WELCOME

Motex Reportal™
The Complete Online
Claims Management System

Motex Reportal™ is the complete online claims management system, offering everything Principals, Repairers, and Assessors need to work co-operatively to process claims and repair vehicle faster.

About Motex

Motex has been writing software for the motor insurance and vehicle repair industry for over 35 years, and we have an outstanding reputation within the industry through our professionalism, dedication, and reliability. Our philosophy has always been to work together with our clients to produce the best available software tool to meet this demanding industry, and our background, from within the industry, gives us a unique and knowledgeable perspective.

"Co-operation inspires creative solutions"

Motex Reportal™

Launched in 2016, Motex Reportal™ is our latest claims management and estimating product, and encompasses all of our experience and the latest technologies in one truly revolutionary package. Never before has such diversity and value been available within our industry.

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Motex Reportal™ works on any Internet connected device, such as: a personal computer; a laptop; a tablet; or even a smartphone.

Online Application

Because Motex Reportal™ is an online system, it can be accessed from anywhere with an Internet connection. This means you can process claims in a live environment, thereby negating the need to rekey information and, importantly, you can access your claims from anywhere, such as: your office; while on the road; at home; the coffee shop; or even while on holiday, in case of an emergency!

Google Chrome is highly recommended as your Internet browser when using Motex Reportal™, to ensure you can access and appreciate the full functionality of the system.

Offline Capabilities

Of course, Motex Reportal™ also has offline capabilities, for those times when you need to undertake an estimate or inspection in a location that does not support an Internet connection. Our interactive forms enable users to complete their tasks and simply upload the forms when you next have an Internet connection, negating the need to rekey information.

Online Application
Accessible From Anywhere
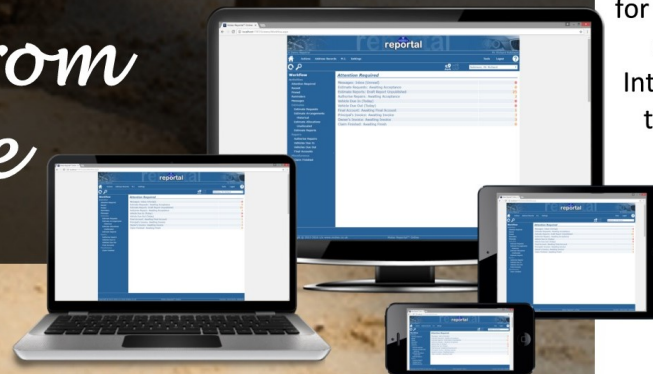
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Cooperation
Principals, Repairers, & Assessors Working Together

Motex Reportal™ is designed to let Principals, Repairers, and Assessors work together, like never before, to process claims and vehicle repairs faster and more efficiently.

Historic Disparity

Principals, Repairers, and Assessors need each other as work providers and third party contractors. This is a mutualism relationship, which benefits all. Yet, for years each party has operated independently, with disparate technologies, which only serves to slow and hamper claim processing - no doubt, to the frustration of all, not least the claimant.

Future Unity

Now, Motex Reportal™ brings these parties together in a real-time claims management environment, where each parties is fully informed about the progress of every claim and vehicle repair. Motex Reportal™ provides a clear, live platform, and everyone is kept abreast of their requirements and obligations.

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Motex Reportal™ provides a
single or multiple user environment
for different sized companies.

Single User

A single workstation licence allows small companies
to keep costs under control, whilst still having access
to the full capabilities of Motex Reportal™.

Multiple Users

Multiple workstation licences allow
numerous users to access Motex Reportal™
at the same time for larger companies.

Multilingual Support

Motex Reportal™ is a multilingual system,
meaning it automatically display dates,
number, and currencies in native formats,
and can be translated into any language.

Single or Multiple Users
For Small & Large Companies

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At the centre of the Motex Reportal™ system is the Workflow screen, which provides instant access to the status of all claims under the domain of your business.

Workflow Screen

At the click of a button, the Workflow screen instantly tells you the status of every claim and what needs to be achieved to progress a claim or repair. This invaluable tool gives you total control over your claims and business.

SLA & KPI Monitoring

Motex Reportal™ automatically tracks claims against user defined Service Level Agreements (SLA) and Key Performance Indicators (KPI) to ensure your business is meeting its obligations, and you are aware when and where there is a problem.

Management Information

Motex Reportal™ provides access to valuable management information and statistics that enable users to make knowledgeable decisions about their business and claims management.

Workflow & MI Stats
Instant Claims Control
& Management Information

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Within Motex Reportal™ tasks and processes are driven by clear and easy-to-use wizard processes, ensuring undertakings are completed accurately and reliably.
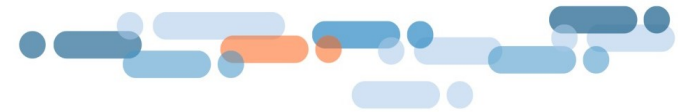
Software Wizards

A software wizard is a user interface that presents a user with a sequence of screens that lead the user through a series of well-defined steps. Tasks that are complex, infrequently performed, or unfamiliar are easier to perform using a software wizard.

Start → 1 → 2 → 3 → 4 → Finish

Wizard Driven
For Easier Step-by-Step Task Completion

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Motex Reportal™ offers everything required by a busy motor repair work provider, such as: insurance companies; brokers; non-fault management companies; fleet operators; etc... Claims are processed in the most effective and efficient manner and you, as the work providers, are kept informed throughout the claim lifecycle.

Estimate & Inspection Requests

Request estimates (from one or multiple repairers) and inspections (from an assessor) with the Motex Reportal™ request wizards.

Real-time Data & Progress Updates

Because Motex Reportal™ is an online application, and all parties use the same system, principals are always aware of the latest progress and developments across all their claims. No delays, just real-time, accurate data.

System Communications

Exchange claims information, such as FNOL or estimates and inspection reports, between your internal systems and Motex Reportal™ through our standard import and export web-service.

Claims Management
For Principals

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Estimate Management
For Repairers

Motex Reportal™ offers everything required by a busy vehicle repair business, to process and manage estimates and repairs in the most effective and efficient manner.
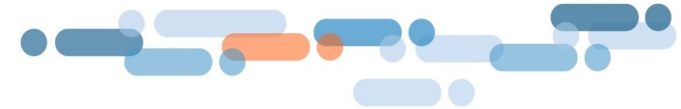
Estimate Requests & Pre-loading

Estimate requests are automatically received from principals using Motex Reportal™, negating the need to rekey estimate information. Alternatively, estimates from principals not using Motex Reportal™ can be quickly added to the system through the new file wizard.

Estimate Arrangements

With the click of a few buttons, estimates can be effortlessly arranged and allocated to estimators taking into account estimate location and estimator loading.

Estimate Reports

With Motex Reportal™ estimate reports can be compiled whilst inspecting the vehicle (if an Internet connection is available) or through our interactive inspection forms (if the Internet is unavailable). Both methods negate the need to rekey data, and save time writing estimates later.

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Motex Reportal™ offers everything required by a busy assessing business, to process and manage inspections in the most effective and efficient manner.

Inspection Requests & Pre-loading

Inspection requests are automatically received from principals using Motex Reportal™, negating the need to rekey inspection information. Alternatively, inspections from principals not using Motex Reportal™ can be quickly added to the system through the new file wizard.

Inspection Arrangements

With the click of a few buttons, inspections can be effortlessly arranged and allocated to engineers taking into account inspection location and engineer loading.

Inspection Reports

With Motex Reportal™ inspection reports can be compiled whilst inspecting the vehicle (if an Internet connection is available) or through our interactive inspection forms (if the Internet is unavailable). Both methods negate the need to rekey data, and save time writing reports later.

Inspection Management
For Assessors

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Planner & Route Finder
Integrated Daily Planner & Route Finder

Know where you're going with the Motex Reportal™ integrated 7 day planner and router finder.

Daily Planner Map

The Motex Reportal™ daily planner map shows 7 days worth of inspections locations (for an assessor) or estimate locations (for a repairer).
This makes planning your week easy, through visualisation of where you need to be on any given day.

Perpetual Map

If you run a larger office, with several engineers (for assessors) or estimators (for repairers), the Motex Reportal™ perpetual map is ideal for keeping track of your agents.
The perpetual map can be run on a big screen within the office, showing all staff the deployment of agents over the next seven days, enabling lightning fast decisions regarding when and where vehicles can be seen, and has been proven to decrease claims processing time whilst increasing profits.

Route Finder Map

Motex Reportal™ includes an integrated route finder which, at the click of a button, calculates the most efficient route to all your vehicle inspections (for assessors) or estimates (for repairers) on any given day.

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Motex Reportal™ includes
free intelligent estimating
through our unique and exclusive
Motex CoRE™ estimating data
& Motex CoRE™ graphics.

Labour & Paint Times

Motex CoRE™ estimating data includes:
- Replacement Times;
- Default Repair Times;
- Paint Times;
- Automatic Inclusion of Associated Work;
- Automatic Inclusion of Mandatory Parts;
- Automatic Exclusion of Conflicting Parts;
- Automatic Calculation of Corrosion Protection;
- Automatic Calculation of Job Allowances;

Paint & Materials Calculations

Motex CoRE™ calculates paint litres and
paint and materials charges.

Textual & Graphics Parts Selection

Motex CoRE™ includes parts selection
through textual parts lists
and colour-coded graphics
to facilitate quick and easy estimate preparation.

Free Intelligent Estimating
With Graphics

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Motex Reportal™ provides access and/or importation of estimate data from a plethora of estimating systems, meaning you can estimate the way you want but still manage all claims in one place. Additionally, you can include user parts and your own repair data.
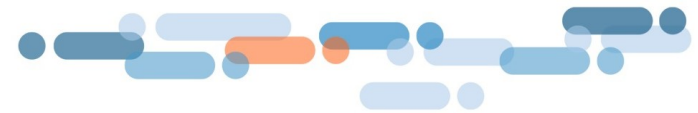
Estimating Systems Available

MOTEX CORE COMPUTERISED REPAIR ESTIMATING

Thatcham Times System

Thatcham Parts System

Audatex a Solera company

gt motive Estimate

Inter-est

RepairEstimate EUROTAXGLASS'S GROUP

NRMA INSURANCE Smash Repair Data

iag New Times and Rates Luxury Vehicle Times and Rates

One Management System
Multiple Estimating Systems

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Repair Progress
Real-time Workshop Updates

Motex Reportal™ contains workshop control functionality and repair progress logging, thereby ensuring users are informed about repair status and claims management.
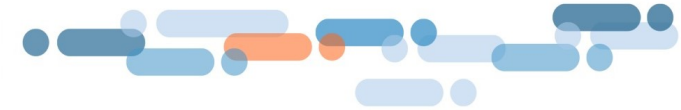
Repair Progress

Motex Reportal™ has the ability to track the vehicle through the repair process, recording key stages, such as: vehicle due in/out; parts ordered/received; strip started, respray started, refit started; etc... This information keeps users up-to-date on the vehicle repair progress.

Workshop Job Cards

Motex Reportal™ includes workshop job cards, which enable repair shop management to quickly and accurately instruct workshop employees on vehicle repairs to be undertaken and the time allotted, taken directly from the estimate information.

Collection & Guarantee Documents

Motex Reportal™ contains the ability to print owner collection notes, for the vehicle owner to sign when collecting the vehicle after the repair, and repair guarantees, which are becoming ever more important to satisfy manufacturer warranties.

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Professional Documents
Including Estimate & Inspection Reports

Motex Reportal™ enables the creation of professional and accurate documents, such as estimate and inspection reports, that will raise your business profile with your principals.
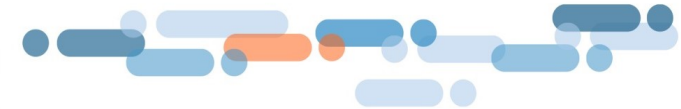
Automatic Text Generation

Motex Reportal™ saves time by automatically creating the body of every estimate and inspection report, meaning users don't need to spend time typing.

Multiple Document Templates

Choose, or default, your preferred document template (layout or design) from our selection of document templates, or have your own template created.

Standard Document Format

Documents are creating in the Adobe Portable Document Format (PDF), meaning they can easily be saved and printed, or emailed safe in the knowledge the recipient can securely open the document.

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Motex Reportal™ includes
a full correspondence systems,
enabling you to write messages,
emails, letters, and SMS messages
from within the system with the
benefit of being able to
extract information directly from
claims and insert it straight
into the correspondence.

Standard Documents

Create standard (or template) documents,
that can be used time-and-time again,
negating the need to rekey correspondence documents.

Correspondence History

Motex Reportal™ automatically keeps a history of
all correspondence sent regarding each and every
claim, meaning there is a traceable audit trail.

Letterheads & Signatures

Upload your company letterhead and
employee signatures to have these
automatically inserted into every
letter and report you create.

Integrated Correspondence
Messages, Emails,
Letters, and SMS Messages
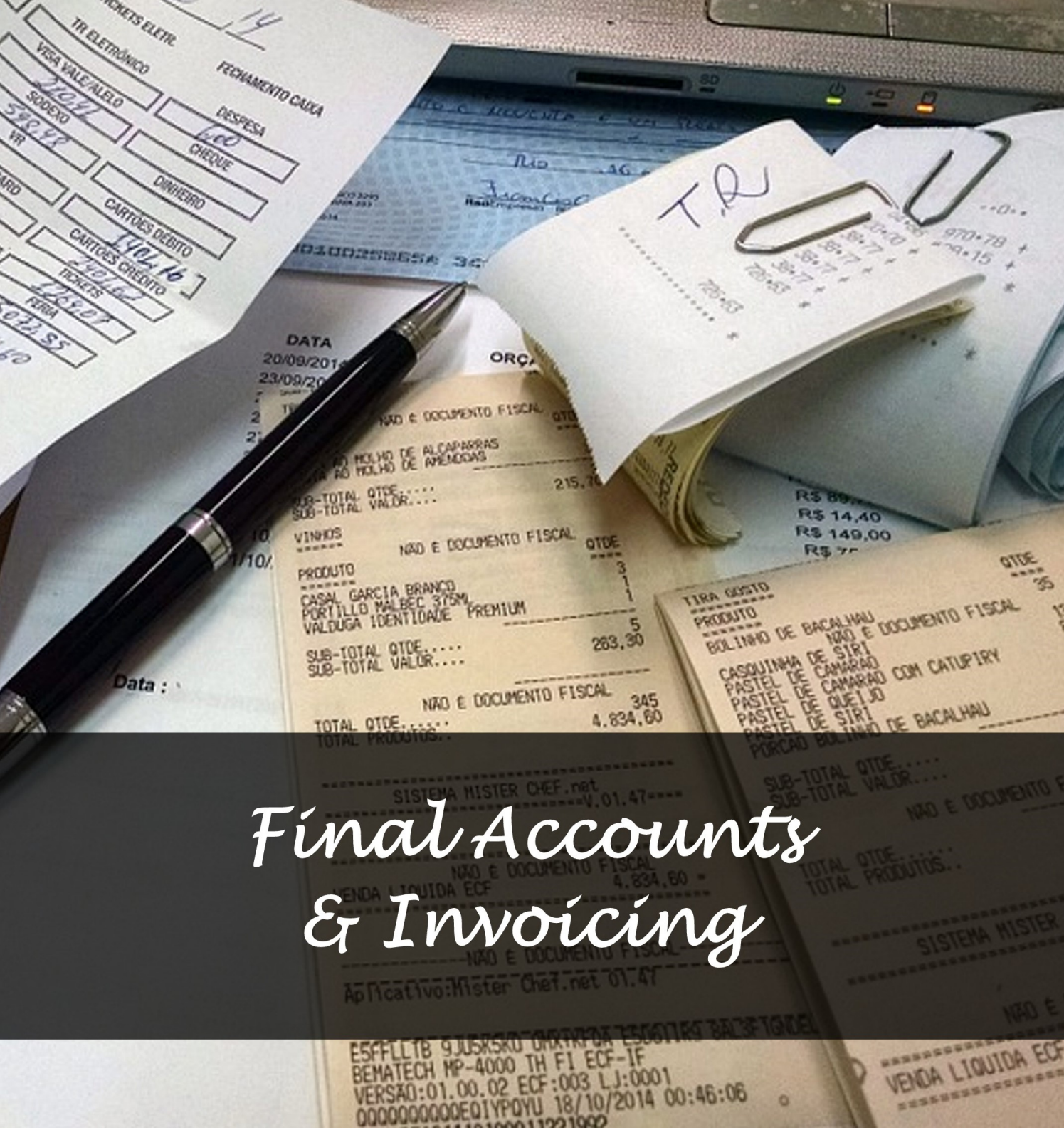
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Final Accounts & Invoicing

Motex Reportal™ includes the ability to quickly and easily create repair final accounts and repairer and assessor invoices.

Final Account Creation

Repairers can create final accounts, with Motex Reportal™ automatically calculating final account charges based on all estimated or agreed costs, taking into account insurance excesses, tax registrations, and betterment contributions.

Final Account Approval

Principals and Assessors can check and approve Repairer's final accounts easily, with Motex Reportal™ highlighting any differences between the final account and the estimated or agreed costs.

Invoice Creation

Repairers can create their principal and owner invoices, confident in the ability of Motex Reportal™ to appoint repair costs accordingly. Assessors can create their inspection fee invoices from standard fee charges or based on the work instructed and undertaken.

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Whilst Motex Reportal™ is extremely easy to use, there is always a learning curve with any new system. To this end, Motex provides three ways to obtain help and training.

Online Help

Online help is available at the click of a mouse. Simply click the help button, and the help system will be launched with access to a myriad of online resources.

Video Tutorials

Through the help system, the Motex Reportal™ video tutorials are accessible, which supply detailed help and instruction on all areas of the system. We highly recommend watching the Getting Started video tutorial for an overview of the whole system.

Online Training

Book a training session, where one of our support team members will access your computer and provide tailored training and/or a system demonstration.

Help & Training
Online Help, Video Tutorials, & Online Training Sessions.

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Motex Reportal™
Functionality & Price

Workflow & Claim Management	Repairer	Assessor	Principal
Workflow	✓	✓	✓
Management Information & Reporting	✓	✓	✓
Claim Diary/Notes	✓	✓	✓
Reminders	✓	✓	✓
Standard Reminders	✓	✓	✓
Wizards	✓	✓	✓

Correspondence & Printing	Repairer	Assessor	Principal
Address Book (Integrated)	✓	✓	✓
Address Postcode Lookup	✓[1]	✓[1]	✓[1]
Messages (Internal)	✓	✓	✓
Messages (External)	✓	✓	✓
Standard Messages	✓	✓	✓
Emails	✓	✓	✓
Standard Emails	✓	✓	✓
Letters	✓	✓	✓
Standard Letters	✓	✓	✓
SMS Messages	✓[1]	✓[1]	✓[1]
Standard SMS Messages	✓	✓	✓
Estimate Reports (See Below)	✓	VIEW	VIEW
Supplementary Estimate Reports (See Below)	✓	VIEW	VIEW
Inspection Reports (See Below)	N/A	✓	VIEW
Supplementary Inspection Reports (See Below)	N/A	✓	VIEW
Repair Authorities	VIEW	✓	✓
Supplementary Repair Authorities	VIEW	✓	✓
Invoices (See Below)	✓	✓	VIEW
Template Selection	✓	✓	✓
Letterhead Inclusion	✓	✓	✓
Signature Inclusion	✓	✓	✓

Repairer Estimate Management	Repairer	Assessor	Principal
Estimate Request	N/A	✓	✓
Estimate Request Acceptance	✓	VIEW	VIEW
Estimate Pre-loading	✓	VIEW	VIEW
Estimate Arrangement	✓	VIEW	VIEW
Estimate Allocation (To Estimator)	✓	VIEW	VIEW
Estimate Forms (Interactive & Offline Capable)	✓	N/A	N/A
Estimate Report (See Details Below)	✓	VIEW	VIEW
Supplementary Estimates	✓	VIEW	VIEW
Estimate Daily Planner Mapping – 7 Day Schedule	✓[1]	N/A	N/A
Estimate Perpetual Mapping – 7 Day Schedule	✓[1]	N/A	N/A
Estimate Route Finder	✓[1]	N/A	N/A

Assessor Inspection Management	Repairer	Assessor	Principal
Inspection Request	N/A	N/A	✓
Subcontract Inspection Request	N/A	✓	N/A
Inspection Request Acceptance	N/A	✓	VIEW
Inspection Pre-loading	N/A	✓	VIEW
Inspection Arrangement	N/A	✓	VIEW
Inspection Allocation (To Engineer)	N/A	✓	VIEW
Inspection Forms (Interactive & Off-line Capable)	N/A	✓	N/A
Inspection Report (See Details Below)	N/A	✓	VIEW
Supplementary Inspections	N/A	✓	VIEW
Inspection Daily Planner Mapping – 7 Day Schedule	N/A	✓[1]	N/A
Inspection Perpetual Mapping – 7 Day Schedule	N/A	✓[1]	N/A
Inspection Route Finder	N/A	✓[1]	N/A

Estimate & Inspection Reports	Repairer	Assessor	Principal
Estimate Report	✓	VIEW	VIEW
Inspection Report	N/A	✓	VIEW
Insurance Details	✓	✓	✓
Vehicle Identification	✓	✓	✓
Vehicle Registration Record – CarweB	✓[1]	✓[1]	✓[1]
Vehicle Registration Record – Experian	✓[1]	✓[1]	✓[1]
Vehicle Condition	✓	✓	VIEW
Vehicle Damage	✓	✓	VIEW
Vehicle Equipment	✓	✓	VIEW
Vehicle Wheel & Tyres	✓	✓	VIEW
Vehicle Images/Photographs	✓	✓	VIEW
Vehicle Damage Diagrams	✓	✓	VIEW
Vehicle Repair Costs – Repairer Estimated	✓	✓	VIEW
Vehicle Repair Costs – Assessor Estimated	N/A	✓	VIEW
Vehicle Repair Costs – Repairer/Assessor Agreed	N/A	✓	VIEW
Vehicle Repair Costs – Assessor Savings	N/A	✓	VIEW
Vehicle Valuations - Internet	N/A	✓	VIEW
Vehicle Valuations - CAP	N/A	✓	VIEW
Vehicle Valuations – EuroTaxGlass's Guide	N/A	✓	VIEW
Vehicle Valuations – EuroTaxGlass's Market Value Assessor	N/A	✓	VIEW
Vehicle Valuations – EuroTaxGlass's Online Valuation	N/A	✓[1]	VIEW
Vehicle Valuations – Parkers	N/A	✓	VIEW
Automatic Text Generation	✓	✓	N/A

Estimating Systems	Repairer	Assessor	Principal
Manual Estimating (with Graphics)	✓	✓	VIEW
Motex CoRE (Integration With Graphics)	✓	✓	VIEW
Thatcham TTS & TPS (Integration With Graphics)	✓[1]	✓[1]	VIEW
Audatex (Importation)	✓	✓	VIEW
EuroTaxGlass's Repair Estimate (Connection & Importation)	✓[1]	✓[1]	VIEW
GT Motex Estimate (Connection & Importation)	✓[1]	✓[1]	VIEW
Inter-est Insight/Vision (Connection & Importation)	✓[1]	✓[1]	VIEW
IAG NTAR (Integration)	✓	✓	VIEW
IAG LTAR (Integration)	✓	✓	VIEW
NRMA Smash Repair Data (Integration)	✓	✓	VIEW
Proprietary Repair Data Inclusion	✓[1]	✓[1]	✓[1]

Repair Management	Repairer	Assessor	Principal
Hire/Courtesy Vehicle Management	✓	VIEW	VIEW
Workshop Job Cards	✓	N/A	N/A
Vehicle Parts Ordered	✓	VIEW	VIEW
Vehicle Parts Received	✓	VIEW	VIEW
Vehicle Due In	✓	VIEW	VIEW
Vehicle In	✓	VIEW	VIEW
Vehicle Repairs Started	✓	VIEW	VIEW
Vehicle Strip Started	✓	VIEW	VIEW
Vehicle Paint Started	✓	VIEW	VIEW
Vehicle Refit Started	✓	VIEW	VIEW
Vehicle Repairs Finished	✓	VIEW	VIEW
Vehicle Due Out	✓	VIEW	VIEW
Vehicle Out	✓	VIEW	VIEW
Final Accounts & Invoicing	**Repairer**	**Assessor**	**Principal**
Final Account	✓	VIEW	VIEW
Final Account Approval	N/A	✓	✓
Principal's Invoice	✓	VIEW	VIEW
Owner's Invoice	✓	VIEW	VIEW
Owner's Collection Note	✓	VIEW	VIEW
Owner's Repair Guarantee	✓	VIEW	VIEW
Inspection Fixed Fees	N/A	✓	N/A
Inspection Type Fees	N/A	✓	N/A
Help & Tutorials	**Repairer**	**Assessor**	**Principal**
Online Help	✓	✓	✓
Video Tutorials	✓	✓	✓
Online Demonstrations	✓	✓	✓
Online Training	✓[1]	✓[1]	✓[1]
System Requirements & Other	**Repairer**	**Assessor**	**Principal**
Software Installation	N/A	N/A	N/A
Internet Connection Required	✓	✓	✓
Internet Browser Required (Google Chrome Recommended)	✓	✓	✓
Accessible From Internet Connection PC	✓	✓	✓
Accessible From Internet Connection Laptop	✓	✓	✓
Accessible From Internet Connection Tablet	✓	✓	✓
Accessible From Internet Connection Smartphone	✓	✓	✓
Estimate Off-line Capabilities	✓	N/A	N/A
Inspection Off-line Capabilities	N/A	✓	N/A
Multilingual Support	✓[1]	✓[1]	✓[1]
Multiple Session Per Workstation Licence	✓	✓	✓

✓　　=　Functionality included.
✓[1]　=　Functionality available, additional charges may apply.
N/A　=　Not applicable to the user.
VIEW　=　User can VIEW information ONLY where they are an interested party in the claim. For example: a principal or assessor can only see a repairer's estimate where the principal or assessor are involved in the claim.

Terms & Conditions Apply.

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