

It's Free

www.crashzone.com.au

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Setting up Crashzone for PNET

To setup PNET you first need you PNET username and password. Please contact PNET if you don't already have the details.

PNET: 1300 138 060 Email: PNET_support@suncorp.com.au

PNET website login <https://pnet.suncorp.com.au/pnet/>

Please email your details to support@crashzone.com.au
Setup takes approximately 24 hours to complete.

Please note that Crashzone needs to setup your PNET mailbox before you can send and receive jobs in Crashzone.



Checking for new jobs and authorised quotes

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Search Adv Search

New ORM **PNET** All Quote Job Invoice Finished

Ref	Date	Owner	Rego	Make	Model	Colour	Insurance
5074	01/06/2011	ALEXANDER RIGHT	AEY321	FERRARI	F430	RED	
5073	01/06/2011	FRANK STOOL	TYI299	FORD	FOCUS	WHITE	
5072	30/05/2011	BOBBY COOL	123ABCDEF	AUDI	R8	GREY MET	Testing Insurance
5071	16/05/2011	SAM SMITH	XR621A	FORD	FALCON	GREY MET	NRMA
5070	14/05/2011	SAM SMITH					NRMA
5069	14/05/2011	JOHN CANON	TAS122	JEEP	CHEROKEE	BLACK MET	NRMA
5068	14/05/2011	JOHN CANON	TAS122	JEEP	CHEROKEE	BLACK MET	NRMA
5067	14/05/2011	JOHN CANON	TAS122	JEEP	CHEROKEE	BLACK MET	NRMA
5066	14/05/2011	JOHN CANON	TAS122	JEEP	CHEROKEE	BLACK MET	NRMA
5065	13/05/2011	Front Light template	ABC123	HOLDEN	COMMODORE	BLACK MET	NRMA
5064	13/05/2011	JOHN CANON	ABC123	HOLDEN	COMMODORE	BLACK MET	NRMA

- From the main page of Crashzone click on the **PNET** button to check for new or updated jobs.
- Any new or updated job will be flagged with a Star symbol.

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Search Adv Search

New ORM **PNET** All Quote Job Invoice Finished

Ref	Date	Owner	Rego	Make	Model	Colour	Insurance
5074	01/06/2011	ALEXANDER RIGHT	AEY321	FERRARI	F430	RED	AAMI
★ 5071	01/06/2011	FRANK STOOL	TYI299	FORD	FOCUS	WHITE	AAMI
5072	30/05/2011	BOBBY COOL	123ABCDEF	AUDI	R8	GREY MET	Testing Insurance
5071	16/05/2011	SAM SMITH	XR621A	FORD	FALCON	GREY MET	NRMA
5070	14/05/2011	SAM SMITH					NRMA
5069	14/05/2011	JOHN CANON	TAS122	JEEP	CHEROKEE	BLACK MET	NRMA
5068	14/05/2011	JOHN CANON	TAS122	JEEP	CHEROKEE	BLACK MET	NRMA
5067	14/05/2011	JOHN CANON	TAS122	JEEP	CHEROKEE	BLACK MET	NRMA

New job request for quote example.

Note

New

Quote Request Number: 1585127
 claimDescription: I WAS IN THE CARPARK ON WORTON STREET I WAS LEAVING THE CARPARK, THERE WAS NO ONE PARKED IN THE SPACE OPPOSITE MY CAR, SO I DROVE FORWARD TO LEAVE, AS I WAS DRIVING FORWARD I HAVENS JUDGED THE CAR ON MY RIGHT NEXT TO THE EMPTY SPACE I WAS DRIVING THROUGH AND HAVE SCRAPPED THE DRIVER SIDE OF THEIR CAR, IN DMS - FR BUMPER TO DMS - DRIVER SIDE

processType: MOTOR ON ROAD DRIVEABLE 03/06/2011 09:11 ✉ ✕

operationalUnit: JC NSW
 claimManager: PSL
 corporateCustomer: JCR
 offsiteQuoting: YES
 workLocation: JC NSW
 quoteDueTime:
 companyName:



Quoting method for PNET jobs

- PNET has 3 quote method indicators, the indicator dictates the method you must use when submitting the quote through the PNET system.

Quoting Method: C	Quote for paint & labour items by cost All items on the quote must have a dollar figure. Hours and rate and not used with quoting method C
Quoting method: H	Quote for paint & labour items by hours/rate All labour must have an operation time and hourly rate
Quoting Method: E	Quote for paint & labour by cost or hours/rate The quote can be submitted in either format

Please note:

- *All manual quotes (jobs that you have not received a request for quote) will be **Quoting method H** by default.*
- *You cannot submit a quote without the correct quoting method.*
- *A maximum of 25 images (per job) can be sent through the PNET system.*



Sending a quote (Request for quote)

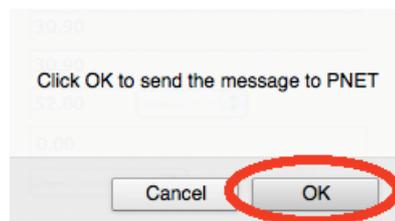
- From the new request add your quote, labour & parts based on the quoting method indicated in the request.
- Add your image to the quote before sending the job to PNET.
- A maximum of 25 images is allowed per PNET job.

The screenshot shows the 'It's Free' software interface for creating a quote. The form is divided into several sections:

- Owner:** SCOTT LOGAN, 92 GLEBE POINT RD GLEBE, 02 9662 2022, slogan@saapt.com.au
- Shop:** Quote: 5029, Date in: 06/06/2011, Date out: 12/06/2011, Estimator: [blank], Total: \$1,765.28, Status: Quote
- Vehicle:** Rego: VW4888, D.O.M: 10/2003, Make: FORD, Model: FALCON, Series: [blank], Badge: [blank], Colour: SILVER, Body: [blank]
- Rates:** RR: 30.90, Repair: 30.90, Paint: \$2.00, Part Markup: 0.00, Body: [blank]
- NTAR vehicle list:** CAPRI CONVERT 01/89 01/92 4C, ARNIE Branches, SUN, GIO, AMP, [blank], FRO, VEROCOP

At the bottom of the form, there are buttons for 'Update quote', 'PNET' (circled in red), 'Estimage', 'Bodynet', and 'DOL'. On the right side, there are four small images of a silver car.

- When you are ready to send the quote to PNET press the **PNET button** in the details page.



- Click OK to send the quote.
- All images are automatically sent with the quote to PNET.
- Once sent a new message will be added to the notes in the details page to confirm that the quote has been successfully sent.

Latest Quote/Supp Item has been sent to Pnet [View](#)

20/05/2011 09:48

- The note includes a copy of what has been sent to PNET and shows the time and date stamp for your records.



Sending a quote to PNET (manual quote)

- It is possible to send a quote through PNET before you receive a request for quote; this is called a manual quote.
- To send a manual quote you need to have the correct Claim number and rego number for the vehicle.
- When you have the quote ready to send press the PNET button in the details page to send the quote.

Rates

RR:

Repair:

Paint: --

Part Markup:

Body: --

NTAR vehicle list:

- A new note is added at the bottom of the details page with a copy of what has been sent confirming the quote has been sent to PNET.

3560	Normal	Remove & Replace	FRONT BUMPER	145.00	
3560	Normal	Remove & Replace	FRONT DRIVING LIGHTS, BRACKETS & WIRING	30.00	
3560	Normal	Remove & Replace	ENGINE SPLASH TRAYS	20.00	
3560	Normal	Remove & Replace	FRONT GUARD SPLASHLINER LH	15.00	
3560	Normal	Remove & Replace	FRONT GUARD SPLASHLINER RH	15.00	
3560	Normal	Remove & Replace	R/H HEADLAMP ASSY	20.00	
3560	Normal	Remove & Replace	R/H/F WHEEL ARCH MOULD / STEP	35.00	
3560	Normal	Remove & Replace	R/H/F GUARD EDGE	5.00	
3560	Normal	Remove & Replace	R/H/F GUARD REFLECTOR / REPEATER	5.00	
3560	Normal	Remove & Replace	R/H/F DOOR & NEC. DIS/ASS	350.00	
3560	Normal	Remove & Replace	R/H/F DOOR CABIN REPTURE WEATHER SEAL	30.00	
3560	Normal	Remove & Replace	R/H/R NEC HARDWARE	150.00	
3560	Normal	Remove & Replace	R/H/R DOOR 1/4 GLASS	132.00	
3560	Normal	Remove & Replace	R/H/R DOOR MOULD	10.00	
3560	Normal	Parts	R/H/F DOOR FRAME MOULD	207.30	
3560	Normal	Parts	R/H/F DOOR MOULD	119.30	
3560	Normal	Parts	R/H/F DOOR GLASS	407.66	
3560	Normal	Remove & Replace	BONNET & NEC. FITTINGS INC GRILLE X2 VENTSK2	145.00	
3560	Normal	Repair	BONNET	600.00	
3560	Normal	Paint	BONNET	450.00	
3560	Normal	Paint	R/H/F GUARD	220.00	
3560	Normal	Paint	R/H/F DOOR OUT & IN	320.00	
3560	Normal	Paint	L/H/R DOOR	240.00	
3560	Normal	Paint	OVEN ALLOWANCE	80.00	
3560	Normal	Paint	MIX & MATCH	35.00	
3560	Normal	Repair	R/H/R DOOR	450.00	
3560	Normal	Remove & Replace	R/H/F DOOR MIRROR ASSY + DIS COVER	25.00	
3560	Normal	Paint	R/H/F DOOR MIRROR ASSY	60.00	
3560	Normal	Repair	VACUUM DETAIL CABIN BROKEN GLASS	75.00	
3560	Normal	Repair	R/H/F DOOR & FRAME	900.00	
3560	Normal	Parts	R/H/F DOOR WEATHER SEAL (CABIN ENTRY)	159.42	
3560	Normal	Parts	R/H/F DOOR BALLEEY CHANNEL SEAL (REAR VERTICAL GLASS SEAL)	198.56	
3560	Normal	Parts	R/H/F DOOR TRIM (WOOD GRAIN & INNER DOOR HANDLE FACIA SCRACHED)	443.96	
3560	Normal	Parts	R/H/R DOOR MOULD	107.62	
3560	Normal	Parts	L/H/R DOOR 1/4 GLASS	183.45	
3560	Normal	Parts	R/H/F DOOR FRAMEN MOULD VERTICAL	167.67	
3560	Normal	Parts	R/H/F DOOR BELT MOULD	80.52	
3560	Normal	Parts	R/H/F DOOR BALLEEY SEAL	8.37	
3560	Normal	Parts	R/H/R DOOR HANDLE (REPORT WHEN DISMANTLED)	170.87	
3560	Normal	Parts	L/H/R DOOR GLASS FRAME	33.93	



Writing a quote for PNET

- Make sure the quote is written using the correct quoting method (C, H or E)
- The quote won't send if the method is incorrect (error message when pressing PNET)
- Other than report items all lines on the quote must have a value.

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5029 Search Adv Search

< Back 5029 ITAR

RR REPAIR PAINT PARTS SUBLETS OTHER Details Quote View

	DESCRIPTION	RATE	HRS	\$
FRONT BAR	FRONT BUMPER		10.00	309.00
GRILLE	FRONT GUARD SPLASHLINER LH			
FRONT LIGHTS	FRONT GUARD SPLASHLINER LH		1.00	30.90
RADIATOR SUPPORT	FRONT GUARD SPLASHLINER RH			
BONNET	LH/F BUMPER END			
ENGINE BAY	RH/F BUMPER END			
CHASSIS FRONT	FRONT BUMPER REINFORCEMENT			
	LH/F BUMPER REINFORCEMENT			
	REPORT LH/F CHASSIS RAIL			0.00

- Type the word “REPORT” in front of a description to place an item on report

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5029 Search Adv Search

< Back 5029 ITAR

RR REPAIR PAINT PARTS SUBLETS OTHER Details Quote View

	DESCRIPTION	RATE	HRS	\$
FRONT BAR	AIR CONDENSER			
GRILLE	AIR BAG			
FRONT LIGHTS	ALARM			
RADIATOR SUPPORT	AMPLIFIER			
BONNET	BULL BAR			
ENGINE BAY	BODY WORK			
CHASSIS FRONT	BUMPER BAR			
LH/F GUARD	COMPACT DISC PLAYER			
RH/F GUARD	COMPACT DISC STACKER			
LH/F DOOR	COMPUTER			
RH/F DOOR	DECALS			
LH/R DOOR	DIFFERENTIAL			
RH/R DOOR	ELECTRICS			
LH BODY SIDE PANEL	ENGINE			
RH BODY SIDE PANEL	EXHAUST			
LH/R QTR PANEL	FUEL TANK			
RH/R QTR PANEL	HEAD LAMP			
TURRET	LIQUID PETROLEUM GAS			
TAILGATE	MECHANICAL			
BOOTLID	MING FINISH			
REAR BUMPER	CAR PHONE			
REAR LIGHTS	PAINT PROTECTION			
BEAVER PANEL	RADIO CASSETTE			
BOOT FLOOR	RADIATOR			
FRONT MECHANICAL	RADIO			
REAR MECHANICAL	RECEIVER DRYER			
INTERIOR	RUST PROOFING			
MISCELLANEOUS	SOFT TOP			
TRUCK	SIGN WRITING			
AAMI SUBLETS	SOUND SYSTEM			

- Any sublet items must be selected from “AAMI SUBLETS” in the choice list

Please note: Make sure to only add sublet items from the choice list to avoid getting an error message when sending the quote. Any non-sublet item should be added to the “OTHER” section of the quote.



Authorised quote from PNET

When a job is sent back from PNET as authorised

- You will receive a notification email from Crashzone to your email address.
- A star symbol will appear next to the quote number on the main page.

(Star symbol will be removed once you click on the job)

Ref	Date	Owner	Rego	Make	Model	Colour	Insurance
5074	01/06/2011	ALEXANDER RIGHTAHEY321		FERRARI	F430	RED	AAMI
5072	01/06/2011	FRANK STOOL	TY1299	FORD	FOCUS	WHITE	AAMI
5072	30/05/2011	BOBBY COOL	123ABCDEF	AUDI	R8	GREY MET	Testing Insurance
5071	16/05/2011	SAM SMITH	XR621A	FORD	FALCON	GREY MET	NRMA
5070	14/05/2011	SAM SMITH					NRMA
5069	14/05/2011	JOHN CANON	TAS122	JEEP	CHEROKEE	BLACK MET	NRMA
5068	14/05/2011	JOHN CANON	TAS122	JEEP	CHEROKEE	BLACK MET	NRMA
5067	14/05/2011	JOHN CANON	TAS122	JEEP	CHEROKEE	BLACK MET	NRMA

- The authorised quote message is added to the notes section in the details page.
- The authorised quote message shows the authorised amount, the excess, the assessor and his contact details.

Note New

Authorised quote number: 222331603
 Authority number: 7129546
 Quoting Method: C - Quote for paint & labour items by cost
 Authority number: 7129546
 Repair Completion Date: 26/06/2011
 Claim Manager: PGL
 Corporate Customer: JCIA
 Customer Name: IP
 Authorised Amount: \$ 5420.46
 Excess: 800
 Assessor Name: PHILIP ADLHUIS
 Phone: 0261 399 399
 Fax: 0261 399 399

21/06/2011 16:38

Authorised quote received 21/06/2011 16:38

- Any line item that has been adjusted by PNET will be highlighted yellow in the quote page.

DESCRIPTION	RATE	HRS	\$
FRONT BUMPER			55.00
FRONT BUMPER & DISS/ASS			
L/H/R WHEEL ARCH LINER			12.00
L/H REAR MUDFLAP			5.00
L/H/R QTR PANEL TRIM INNER TRIMS & NEC FITTINGS			45.00
R/H TAILAMP ASSY - INC GROMMETS AND WIRING			8.00
L/H/R QTR PANEL MOULD			5.00
FUEL FILLER FLAP			5.00
L/H/R WHEEL ARCH MOULD			25.00
L/H/R QTR WINDOW VENT MOULD			4.00



- Quoted and assessed figures can be seen from the view page.
- Click on “Quoted” in the view page to show the quoted figures.
- The quoted figure is the original figure (right column)
- The assessed figure is the adjusted figure (left column)

RR		\$	Quoted		
REAR BUMPER & DIS/ASS LH		55.00	55.00		
L/H/R WHEEL ARCH LINER		12.00	12.00		
L/H REAR MUDFLAP		5.00	5.00		
L/H/R QTR PANEL TRIM INNER TRIMS & NEC FITTINGS		45.00	45.00		
R/H TAILAMP ASSY - INC GROMMETS AND WIRING		8.00	8.00		
L/H/R QTR PANEL MOULD		5.00	5.00		
FUEL FILLER FLAP		5.00	5.00		
L/H/R WHEEL ARCH MOULD		25.00	25.00		
L/H/R QTR WINDOW VENT MOULD		4.00	4.00		
	Sub Total	\$164.00	\$164.00		
Repair		\$	Quoted		
L/H/R QTR PANEL		550.00	550.00		
R/H/R WHEEL ARCH MOULD		55.00	55.00		
	Sub Total	\$605.00	\$605.00		
Paint		\$	Quoted		
L/H/R QTR PANEL - INC BLENDS (NO TURRET EDGE)		225.00	225.00		
FUEL FILLER FLAP		20.00	20.00		
L/H/R WHEEL ARCH MOULD		75.00	75.00		
OVEN ALLOWANCE		80.00	80.00		
MIX & MATCH		30.00	30.00		
	Sub Total	\$430.00	\$430.00		
	Total Labour Hrs	0.00	0.00		
	Total Labour	\$1,199.00	\$1,199.00		
Parts		Part No.	M/Up Qty	\$	Quoted
L/H/R BUMPER END	EXCH		1	264.00	264.00
L/H/R BUMPER MOULD (CHROME)	5275360010			144.60	144.60
L/H TAILAMP ASSY	8156160253			224.39	224.39
L/H/R QTR PANEL MOULD	7574260020			110.07	110.07
	Sub Total			\$743.06	\$743.06
	Sub Total + M/Up			\$743.06	\$743.06
	Total			\$1,942.06	\$1,942.06
	GST			\$194.21	\$194.21
	Grand Total			\$2,136.27	\$2,136.27



Assessment results

When you receive a quote back from PNET that is not authorised it will have an assessment result.

PNET can respond with the following assessments results:

CODE	Description
UNSP	Not specified
INCO	Quote incomplete
LABR	Labour price
PART	Parts Price
PAIN	Paint Price
RECY	Recycled parts
METH	Method of repair
TLSS	Total loss
NOTP	Repairs not proceeding



Back out Assessment Notification

- PNET have the ability to cancel (back out) a message that has already been sent this can include authorised quotes and a request for quote.
- A new message will be added to the notes and you will get pop up message when you go to the details page to warn you that the job status has been changed.

The screenshot displays the PNET 4 user interface for a vehicle assessment. The form is divided into several sections: Owner, Vehicle, Insurance, Ship, Rates, and Comment. A pop-up message box is overlaid on the form, indicating a cancelled assessment notification.

Owner:
Owner: [Redacted]
Address: [Redacted]
Phone 1: [Redacted]
Phone 2: [Redacted]
Fax: [Redacted]
Email: [Redacted]

Vehicle:
Rego: [Redacted]
D.O.M: 2004/
Make: BMW
Model: X5
Series: E53
Badge: [Redacted]
Colour: BLAK
Body: SUV
Vin Number: [Redacted]
Odometer: [Redacted]
Transmission: [Redacted]

Insurance:
Insurance: JUST CAR INSURANCE
Address: 1 HARLEY CRESCENT, CONDELL
ABN: 41050238563
Email: [Redacted]
Claim No./Policy: [Redacted]
Assessor: FERRIE A/CRA20
Assessment Date: [Redacted]
Excess: 500
Contribution: [Redacted]
Discount: [Redacted]

Ship:
Quote: [Redacted]
Date in: [Redacted]
Date out: [Redacted]
Estimator: [Redacted]
Total: \$6,987.89 Status: Quote

Rates:
RR: [Redacted]
Repair: [Redacted]
Paint: [Redacted]
Part Markup: 0.00

Message from webpage:
[STATUS] CANCELLED - BACKOUT ASSESSMENT NOTIFICATION
RETURNED DO NOT CONTINUE WITH JOB/REPAIRS
OK

Comment:
[Redacted]



Supplementary quotes

Once a quote has been authorised any additional parts and labour required will need to be added to a supplementary quote and sent to PNET.

DESCRIPTION	RATE	HRS	\$
FRONT BUMPER		1.00	85.00
FRONT BUMPER REINFORCEMENT		0.80	68.00
GRILLE		0.20	17.00
LH HEADLAMP ASSY		0.30	25.50
RH HEADLAMP ASSY		0.30	25.50
BONNET		0.80	68.00
RADIATOR SUPPORT PANEL		2.00	170.00

- From the quote page click on the drop down box with the quote number and select “New Supp”
- Add labour and parts to the supplementary quote i.e 5073.1

FREE SMASH REPAIRS PTY LTD.
 45 GREEK ST GLEBE NSW 2037
 Phone: 1300 721 090, Fax: 02 9660 1655
 Repairer Licence No. 999999
 Email: support@crashzone.com.au
 ABN: 63 125 055 996

Estimate No:5073.1

Quote Date: 27/08/2011
 Owner: FRANK STOOL
 Owner Address:
 Owner Email:
 Vehicle: FORD FOCUS
 Reg No: TY299
 VIN:
 Colour: WHITE
 Odometer:
 Insurance: AMI
 Insurance Email:
 Claim #: 6874837281
 Estimator:

RR (Rate : \$85.00)	Hrs
BONNET	0.80
Sub Total Hrs	0.80
Sub Total	\$68.00

Repair (Rate : \$85.00)	Hrs
BONNET	2.00
Sub Total Hrs	2.00
Sub Total	\$170.00
Total Labour Hrs	2.80
Total Labour	\$238.00

Total	\$238.00
GST	\$23.80
Grand Total	\$261.80

- Sending a supplementary quote is the same process as sending the original quote.
- When the supplementary quote is ready click on the **PNET button** in the details page.
- The quote is sent to PNET and a new note is added at the bottom of the details page.

Rates

RR: 85.00

Repair: 85.00

Paint: 85.00

Part Markup: 0.00

Body: --

NTAR vehicle list:
 NEON LX 07/96 08/99 4C

Update quote **PNET** PNET Status

Latest Quote/Supp Item has been sent to Pnet [View](#)

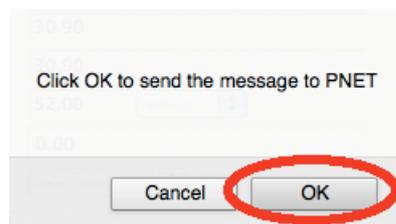
20/05/2011 09:48



Sending a tax invoice to PNET

When repairs are complete and all quotes and supplementary have been authorised you can send the invoice through the PNET system for payment.

- From the details page create your tax invoice.
- Once your invoice has been created click on the PNET button to send invoice.
- Click OK to send.



- A new note is added at the bottom of the quote to confirm the invoice has been sent and payment has been authorised.

Note	New	
Invoice Status: Invoice received and payment has been authorised	24/05/2011	✉ ✕
Invoice Amount Incl GST : 3319.86		
Invoice Date: 24/05/2011 00:00:00		
Tax Invoice Created. Total \$3018.05 View	24/05/2011 13:46	✉ ✕