support Bracket(s)	10.53
Anti Roll Bar Front Link LH	2.41
Ashtray/Cigar Lighter Assembly	3.73
Battery	3.82
Battery Box	8.32
Battery Cover	2.51
Battery Retaining Clamp	3.84

5.4. Finalise Repair Specification

- Once you are happy with your Repair Specification click this button to lock in all System calculations including all Times calculations.



- To begin a new repair specification or search for an existing specification just click the “Home” option at the top of the screen.

F. METHODS WORKFLOW

- Select the “Methods Only” and click on the blue “Start” button in the bottom right of the page:



1. General Details

- This step captures some basic details about the vehicle and repair. It also shows you some generic documents which may assist with any repair:

Selected Vehicle: Audi A4 2008 - 2011 5 Door Estate Diesel 141bhp CVT 2008 (AU2594) escribe.thatcham+guide.company@gmail.com

Thatcham **escribe** Home

1 - General Details | 2 - Damage Appraisal | 3 - Core Operations | 4 - Summary

Step 1 - General Details

Please, complete the fields below to capture details about the vehicle.

Reference Details

Reference

Registration Mark

VIN

General Technical Documents | Supporting Methods | Technical Profile

General Technical Documents

Showing 1 to 10 of 22

Code	Description	Reason	Last Updated
TL893	Blanking Plug Set	Initial	09/08/2013 10:12
TL847	Adhesives in the Vehicle Body Panel Repair Process - Thatcham's Approach	Update Photo/Illustration	20/06/2013 14:03
TL854	Thatcham Quality Accredited Equipment	Update Photo/Illustration	20/06/2013 14:03
TL887	The new air conditioning gas R1234yf, what do you need to know	Update Photo/Illustration	20/06/2013 14:02
TL800	The Key to the symbols used within R2R methods	Initial	10/10/2012 10:50

1.1. Reference Details

- There are 3 fields here which must have details in them:
 - **Reference** – Please enter a meaningful reference for your repair specification here. This can be used to search for the repair specification in the future. For example this could be job card number or claim number.
 - **Registration Number** – Please fill in this mandatory field to keep the repair vehicle specific
 - **VIN** – Please fill in this mandatory field to keep the repair vehicle specific.

Reference Details

Reference	JOB001
Registration Mark	RE61KEY
VIN	BER123456789

1.2. Generic Documentation

- For each vehicle you select there are 3 types of general documents you can view:
 - **General Technical Documents** (These are Thatcham Newsletters containing either generic information or information specific to your selected vehicle).
 - **Supporting Methods**
 - **Technical Profile**
- There may be more than one page of documents for each area; you can scroll through these page by page. If you want to view any of these documents just click on the description and a PDF will be opened in a new tab for you:

General Technical Documents
Supporting Methods
Technical Profile

General Technical Documents

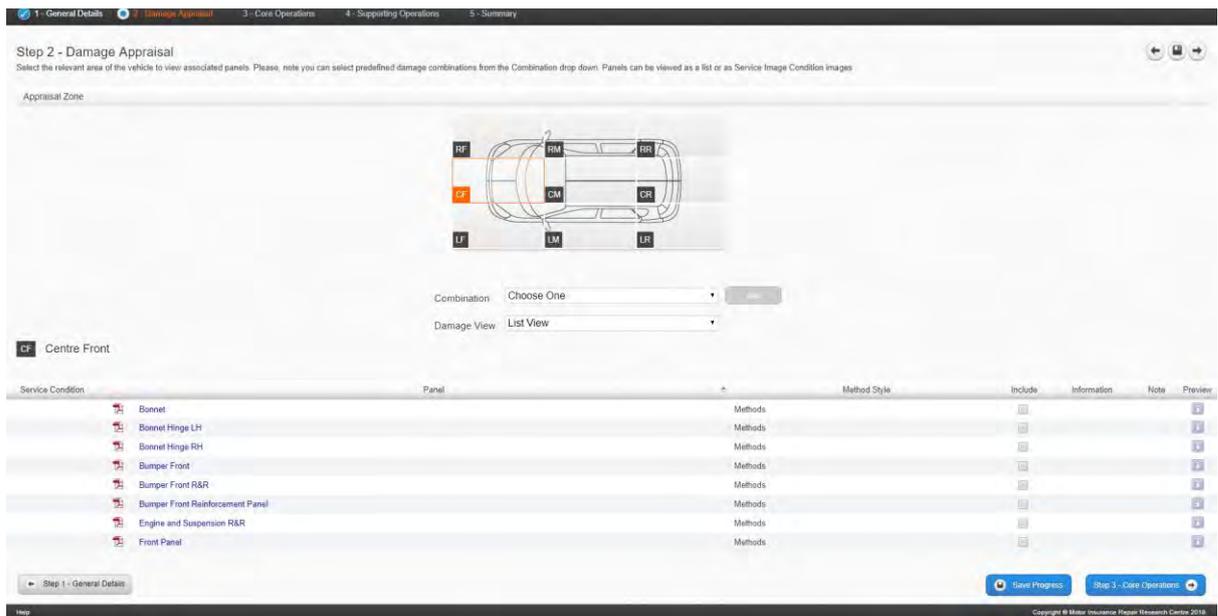
Showing 1 to 10 of 27

Code	Description	Reason	Last Updated
TL853	Thatcham Guidance on Tightening Torques	Updated	17/09/2013 05:19
TL896	The replacement of VIN markings after vehicle repairs	Initial	17/09/2013 05:05
TL897	Adaptor for Ford air-conditioning high-pressure service ports	Initial	17/08/2013 09:13
T15045	Thatcham 1st Sight Maserati Ghibli	Initial	10/08/2013 04:17
T15044	Thatcham 1st Sight LaFerrari	Initial	10/08/2013 04:17
T15041	Thatcham 1st Sight Bentley Flying Spur	Initial	10/08/2013 04:16
TL893	Blanking Plug Set	Initial	10/08/2013 04:12
TL847	Adhesives in the Vehicle Body Panel Repair Process - Thatcham's Approach	Update Photo/Illustration	21/06/2013 08:03
TL854	Thatcham Quality Accredited Equipment	Update Photo/Illustration	21/06/2013 08:03
TL887	The new air conditioning gas R1234yf, what do you need to know	Update Photo/Illustration	21/06/2013 08:02

- Once you are happy with all the details on the screen you can press the button Damage Appraisal to advance to the next stage. If there are any parts of the screen which haven't been added but are needed to move on, the System will find them and ask you to fill them in.

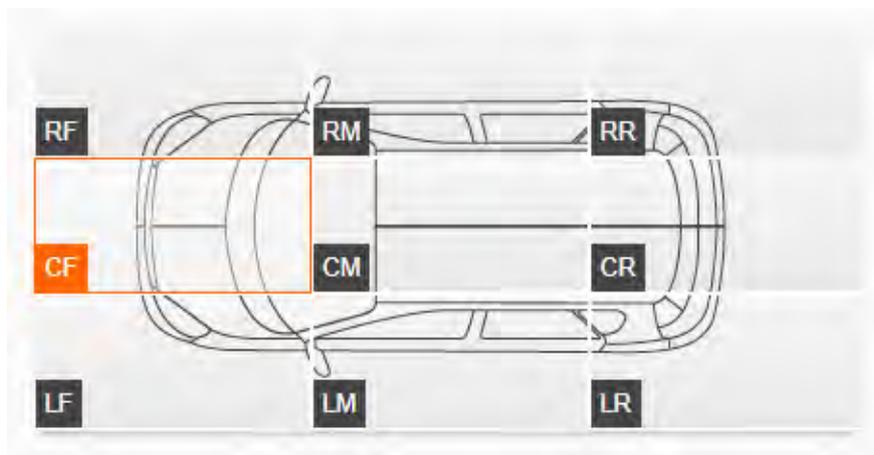
2. Damage Appraisal

- This step is where you can add the various panels which you need methods for to complete a repair specification. You can also view each individual method as a PDF, where present, by clicking on the description link. Overview of the step:



2.1. Appraisal Zone

- Select your list of panels by clicking on an appraisal zone of the vehicle. The vehicle is split into 9 different areas:



- You can see which area of the vehicle is highlighted as it will show with an orange outline.
- Once you have highlighted an area all the panels for that area of the vehicle will be shown on the bottom half of the screen.

2.2. Damage View

- There is a dropdown which allows you to select how you view the panels for selection:

Service Condition	Panel	Method Style	Include	Information	Preview
Bonnet		Methods	<input checked="" type="checkbox"/>		
Bonnet Air Intake		Methods	<input type="checkbox"/>		
Bumper Front		Methods	<input checked="" type="checkbox"/>		

- For every panel you have a **Preview** option which will show you an information on Times for the panel you've selected:
- These values are before overlap has been removed and therefore should just be looked at as a guide.

Preview

Chassis Leg Front End Closing RH

Times Information

M.E.T Time (hours):	1.4
Panel Time (hours):	0.8
Paint Time (hours):	2.1
Paint Cost:	76.64

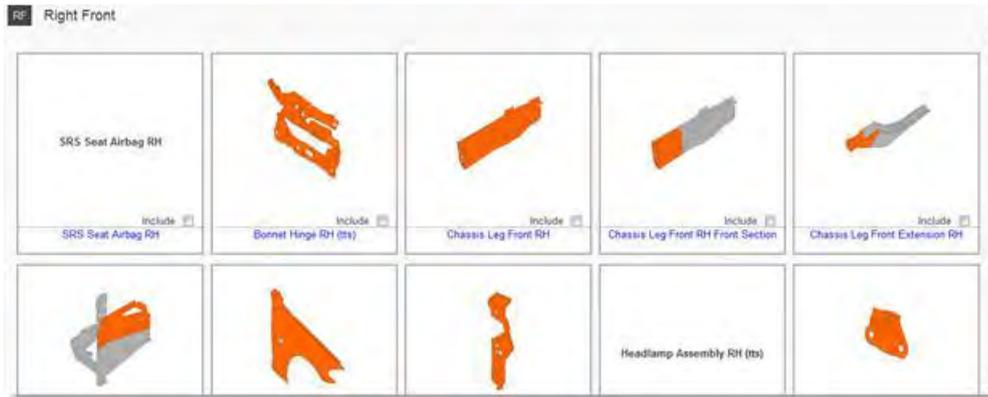
Close

- **List View** is good for easily seeing what you have selected at a glance:

Service Condition	Panel	Method Style	Include	Information	Note	Preview
Bonnet		Methods	<input type="checkbox"/>			
Bonnet Hinge LH		Methods	<input type="checkbox"/>			
Bonnet Hinge RH		Methods	<input type="checkbox"/>			
Bumper Front		Methods	<input type="checkbox"/>			
Bumper Front R&R		Methods	<input type="checkbox"/>			
Bumper Front Reinforcement Panel		Methods	<input type="checkbox"/>			
Engine and Suspension R&R		Methods	<input type="checkbox"/>			
Front Panel		Methods	<input type="checkbox"/>			

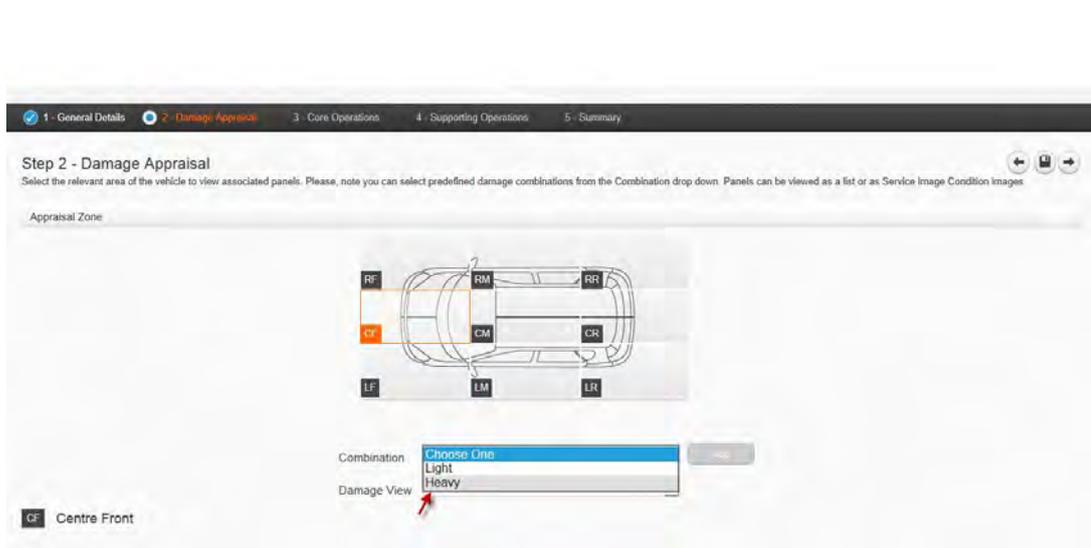
Step 1 - General Details
Save Progress
Step 3 - Cost Operations

- **Service Condition Image View** is good for selecting by Thatcham produced panel images – particularly handy if you are using a tablet:



2.3. Adding Combinations of Damage

- escribe can gather a combination of suggested panels for you for either a Light, Medium or Heavy collision on one of the 9 appraisal zones of the vehicle. The System will add panels across the vehicle which Thatcham believes will need to be reviewed following the impact. For example a heavy collision on the Right Front of the Vehicle will also pull in panels from the Centre Front of the vehicle.
- Select from the Combination dropdown:
 - Light : Low speed/energy
 - Medium: Medium/moderate speed/energy
 - Heavy: High speed/energy
- Full details of combination information can be found in [Appendix A](#)



- The “Add” button will now become active. Click the “Add” button and click “Yes” to accept and add the panels to your repair specification:



- You can review/update/deselect each panel for the selected appraisal zone in the list underneath. You do not have to use the **Combination** selector – **if you want to select individual panels you are able to do this**. You can also double check everything that has been added for the vehicle in **Core Operations**.

2.4. Viewing Individual Methods

- When selecting methods for your repair specification you can view each individual method quickly by clicking on the blue description hyperlink.
- A new tab will open in your web browser which will show you the PDF of the method. You can save and/or print any PDF. **Please note that saving or printing PDF will mean that you may not have the most up to date versions of the methods in the future. Every time you download a method from escribe you can be sure that this is the most up to date version that Thatcham have published.**

2.5. Viewing Available Method Types

- Where more than one method type is available you will be able to select a drop down list for the selected panel and tick the method type you need. The methods types available depend on what have been researched for your chosen vehicle. Possible method types are:
 - **Thatcham Methods:** A practically researched panel replacement method that provides Safe, efficient, best practice processes, which are consistent across all manufacturers.
 - **Thatcham Methods Extra:** A panel replacement method that is provided as a quick response to coverage analysis or customer feedback. Manufactures data is researched and provided in a consistent format.
 - **Thatcham Ready2Repair:** A vehicle specific recommendation document, to raise awareness of considerations and issues that may occur when repairing a panel.

Step 3 - Core Operations
All selected panels for each appraisal zone has been added to the list below. Please review the panels for this Repair Specification. You can remove or select to repair/refinish panels.

Service Condition	Panel	Method Style	Repair/Refinish	Include	Information	Note	Preview
	Chassis Leg Front Assembly LH	Methods	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
	Chassis Leg Front End Closing LH	Methods	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
	Engine and Suspension R&R	Methods	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Recommended		
	Facia Panel R&R	Methods	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Recommended		
	Headlamp Assembly LH	Methods	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
	Wing Front Inner Side Reinforcement Closing LH	Methods	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
	Wing Front Inner Side Reinforcement Front Section LH	Methods	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
	Wing Front Inner Side Reinforcement Rear Section LH	Methods	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
	Wing Front Inner and Chassis Leg Closing Section LH	Methods	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
	Wing Front LH	Methods	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
	Wing Front Quarter Light LH	Methods	<input type="checkbox"/>	<input checked="" type="checkbox"/>			

Step 2 - Damage Appraisal | Save Progress | Step 4 - Supporting Operations

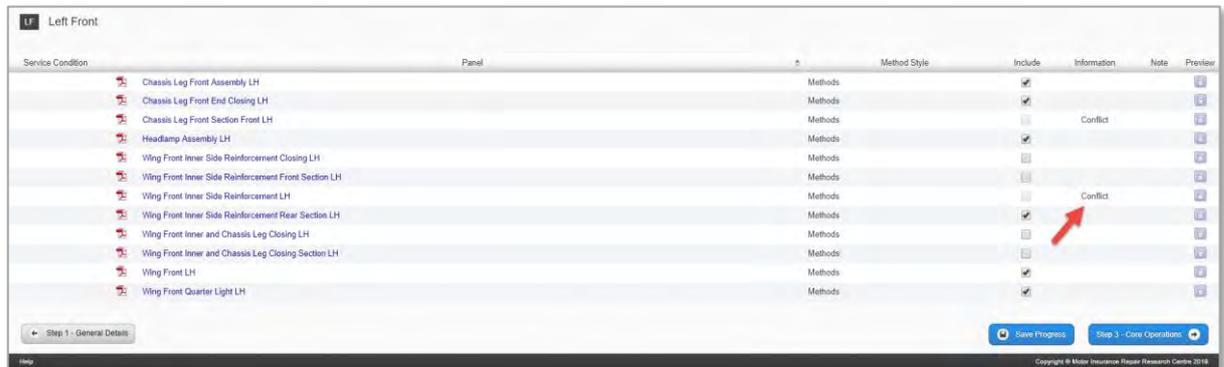
- When you click on the blue description hyperlink you will be shown the method matching your selection. If you have ticked two options they will both be displayed together when you click the link.
- Where only one type of method is available this will be selected by default.

Service Condition	Panel	Methods
 Headlining R&R		Methods
 Roof Panel		Ready2Repair

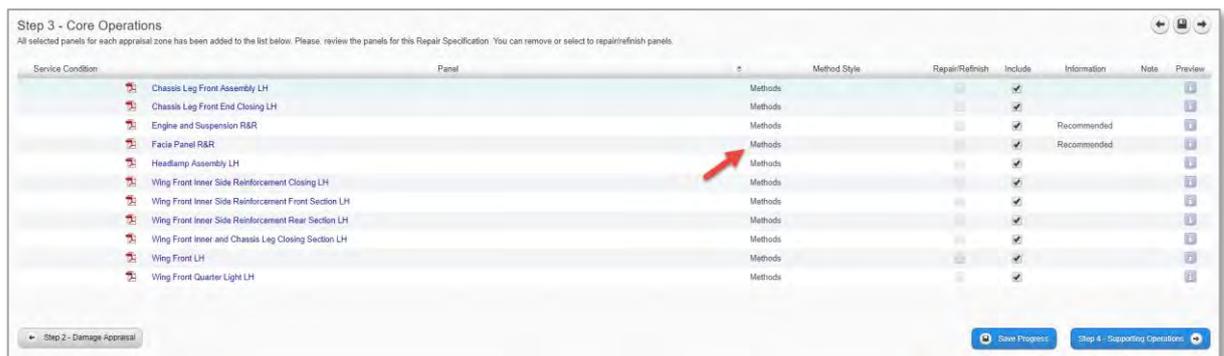
- Your selected method option will be included in you final method selection. If you have ticked two options they will both be included in the final methods selection.

2.6. Selecting/Deselecting Individual Methods

- You can select or unselect any panels using by ticking/unticking the Include checkbox



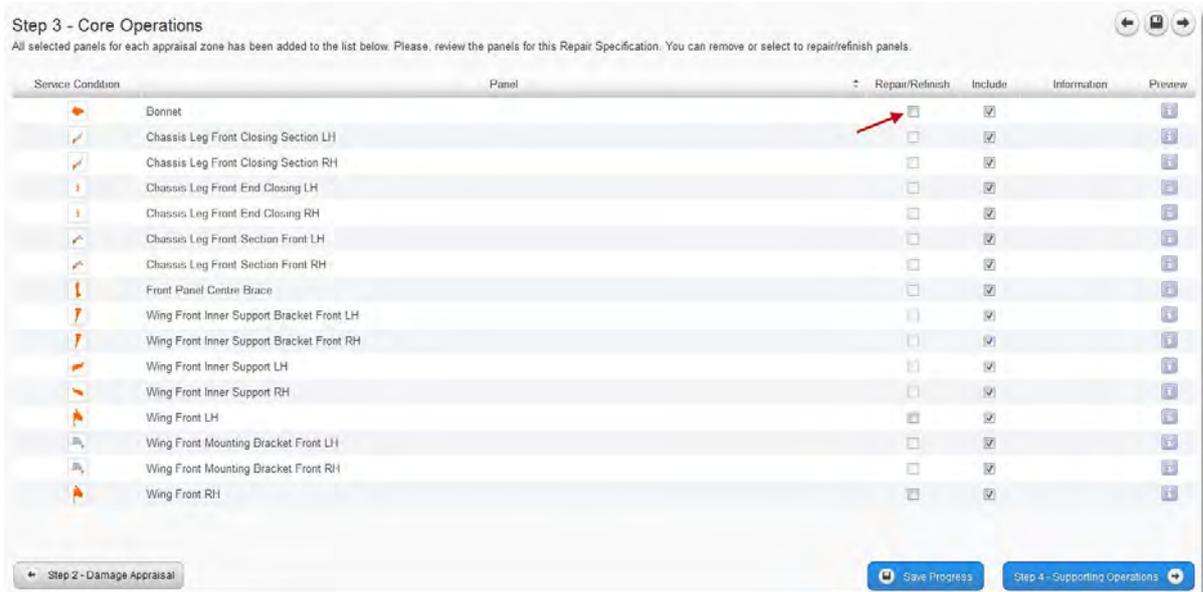
- You may also see two terms appear in the information column – Conflict and Recommended
- Conflict against a panel means that it is a sub panel of an already selected panel. This means it is greyed out and unavailable for selection. This prevents from accidentally including the same panel (or sub panel) twice which would have an implication on the Times calculation later on in the Repair specification. A panel showing as **Conflict** (conflict is with Chassis Leg Front RH above it):
- The other term is **recommended**. These appear following the addition of a collision Combination (such as Heavy) where Thatcham believe the panel is absolutely necessary for the repair specification at the level of damage. These panels can be removed in Step 3 should you need to remove them. There is a check to make sure you definitely want to add a level of collision damage when you click “Add”. If you have added these in error you must go to the Home screen and return to this repair specification. The System will return you to a blank Step 3 allowing you to make a new submission. A panel showing as **Recommended**:



- When you are happy with the panels you have added for your repair specification click on the Core Operations button in the bottom right of the page to advance.

3. Core Operations

- This step is a chance for you to review the panels selected for the final full methods pack of the repair specification. Overview of the Step:



3.1. Removing Panels from the Final Repair Specification

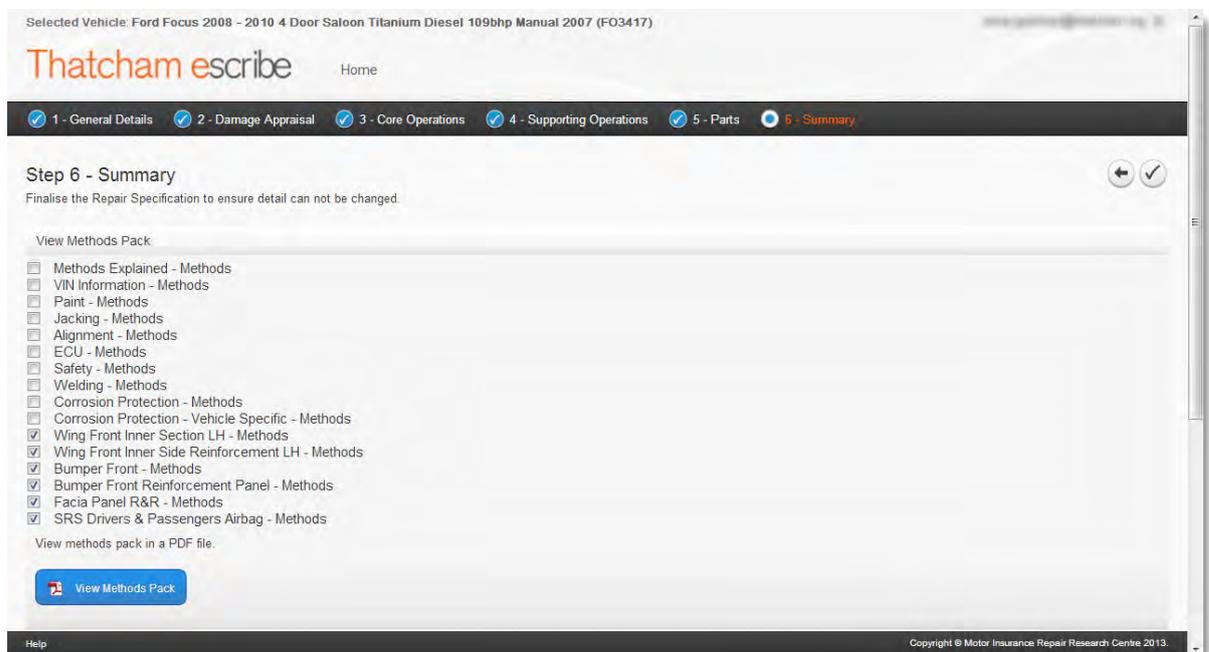
- You can choose to remove panels if you want at this stage. To do this you need to untick the Include checkbox and the panel will be removed.
- If you have a large number of panels selected you may need to view multiple pages on this step to see all the panels you require. When you are happy with the information on this Step click the blue button in the bottom right to proceed to the **Summary**.

4. Summary

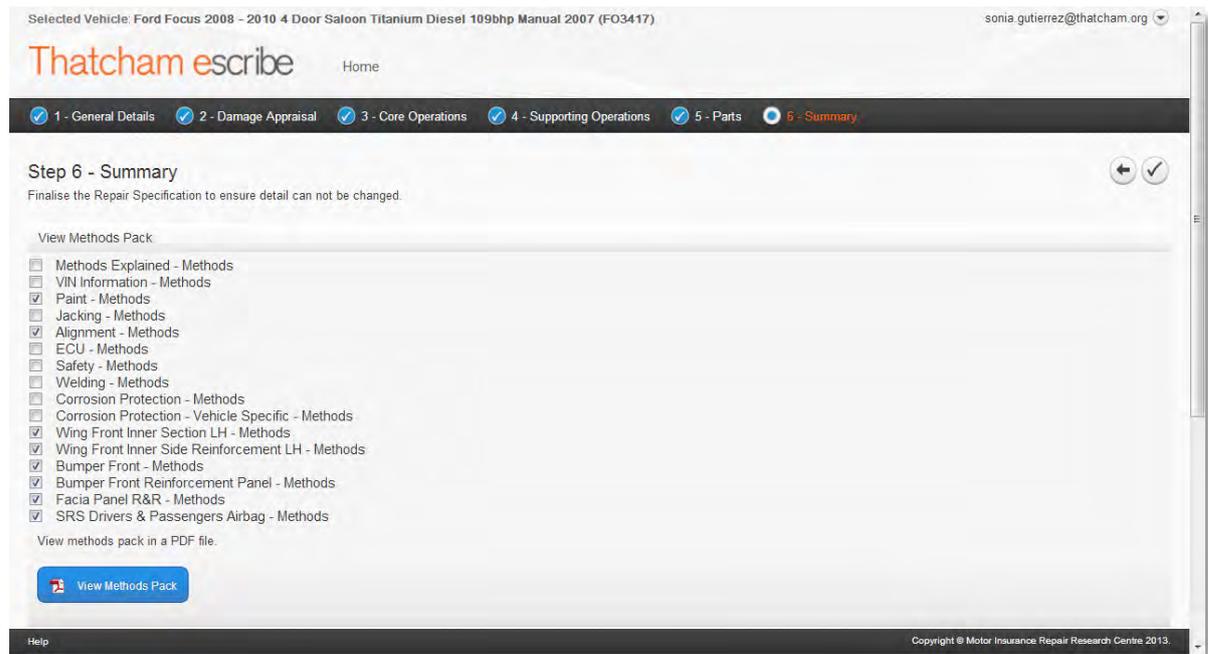
- This Step displays back to you all the information you have entered for your repair specification together with calculations the System has made and demonstrable breakdowns of how any Times have been achieved.
- You will find three different options:
 - View Methods Pack
 - View Summary Report
 - View M.E.T. Strip and Refit Report

4.1. View Methods Pack

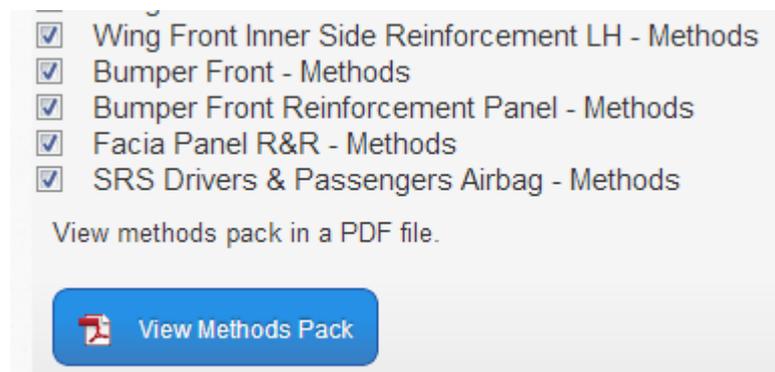
- Here you can select what sections you view in your Methods Pack. The checkbox list shows you all the panels you have selected plus all the standard and safety sections based on the choices which you made in Damage Appraisal:



- The default selection is to include only the selected panels from Damage Appraisal section. If you want to include some of the standard sections, or don't want to view all the Methods for panels you have selected, all you need to do is tick or untick the checkbox:



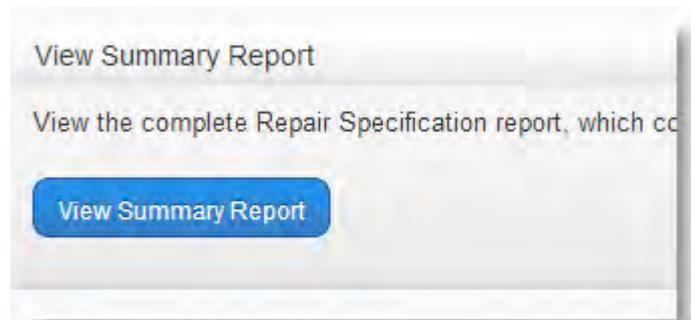
- When you are happy with your selection click on the button to view all the latest methods you have selected in your repair specification in a single PDF file. The PDF will open in a new tab on your internet browser. You can choose to save or print this file; however the only way to guarantee the latest Thatcham methods is to click on the “**View Methods Pack**” button of your saved repair specification:



- You can update your selection and view an updated Methods Pack as many times as you need
- When you save or move to another screen your current selections will be retained so that the next time you view the page your settings will be remembered
- Safety sections relating to a selected panel will always be shown to you as this is important information for you to be aware of every time you view the Methods Pack.

4.2. View Summary Report

- This is exactly the same information offered in **Summary** presented in a printer friendly format with an option on the screen to print:



4.2.1. Details Summary

- The Details Summary provides an overview of all the information you need to know on your repair specification. Some of the information provide includes:
 - Repair Specification Reference
 - Date of repair specification (this will be locked in by finalising the repair specification)
 - Vehicle used by the System as the times source for calculations

[Print Report](#)

Details

Item	Details
Repair Specification Reference	Test 3
Repair Specification Date	23/10/2013
Vehicle	Ford Focus 2008 - 2010 5 Door Estate Titanium Diesel 116bhp Manual 2007 (FO3429)

4.2.2. Panels Summary

- This section shows all of the panels selected in the repair specification. If you have selected any panels for repair/refinish these will show with an X in the Repair/Refinish column. Sizes and any corrosion information are also displayed here.

Panels			
Reference	Panel	Size (dm ²)	Corrosion
CRA000	Bumper Rear	79	
CM0041	Bumper Rear Reinforcement	0	
CFT000	Fuel Tank R&R	0	
LRW000	Quarter Panel (A) LH	71	CW
RRW000	Quarter Panel (A) RH	71	CW
LWI004	Quarter Panel Inner Extension LH	0	CW

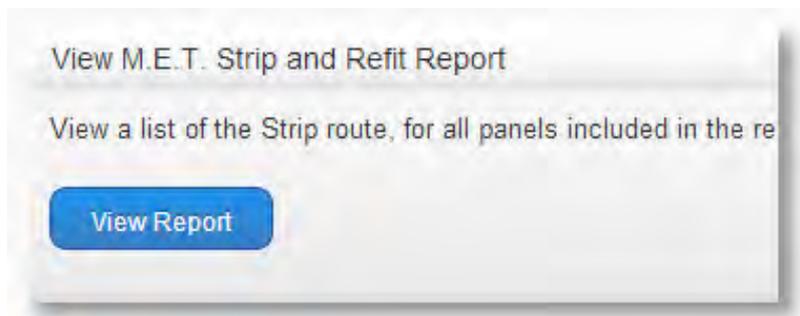
4.2.3. Methods Operational Detail

- Here you can see any method operational detail for selected panels to successfully complete your job. Just click on the panel to see the operation advice:



4.3. View M.E.T. Strip and Refit Report

- This is exactly the same information offered in Summary presented in a printer friendly format with an option on the screen to print:



Thatcham describe M.E.T Strip and Refit Report

[Print Report](#)

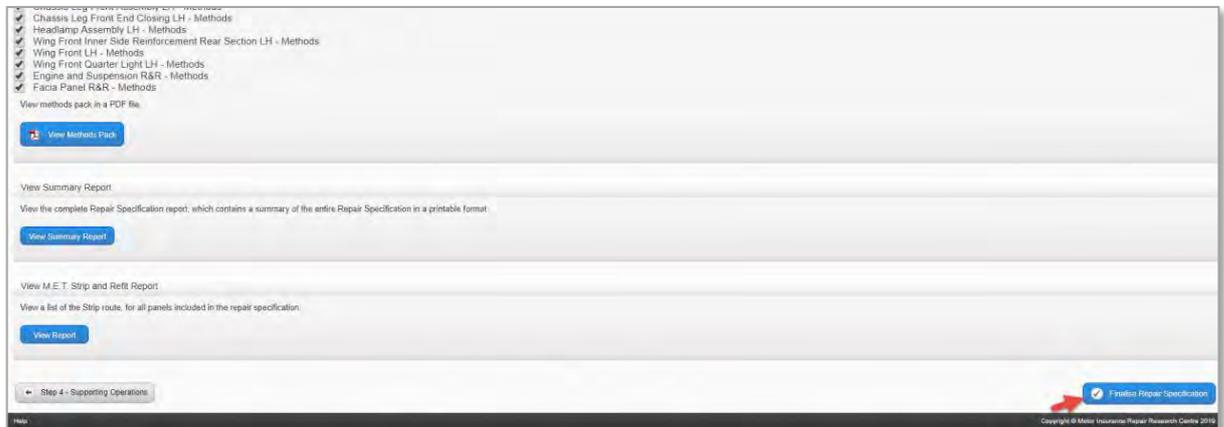
Guide 1 (24/09/2013 22:55)

Ford Focus 2008 - 2010 4 Door Saloon Titanium Diesel 109bhp Manual 2007 (FO3417)

Description	Time
ABS Sensor Front LH	1.49
Airbag Drivers Side	10.75
Airbag Passenger Side	9.55
Airbag Passenger Support Bracket(s)	10.53
Anti Roll Bar Front Link LH	2.41
Ashtray/Cigar Lighter Assembly	3.73
Battery	3.82
Battery Box	8.32
Battery Cover	2.51
Battery Retaining Clamp	3.84

4.4. Finalise Repair Specification

- Once you are happy with your Repair Specification click this button to lock in all System calculations including all Times calculations.



- To begin a new repair specification or search for an existing specification just click the word “Home” at the top of the screen.

G. WORKFLOW COMBINATIONS

- In addition to the above workflows where one information type can be retrieved, the following combinations can also be accessed:
 - Times and Methods
- The system will always default the workflow selection to the richest workflow type as per data held against the vehicle.

H. VIEWING YOUR EXISTING REPAIR SPECIFICATION

The top section of the Home page shows you the ten most recently created repair specifications. You can search through and view **any** of the repair specifications which have been created by all Users that are a part of your Company or site.

1. Ways to Search for a Repair Specification

- You can search for an existing repair specification on the **View your existing repair specification** section.

There are 3 ways to search:

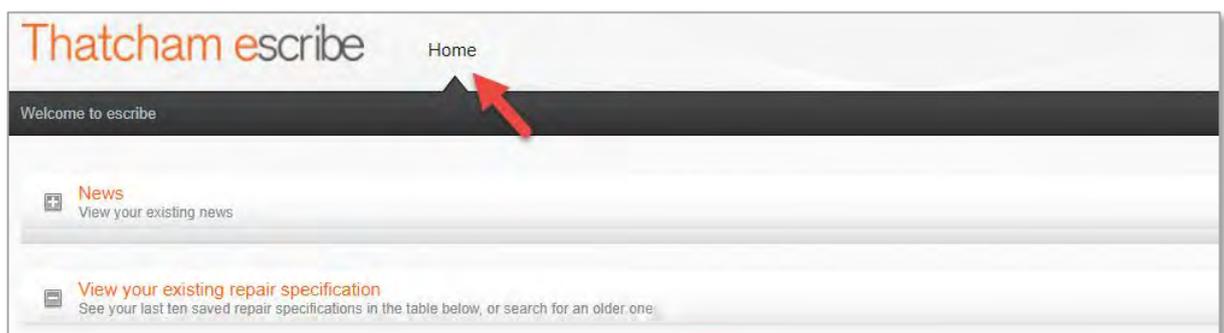
- By Reference
- By Registration Mark
- By VIN



- Please search for full terms in the textbox, for example for Registration Marks search without a space and in full capital letters.
- You can only search by one term at a time; however the System will return all repair specifications which match that term. How to View an Existing Repair Specification
- Once you have returned some results from your search all you need to do to view the repair specification is click on the blue link in the description.
- The System will return you to the last saved screen in the workflow of the repair specification.

2. Getting Back Home

- If you need to get back to the Home screen at any time during the repair specification process all you need to do is click on the word **“Home”** or the **“Thatcham escribe”** icon:



- Please note that the Repair Summary Report and any Methods viewed will open in a new browser tab, maintaining the repair specification in the original tab. The easiest way to get back to the repair specification from PDF Methods or the Summary Report print view is to close the active browser tab.

3. Vehicle in Focus

- At any time in the Repair Specification workflow you can see the vehicle you are working on by looking at the top left of the screen:



- Please note that focus is lost from a Vehicle when you go to the Home screen as you have exited the workflow.

4. Refresh Home Screen

- There is the option on the Home screen to refresh the listed existing repair specifications so that you can see the latest work completed by any colleagues:



5. Locked items on the Home Screen

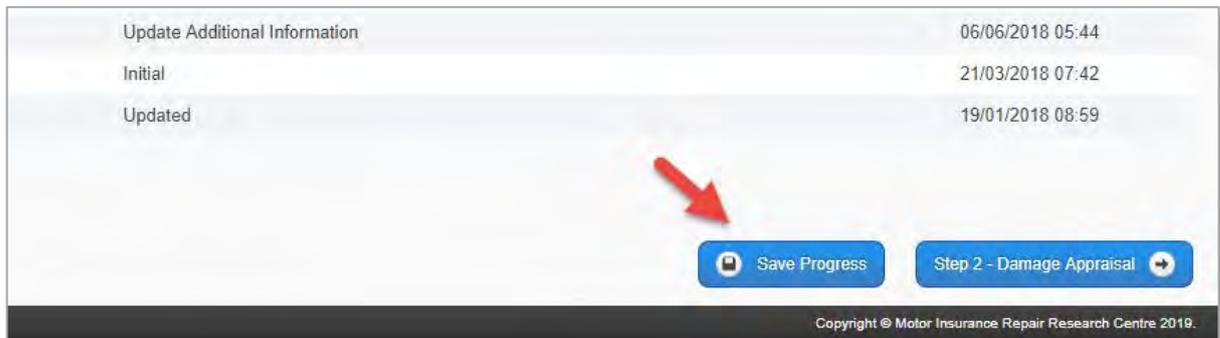
- If any other Users in your Company are completing a repair specification which has already been saved then you will see this on the Home screen – the description will be in grey text (not a link) and the information column will tell you that it is locked:



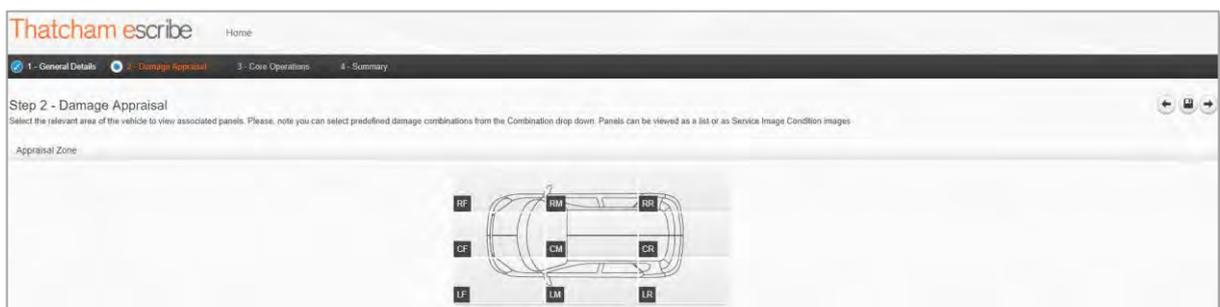
- The repair specification will become unlocked once the other User has exited it. If you refresh the Home screen then the repair specification will then be available for you to view/update.

6. Saving Your Repair Specification Mid-Flow

- You can save your repair specification at any of the Steps and return to it in the future to complete. There is a **“Save Progress”** button at the bottom of every step by the **“Next Step”** button:



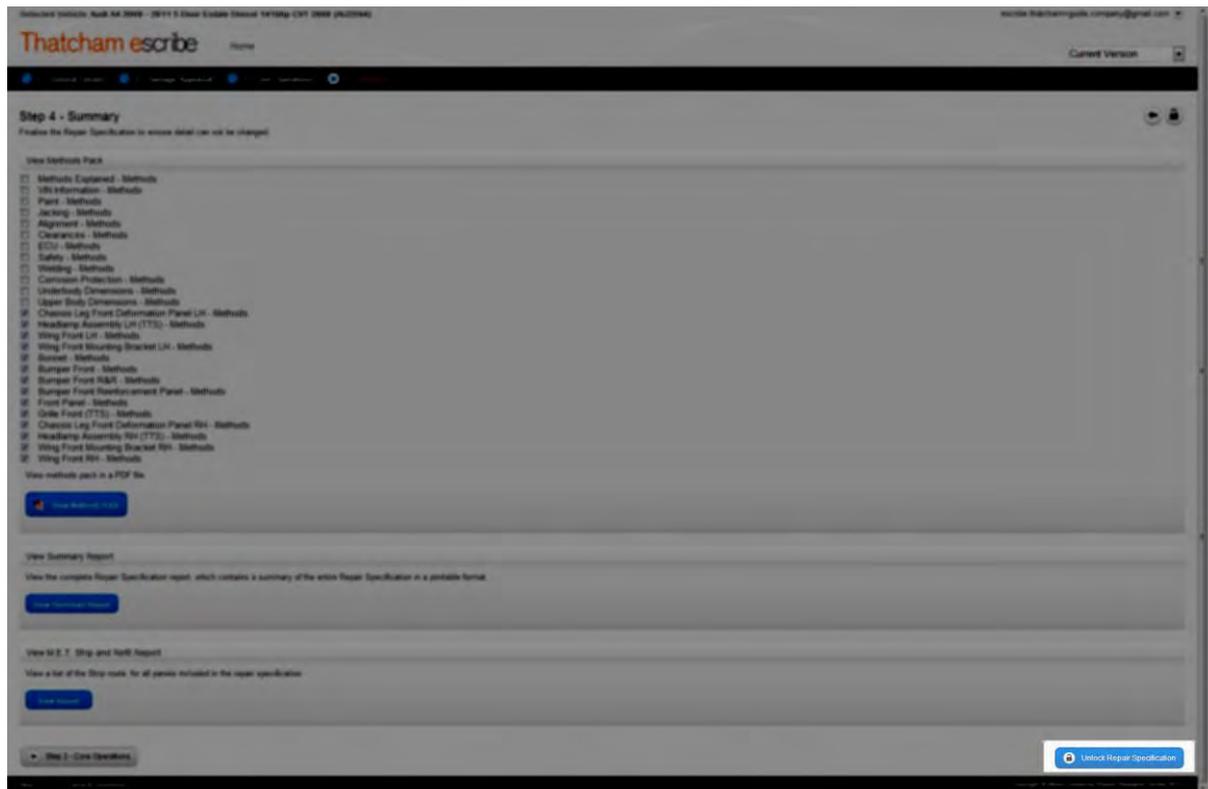
- And there is an icon at the top of every step (there are also arrows to go back or forwards beside this icon):



- Your repair specification is saved automatically by the System each time you advance to a new Step.

7. Unlocking & Creating a New Version

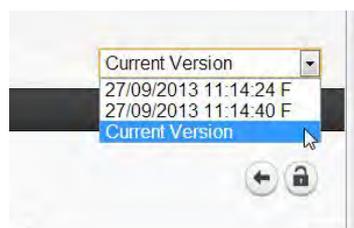
- If you have finalised a repair specification and you want to revisit it and create an updated version, you can do this without having to enter all the Vehicle information for a second time.
- Go to **Summary** and click on the **“Unlock Repair Specification”** button in the bottom right:



- You will be asked if you are sure you want to proceed:



- Click **“Yes”** and a new version will be created. The integrity of the original will be maintained but you will be able to create a new repair specification based on the Vehicle information you have already entered.
- You can visit any of the Steps to enter new data for your new version. The new version will be saved the next time you save a Step. You can see the new version and flick between version in the top right of the screen via a dropdown menu. Versions are easily identified by the date and time that they were finalised:



I. SUPPORT INFORMATION

- If you have any feedback, cannot find any of the answers to the queries you have in this or any of the other escribe user guides then you can contact escribe support:

Australia	New Zealand
<p>Email: help@thatchamescribe.com.au</p> <p>Phone: 1300 769 362</p> <p>www.thatchamescribe.com.au/escribe/help-centre</p>	<p>Email: help@thatchamescribe.co.nz</p> <p>Phone: 0800 786925</p> <p>www.thatchamescribe.co.nz/escribe/help-centre</p>

J. APPENDIX A: COMBINATION INFORMATION

- Combinations are provided as starter points for damage assessment based on typical accident scenarios, applying Thatcham's unique research knowledge by providing relevant panel associations for inclusion within the repair specification.
- Standard combinations provided can also have single panels or combination panels added to or removed. (All work type time overlap will automatically be calculated by the system)
- When adding certain combination panels, a Methods advice function will advise and automatically add replacement or remove and refit panels (recommended panels) which Thatcham have deemed necessary to enable the correct fitment method of the selected panel.

1. Front Combinations

- Light (F1 R/L F2):
 - RF/LF: Low speed/energy frontal- impact direction offset to corner
 - CF: Low speed/energy frontal- impact direction central
- Medium (F5 R/L F6):
 - RF/LF: Medium energy frontal impact direction offset to corner – bespoke to the vehicle design typically includes structural short section panels
 - CF: Medium energy frontal impact direction central – bespoke to the vehicle design typically includes structural short sections for centre and both corners
- Heavy (F3 R/L F4):
 - RF/LF: High speed/energy frontal impact direction offset to corner – typically including structural components
 - CF: High speed/energy frontal impact direction Central – typically including structural components for centre and both corners

2. Side Combinations

- Light (S1 R/L S2 R/L):
 - RM/LM: Low speed/energy side - impact offset to side
- Medium (S4 R/L):
 - RM/LM: Medium energy side/swipe impact direction typically including all cosmetic components/panels
- Heavy (S3 R/L):
 - RM/LM: High speed/energy side - impact point central – typically including structural component/panels in the B Post area

3. Rear Combinations

- Light (R1 R/L R6):
 - RR/LR: Low speed/energy rear- impact direction offset to corner
 - CR: Low speed/energy rear- impact direction central
- Medium (R5 R/L, R2):
 - RR/LR: Medium energy rear direction offset to corner – bespoke to the vehicle design typically includes section panels
 - CR: Medium energy rear impact direction centre – bespoke to the vehicle design typically includes section panels for centre and both corners
- Heavy (R3 R/L R4):
 - RR/LR: High speed/energy rear impact direction offset to corner – typically including structural components/panels
 - CR: High speed/energy rear impact direction centre – typically including structural components/panels for centre and both corners