

How To Use The SEM Invoice Tool

Upcoming Webinars

- Sem Invoice Tool Thursday 5/14 @ 10 AM & Tuesday 5/19 @10 AM
- If you have a shop or group that you would like to set up a webinar for please let me know.
- Facebook & YouTube training videos are available

Agenda

Introduction

Seam Sealer Application in the news!

How to use the SEM Invoice tool

Questions

Seam Sealer Application in the news!

 https://www.repairerdrivennews.com/2020/01/25/who-pays-topinsurers-consistently-cover-seam-sealer-shops-share-supply-billinginsight/



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'Who Pays?': Top insurers consistently cover seam sealer; shops share supply billing insight

By John Huetter on January 25, 2020 Business Practices | Education | Insurance | Market Trends | Repair Operations

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Major national insurers are willing to reimburse the costs of seam sealer in nearly all of the instances auto body shops bill for it, according to the latest Collision Advice and CRASH Network "Who Pays for What?" study.

The October 2019 study also examined how shows calculate their seam sealer charges, with notable drops in repairers answering "Educated guess" or "Flat fee" compared to the 2018 results.

"Many shops commonly charge a flat fee without researching how much seam-sealer they actually will be using," Collision Advice CEO Mike Anderson wrote in the latest report. "I recall a shop in Minnesota that was putting a rear body panel and a rear frame rail on a vehicle, and when they added it up, they had used more than \$300 of corrosion protection items (such as seam-sealer, cavity wax, weld-through primer). At the end of the day, is the amount you are charging for these items adequate and appropriate? You have to keep in mind what type of seam-sealer you are using (self-leveling, two-part, sprayable, brushable, etc.) as well as how many tubes based on the length and bead size.... Keep in mind that all Toyota/Lexus hoods, doors and decklids (as well as the majority of those replacement parts from Nissan/Infiniti) do not come seam-sealed from the factory. That may be true of some other manufacturers as well."

Are you getting paid for applying seam sealer?

 About 93 percent of the more than 500 shops responding for each of the eight insurers studied reported insurers agreeing to cover seam sealer most or all the times the shop asked. More than 95 percent of the shops surveyed said they asked to be covered for the material.

 Insurers also consistently paid for seam sealer regardless of whether the shop was a member of their direct repair program, the study found.

Seam-sealer

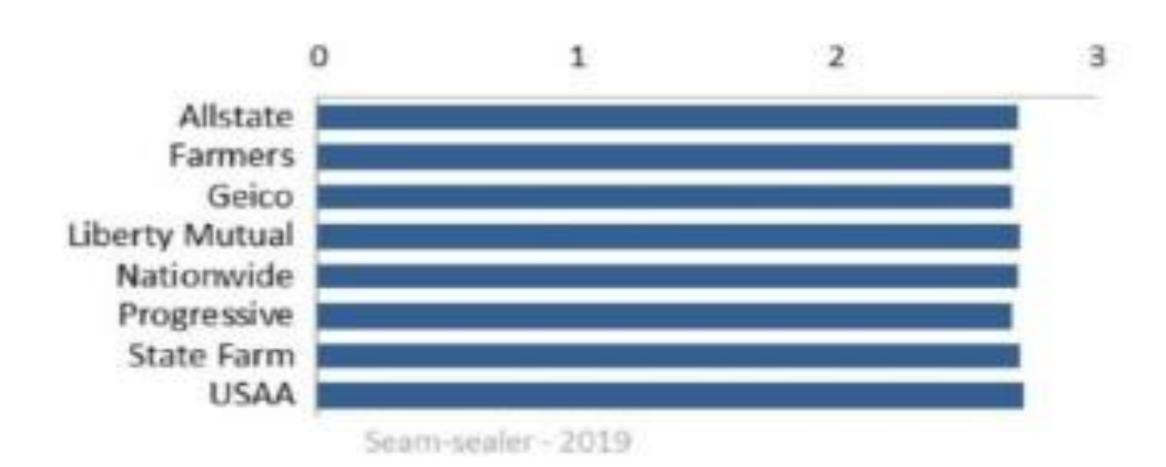
Of those that negotiate for this, 93% are paid "always" or "most of the time."



Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	78.0%	15.5%	5.2%	1.3%	1.0%	601
Farmers	77.4%	15.0%	5.7%	2.0%	1.4%	556
Geico	76.9%	15.7%	5.6%	1.8%	1.0%	612
Liberty Mutual	77.8%	16.0%	5.1%	1.1%	1.4%	572
Nationwide	78.0%	15.5%	5.2%	1.3%	3.1%	554
Progressive	76.7%	16.4%	5.5%	1.5%	1.1%	612
State Farm	78.5%	15.0%	5.3%	1.3%	1.3%	635
USAA	79.2%	15.4%	4.1%	1.4%	1.2%	597

Seam-sealer - 2019



Above: Overall responses for this operation. See 'How to read the survey results' on page 8 for detailed explanation.

Left: The chart to the left provides a graphic illustration to visually compare the relative payment frequencies of each insurer for this item. The scale is based on a composite score of all responses. See 'How to read the survey results' on page 8 for how this ranking is calculated.

Are you charging for mixing tips?

Mixing nozzles

Of those that negotiate for this, 64% are paid "always" or "most of the time."



Response by Insurer

Overall	Always	Most of the time	Some of the time	Never	Never asked	Responses
Allstate	42.4%	21.8%	18.7%	17.1%	27.7%	622
Farmers	44.3%	20.0%	17.5%	18.2%	28.1%	572
Geico	42.9%	18.7%	17.8%	20.7%	28.1%	633
Liberty Mutual	42.9%	22.4%	17.4%	17.496	29.1%	592
Nationwide	43.4%	21.1%	18.0%	17.5%	30.8%	569
Progressive	42.6%	20.0%	18.5%	18.9%	28.0%	632
State Farm	48.1%	15.8%	18.4%	17.7%	27.7%	656
USAA	47.5%	19.2%	16.7%	16.5%	28.0%	614

Mixing nozzles - 2019



Above: Overall responses for this operation. See 'How to read the survey results' on page 8 for detailed explanation.

Left: The chart to the left provides a graphic illustration to visually compare the relative payment frequencies of each insurer for this item. The scale is based on a composite score of all responses. See 'How to read the survey results' on page 8 for how this ranking is calculated.

Invoicing Systems

Shops were asked whether they used an invoicing system for such items as clips/fasteners, seam-sealer and weld-through primer, and if so, which one(s)?

34% of shops said they do not use any invoicing system

unchanged from 2018

Systems in use	2019	2018	2017	2016
3M	27.9%	23.0%	19.3%	17.8%
Kent Automotive	15.6%	18.7%	14.2%	17.0%
Our own internal system	14.4%	16.5%	17.0%	
Wurth USA	11.4%	12.4%	14.4%	21.3%
Auveco Products	8.1%	8.6%	8.6%	10.7%
Clip Lizard	5.5%	3.7%	6.2%	7.4%
Crest Industries	2.4%	1.4%	1.7%	3.6%
Winzer	1.4%	2.4%	2.1%	4.4%
Other	13.0%	12.6%	16.5%	17.8%

2019

3M continues to gain market share in this space with nearly 28% now reporting that they use the 3M system. About 1 in 7 shops say they track their use of these items using some kind of in-house system.

When you charge for seam-sealer, which of the following do you take into account?

Charge for seam-sealer by (check all that apply)	2019	2018
Number of tubes/cartridges used	48.6%	45.0%
Type/brand of seam-sealer	33.7%	30.5%
We use a materials calculator/invoicing system for this	28.4%	23.4%
Length of seam-sealer used	26.9%	25.5%
Flat fee	23.1%	30.4%
Bead size of seam-sealer used	16.6%	15.9%
Bill for the precise amount used	14.8%	13.6%
Educated guess	14.7%	22.2%

Percentages may add up to more than 100% because respondents were permitted to select multiple responses.

So shops are getting paid for materials when they ask.

What about labor?

Is it included?

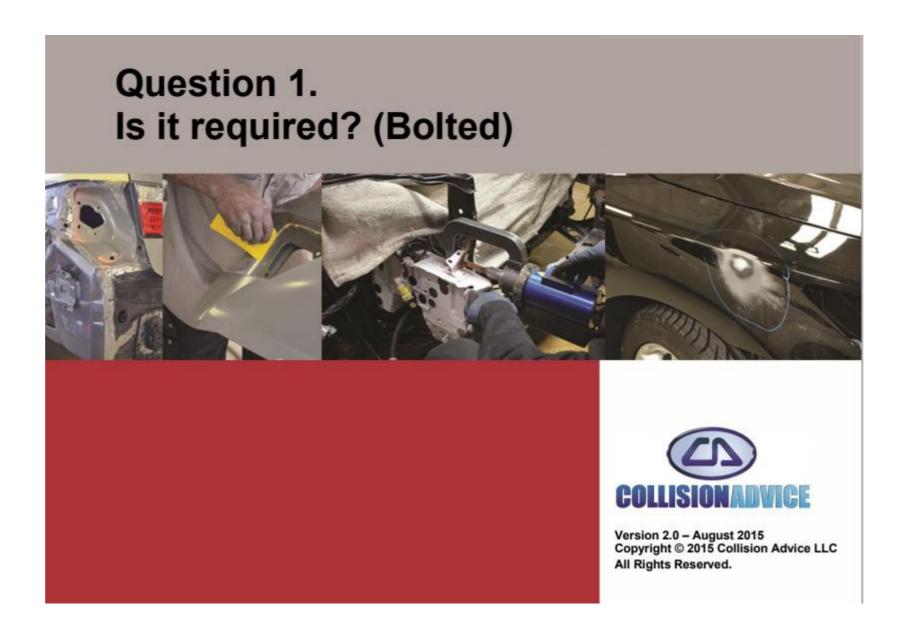


It is not included & should be added to the claim!

 http://collisionadvice.com/wpcontent/themes/collisionadvice/download_files/Negotiation-Tools/11-CA-Corrosion-Protection-Seam-Sealer-Negotiation-Tool-Bolted-Ver-2.0.pdf





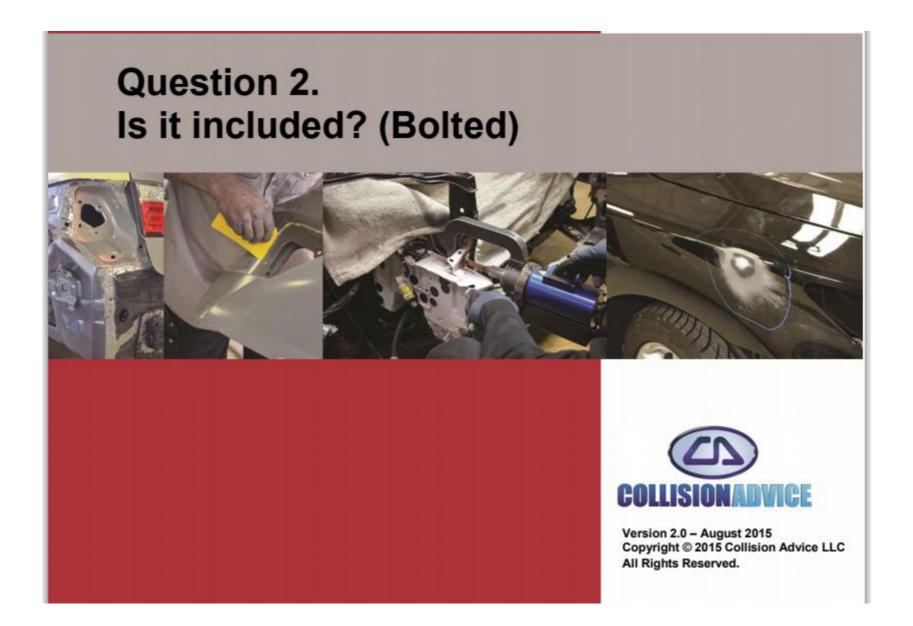


Four Negotiation Questions

1. Is it required to apply seam sealer to a bolted-on panel in order to return the vehicle back to pre-accident condition?

Answer: Yes, it may be required to apply seam sealer to a bolted-on panel in order to return the vehicle back to pre-accident condition.

Answer Documentation: Ford GM Toyota

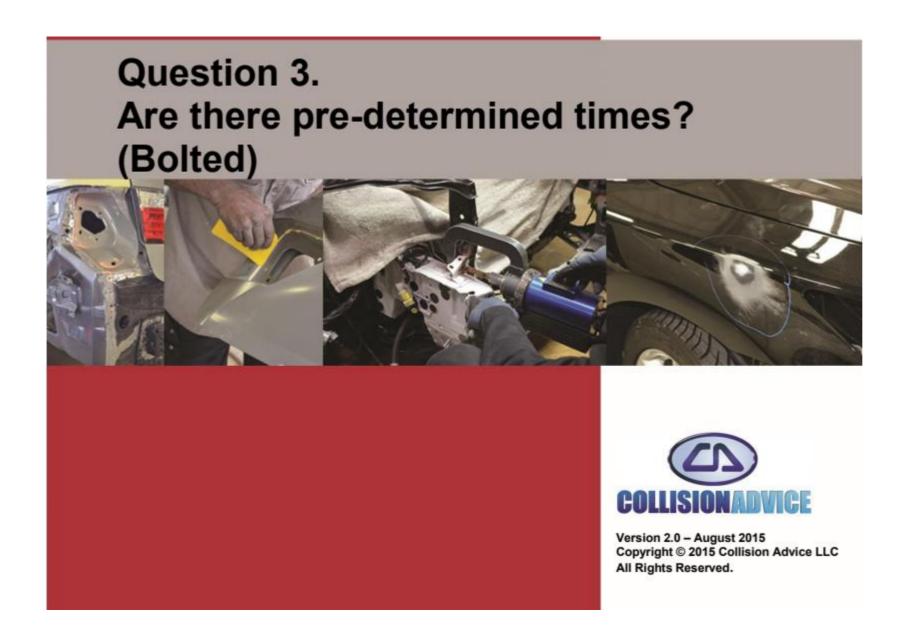


2. Is applying seam sealer to bolted-on panels included in any other labor operation?

Answer: No, applying seam sealer to bolted-on panels is not included with any other labor operation.

Answer Documentation:

The Information Providers state that applying seam sealer to bolted-on panels is not included in any other labor operation.



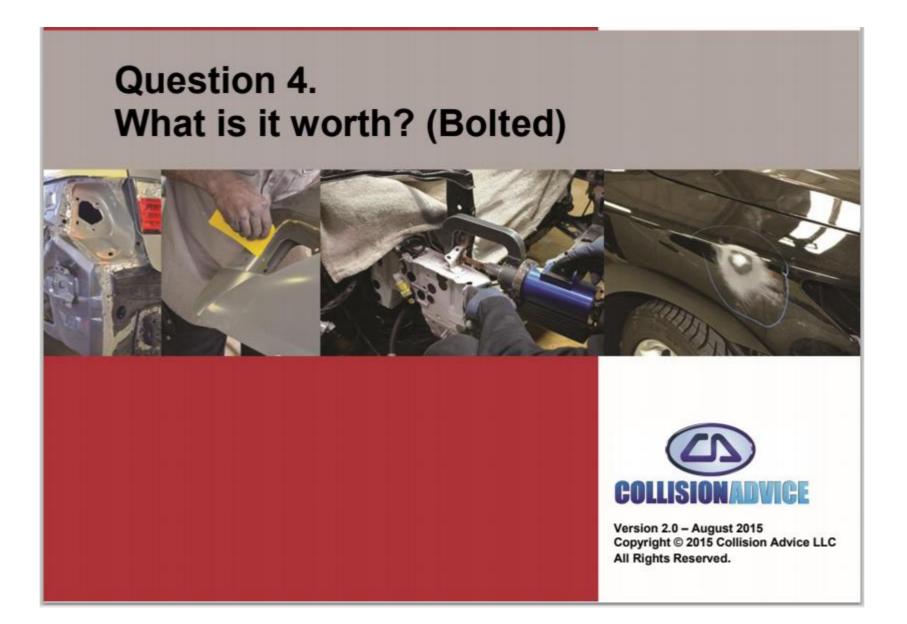
3. Is there a pre-determined time for applying seam sealer to a bolt-on panel?

Answer: Mitchell includes the time to apply seam sealer to bolted-on panels in the R&R time.

AudaExplore and CCC do not provide times for the application of seam sealer to bolted-on panels.

- However, if there is not a time, it does not mean that it is included.
- If there is not a time you may need to do a manual entry.





4. If not, then what is applying seam sealer to a bolt-on panel worth?

Answer: The Estimator will have to use judgment times on these items since no database times are given by the Information Providers.

Review

- If you ask to be paid for Seam Sealer you will get paid.
- Labor is not included & should be added to the claim.
- Many shops do a line item add on for corrosion protection \$15-\$30.
- They are missing material & labor sales

The Sem Invoice tool can help you collect for materials!



How to Use SEM's Invoicing Tool

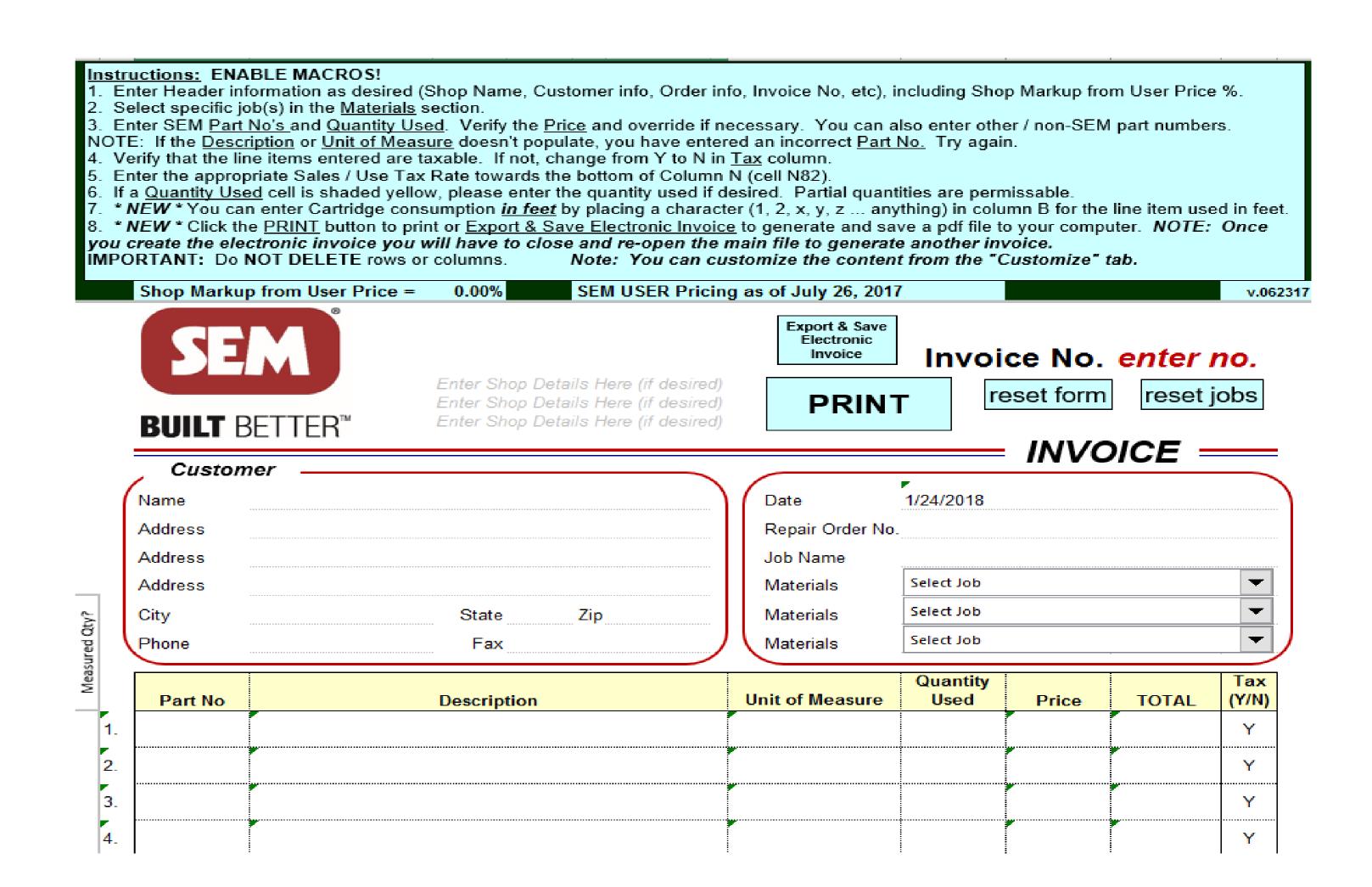
What is this tool & why do we need it?

It is an excel file that creates an invoice for materials that were not included on the first estimate.

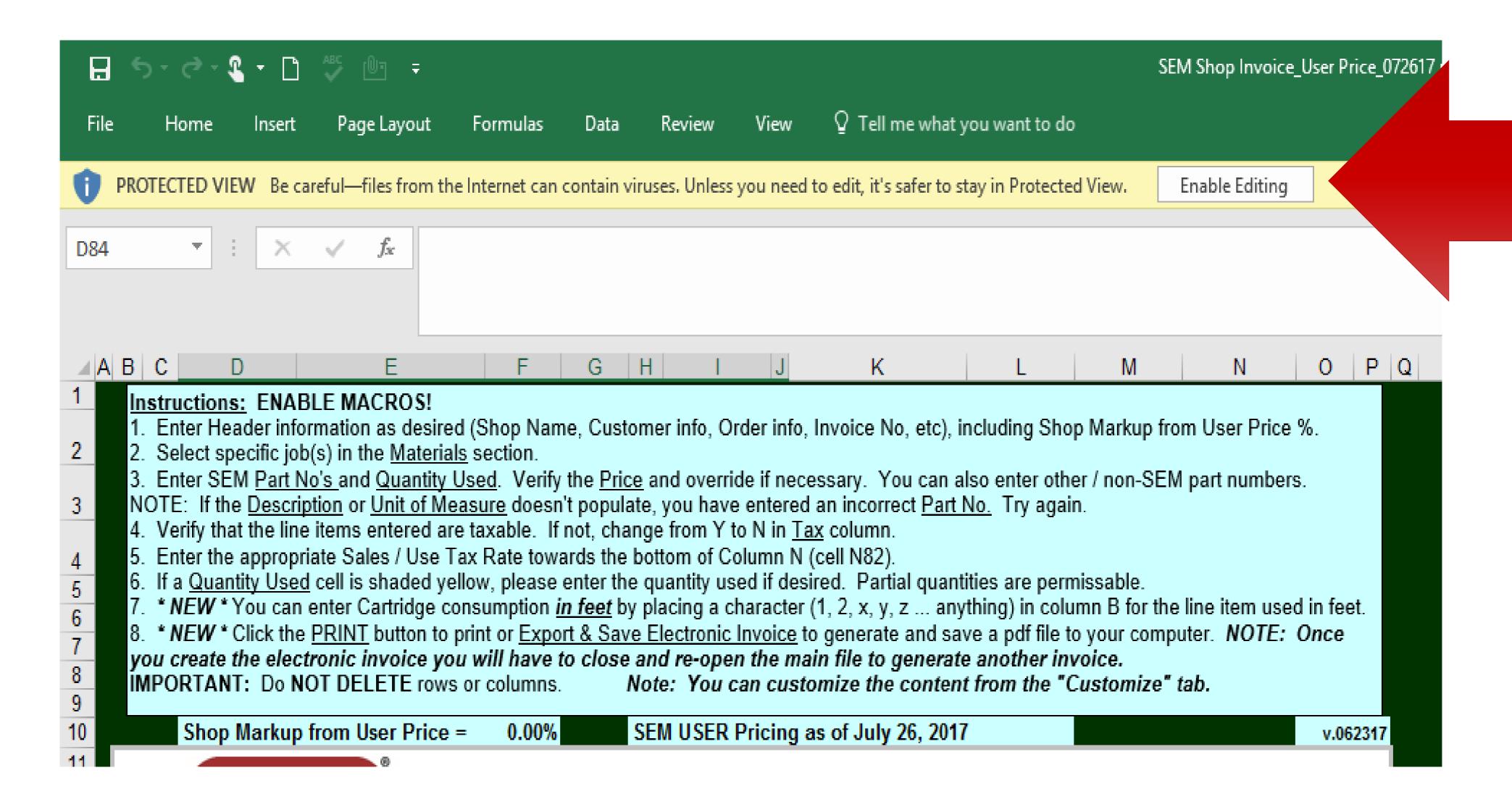
- Insurance companies must pay for items on and used in the repair, if invoiced properly.
- Everyday collision centers are delivering cars without charging what they are due by law.
- This tool enables anyone to create a valid invoice to submit for insurance reimbursement.

Preliminary Steps

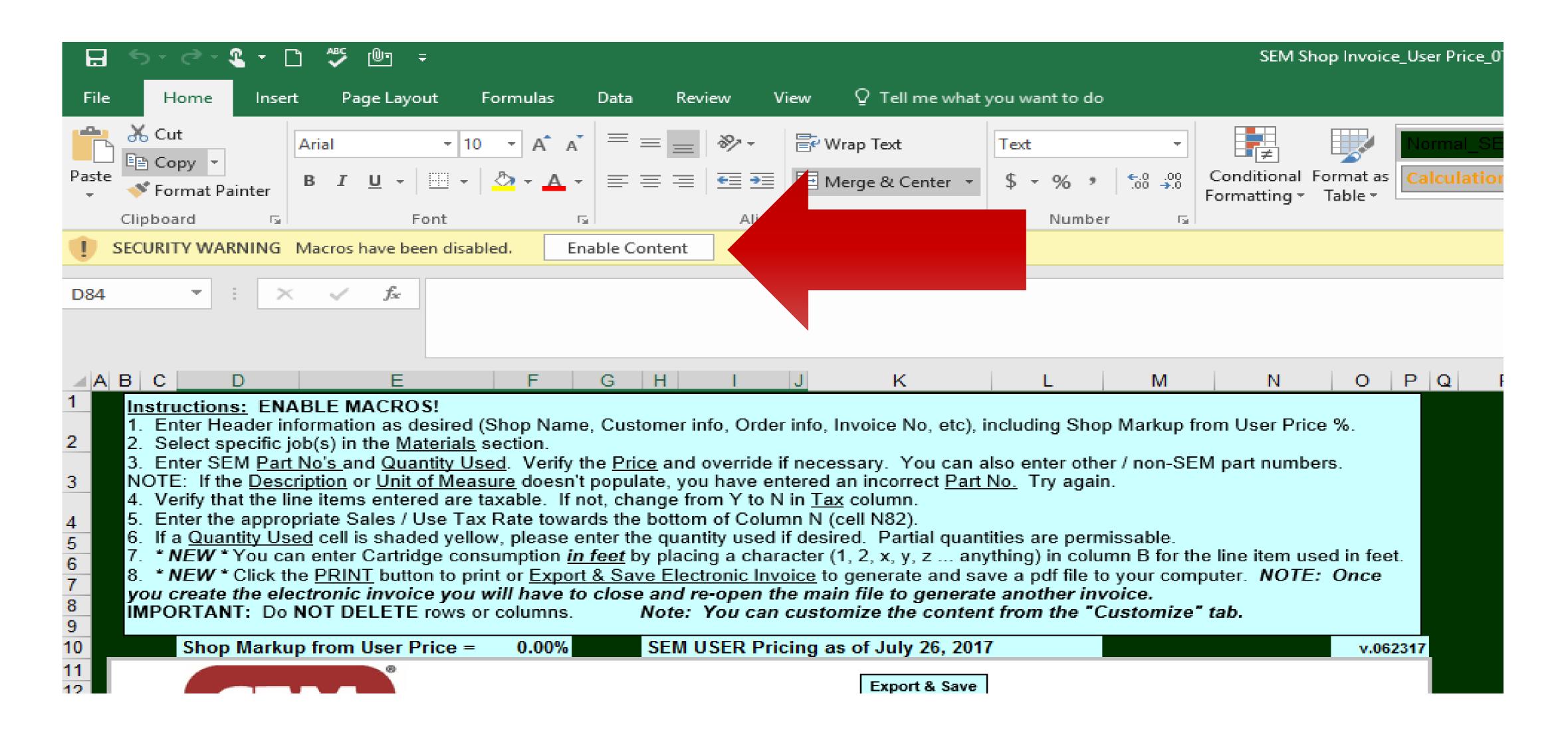
- Save a template
- Open the file in Excel
- Enable Macros



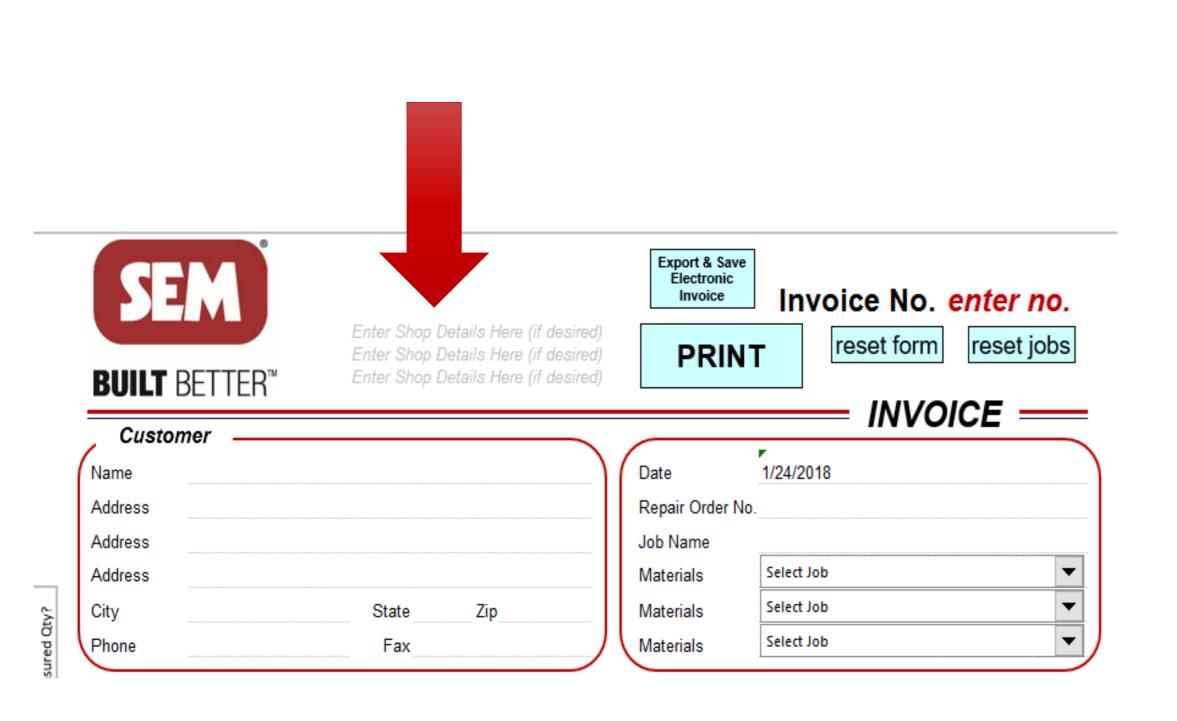
Click Enable Editing



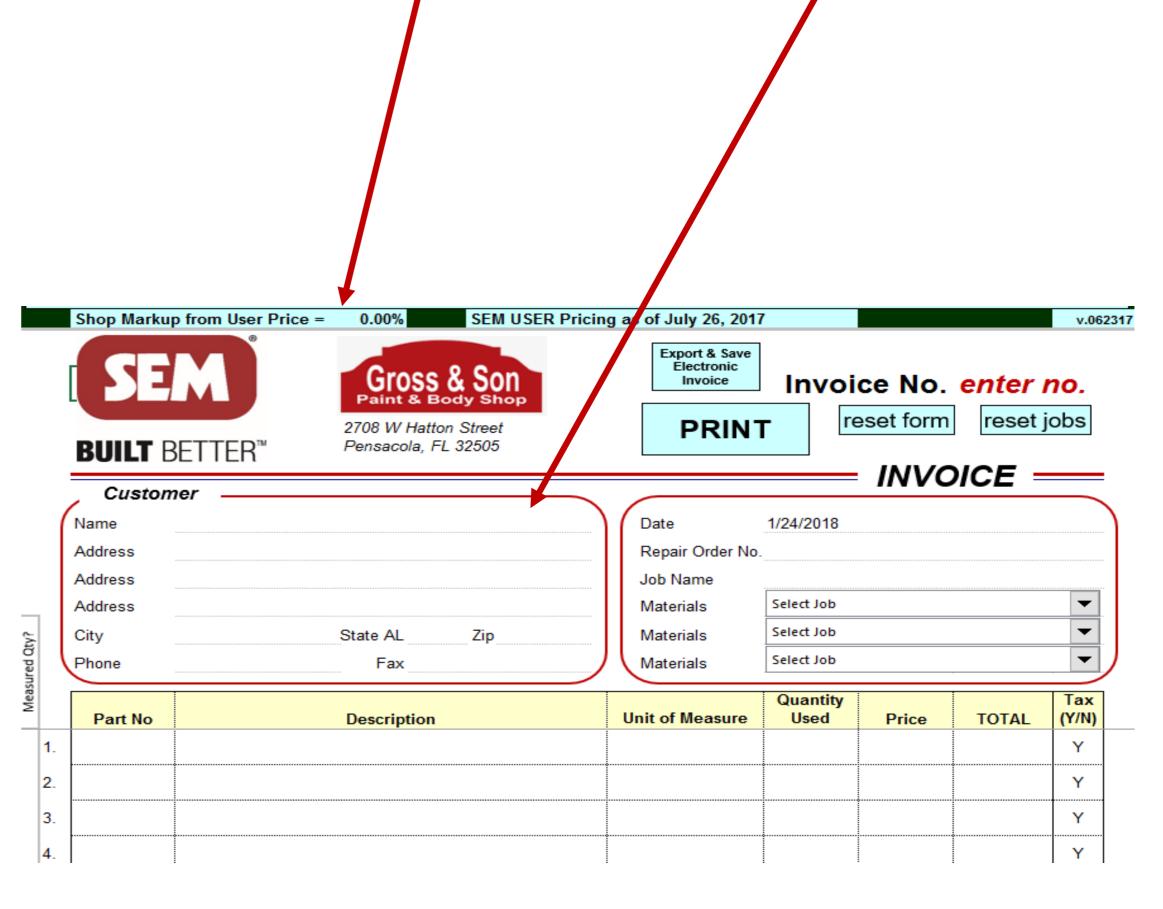
Click Enable Content and/or Enable Macros



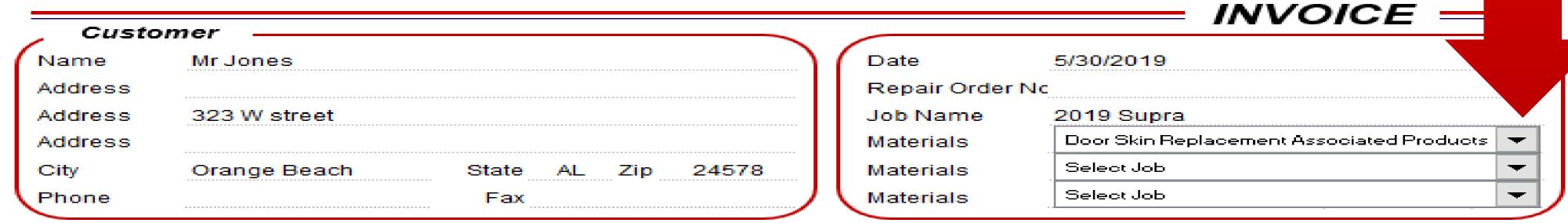
 Enter header information as desired (Shop Name, Customer Info, Order Info, Invoice No, etc.), including Shop Markup from /



User Price %.



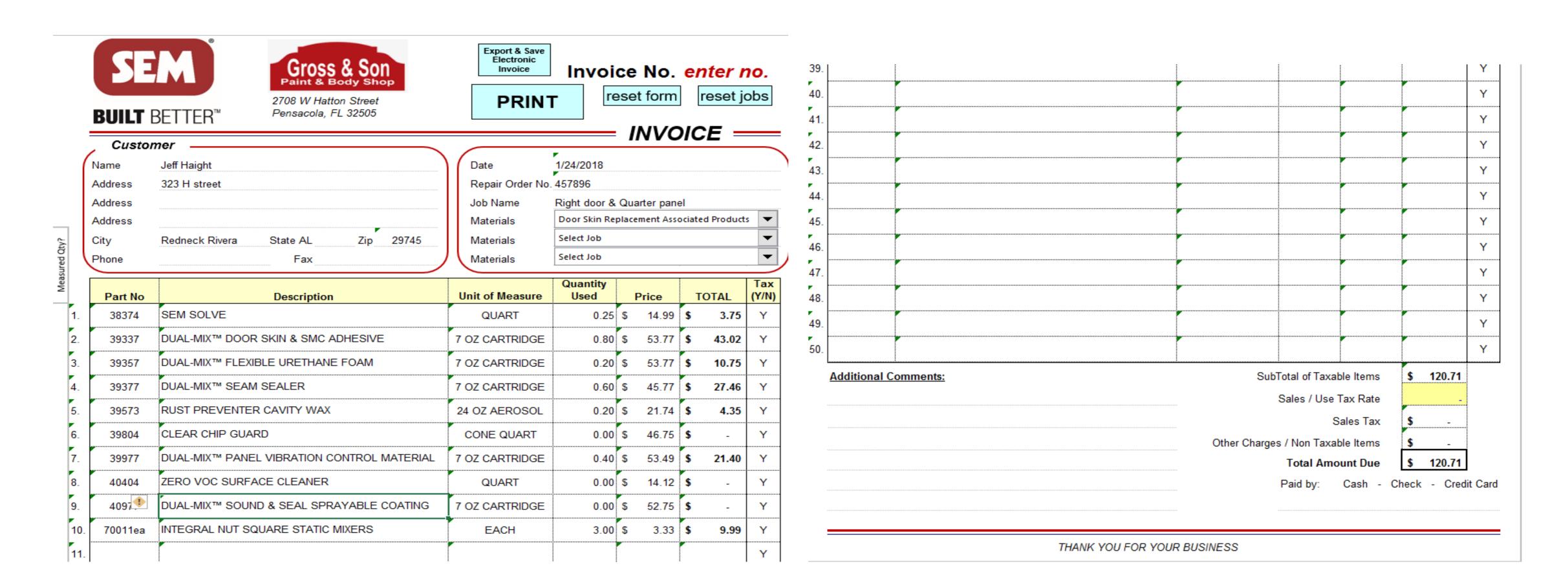
2. Select specific job(s) in the Materials section.



E.	Part No	Description	Unit of Measure	Quantity Used	Price	TOTAL	Tax (Y/N)
	19(xx)3	Factory Pack	Enter Specific Part No in Part No		\$ -		Υ
	38373	SEM SOLVE	20 OZ AEROSOL		\$ 12.17		Υ
	39337	DUAL-MIX™ DOOR SKIN & SMC ADHESIVE	7 OZ CARTRIDGE		\$ 55.92		Υ
	39357	DUAL-MIX™ FLEXIBLE URETHANE FOAM	7 OZ CARTRIDGE		\$ 55.92		Υ
	39377	DUAL-MIX™ SEAM SEALER	7 OZ CARTRIDGE		\$ 47.59		Υ
	39573	RUST PREVENTER CAVITY WAX	24 OZ AEROSOL		\$ 22.60		Υ
	39599	METAL BITE™ FINISHING GLAZE (W/HARDENER)	15 OZ POUCH		\$ 22.54		Υ
	39747	DUAL-MIX™ MULTI-PURPOSE PANEL ADHESIVE	7 OZ CARTRIDGE		\$ 50.52		Υ
	39804	CLEAR CHIP GUARD	CONE QUART		\$ 48.62		Υ
	39977	DUAL-MIX™ PANEL VIBRATION CONTROL MATERIAL	7 OZ CARTRIDGE		\$ 55.63		Υ
	40773	ZINCWELD™	16 OZ AEROSOL		\$ 24.51		Y

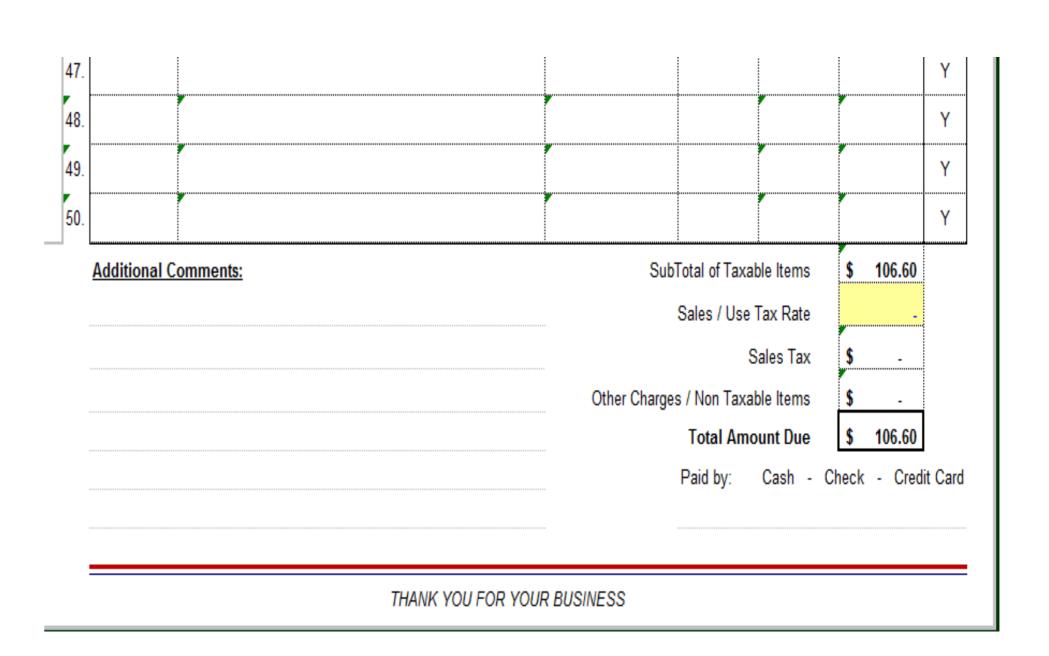
3. Enter SEM Part No's and Quantity Used. Verify the Price and override if necessary. You can also enter other / non-SEM part numbers.

NOTE: If the Description or Unit of Measure doesn't populate, you have entered an incorrect Part No. Try again.



- 4. Verify that the line items entered are taxable. If not, change from Y to N in Tax column.
- 5. Enter the appropriate Sales / Use Tax Rate towards the bottom of Column N (cell N82).

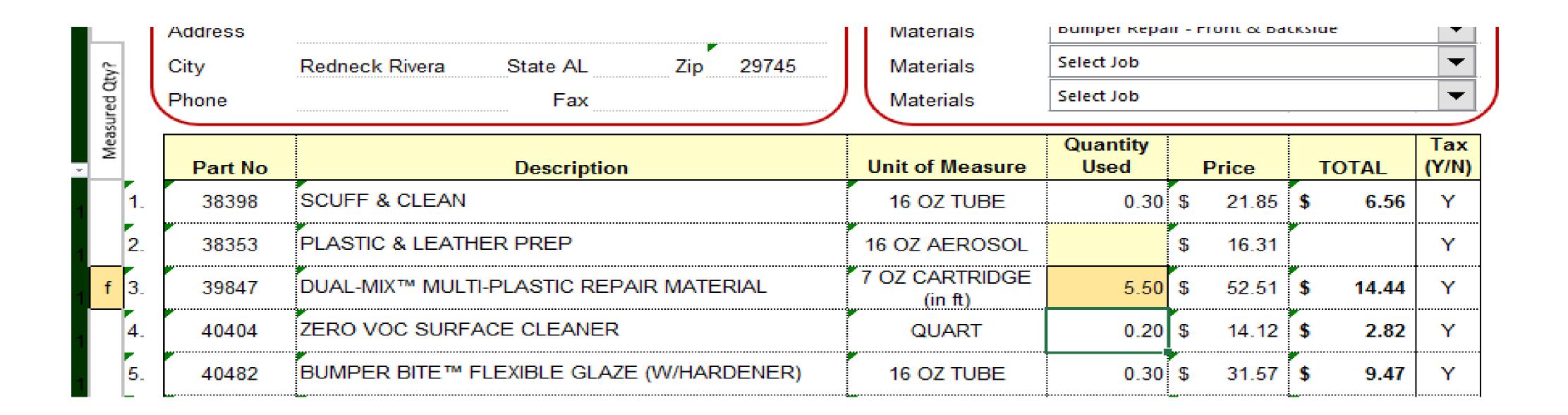
Jnit of Measure	Quantity Used	Price	7	OTAL	Tax (Y/N)
OZ CARTRIDGE	1.00	\$ 48.82	\$	48.82	Y
36' ROLL	0.50	\$ 10.54	\$	5.27	Y
OZ CARTRIDGE	1.00	\$ 52.51	\$	52.51	Y
					Y
					Y
					Υ
					Υ
					Υ
					Υ
					Y



6. If a Quantity Used cell is shaded yellow, enter the Quantity Used if desired. Partial quantities are permissable.

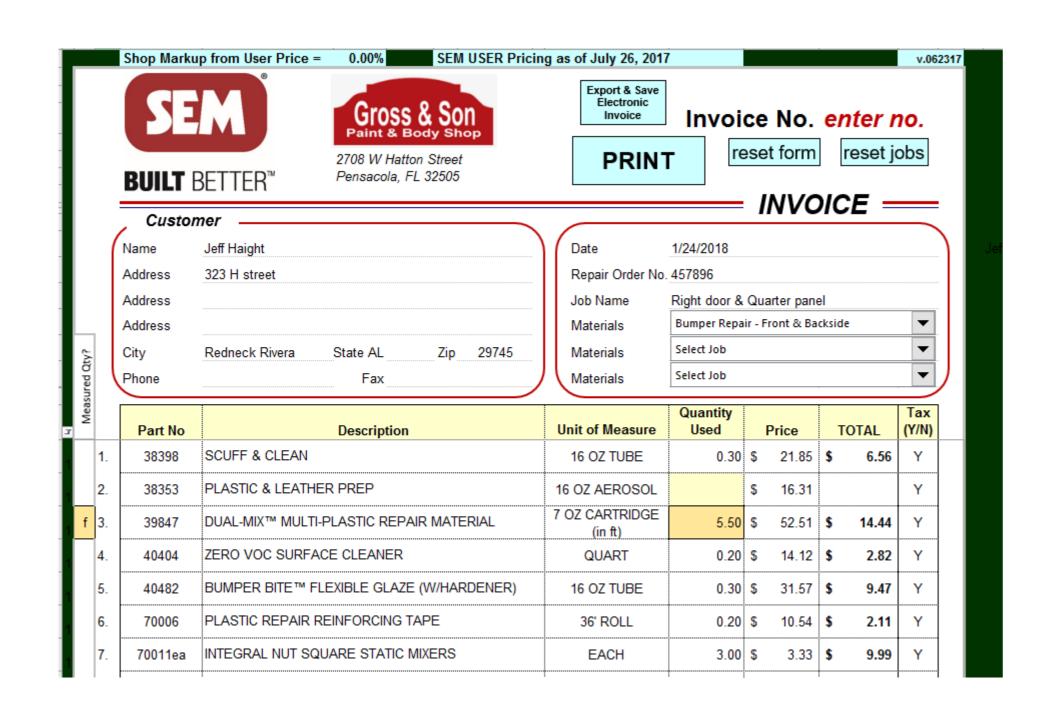
Part No	Description	Unit of Measure	Quantity Used	Price	TOTAL	Tax (Y/N)
38398	SCUFF & CLEAN	16 OZ TUBE	0.30	\$ 21.85	\$ 6.56	Y
38353	PLASTIC & LEATHER PREP	16 OZ AEROSOL		\$ 16.31		Y
39847	DUAL-MIX™ MULTI-PLASTIC REPAIR MATERIAL	7 OZ CARTRIDGE	1.00	\$ 52.51	\$ 52.51	Υ
40404	ZERO VOC SURFACE CLEANER	QUART	0.20	\$ 14.12	\$ 2.82	Y
40482	BUMPER BITE™ FLEXIBLE GLAZE (W/HARDENER)	16 OZ TUBE	0.30	\$ 31.57	\$ 9.47	Y
70006	PLASTIC REPAIR REINFORCING TAPE	36' ROLL	0.20	\$ 10.54	\$ 2.11	Y
70011ea	INTEGRAL NUT SQUARE STATIC MIXERS	EACH	3.00	\$ 3.33	\$ 9.99	Y
						Y
						Y

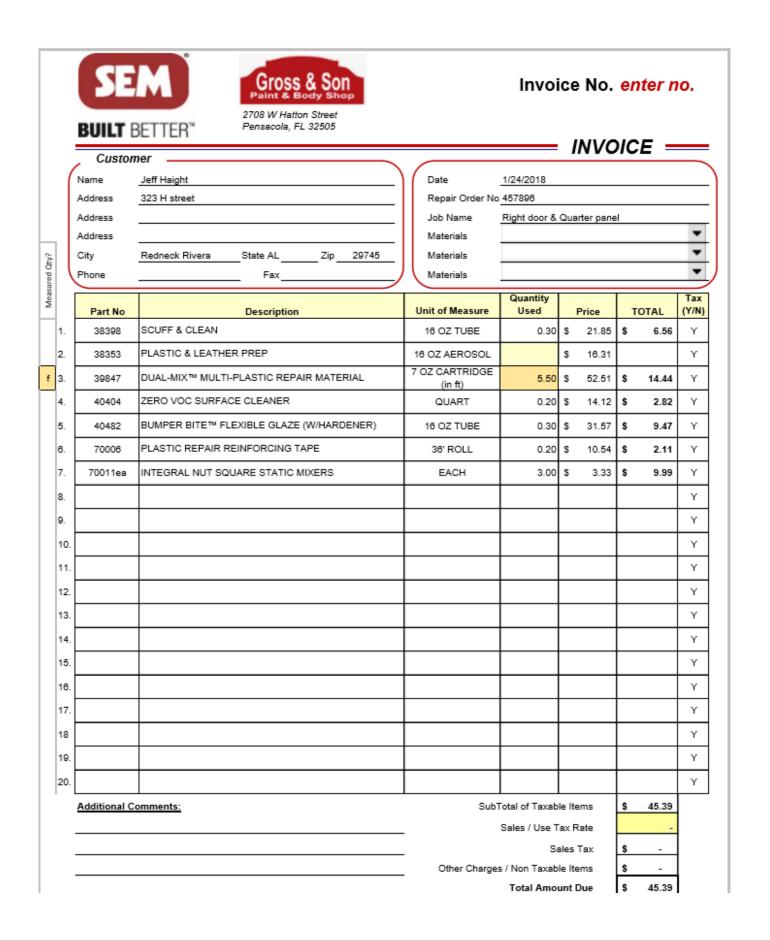
7. **NEW -** You can enter Cartridge consumption in feet by placing a character (1, 2, x, y, z ... anything) in column B for the line item used in feet.



8. Click the PRINT button to print or Export & Save Electronic Invoice to generate and save a pdf file to your computer.

NOTE: Once you create the electronic invoice you will have to close and re-open the main file to generate another invoice.





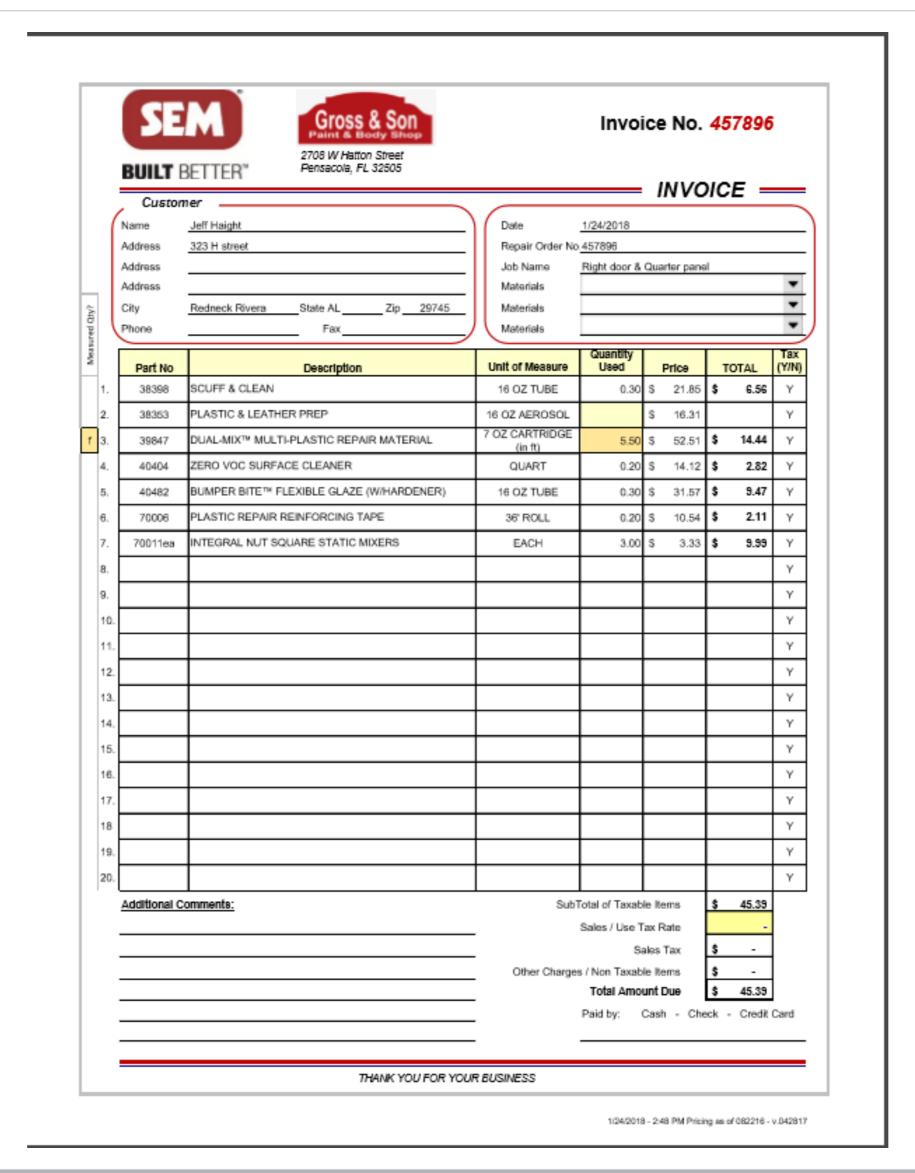
IMPORTANT: Do NOT DELETE rows or columns. Create a new file for each invoice.

Note: You can customize the content from the "Customize" tab.

These buttons will create a professional invoice.

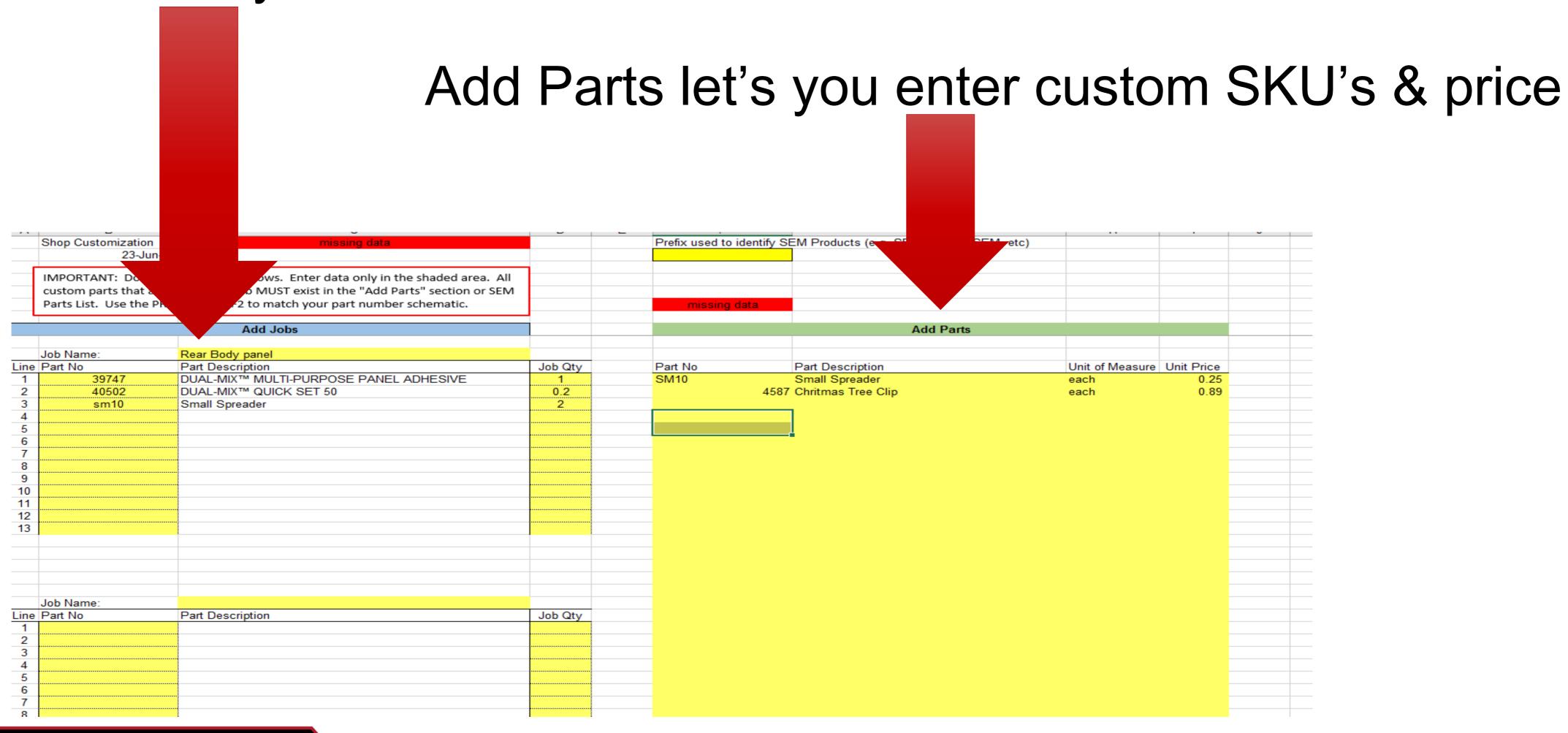


Professional Invoice

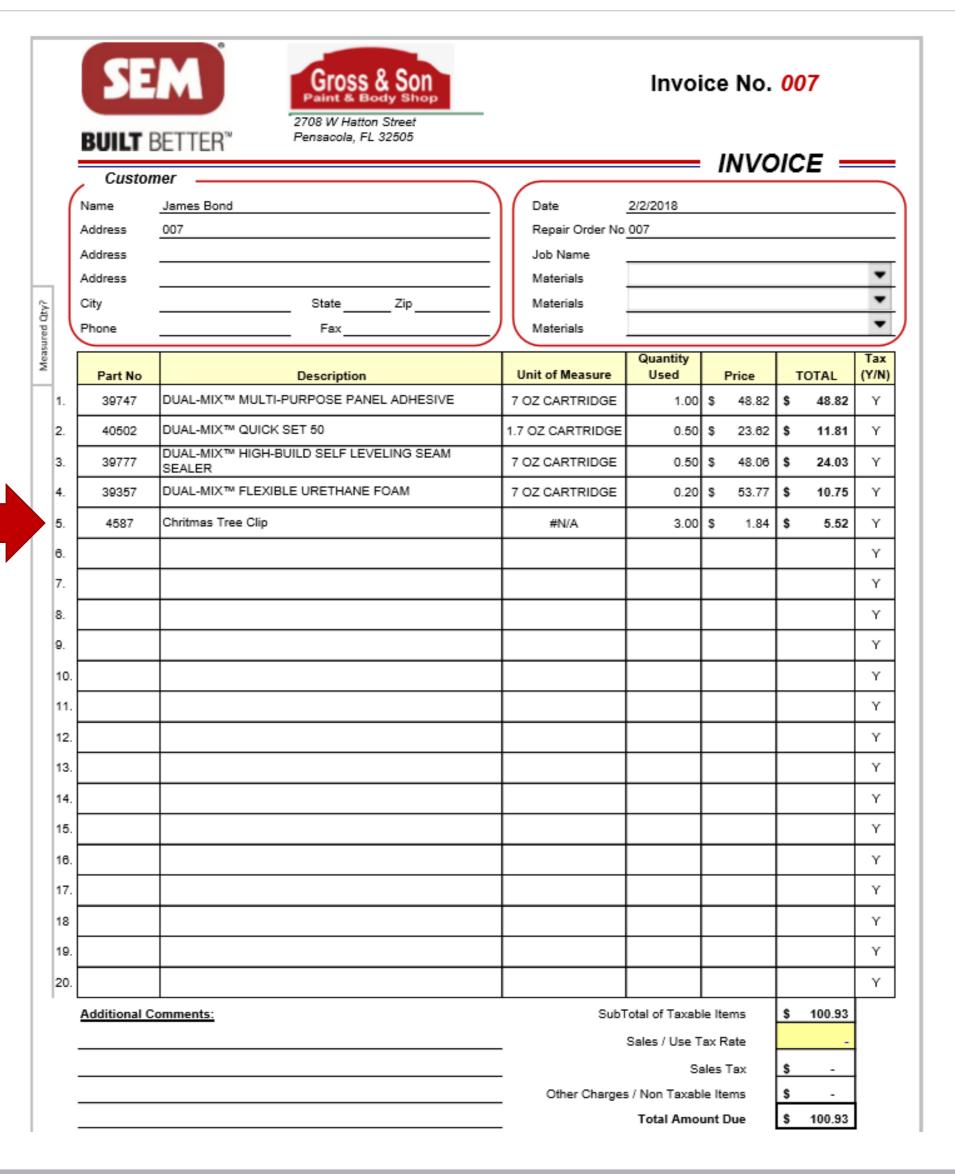


Add Jobs and Parts with Customize Tab

Under the Jobs you can add both Sem & Custom SKU's

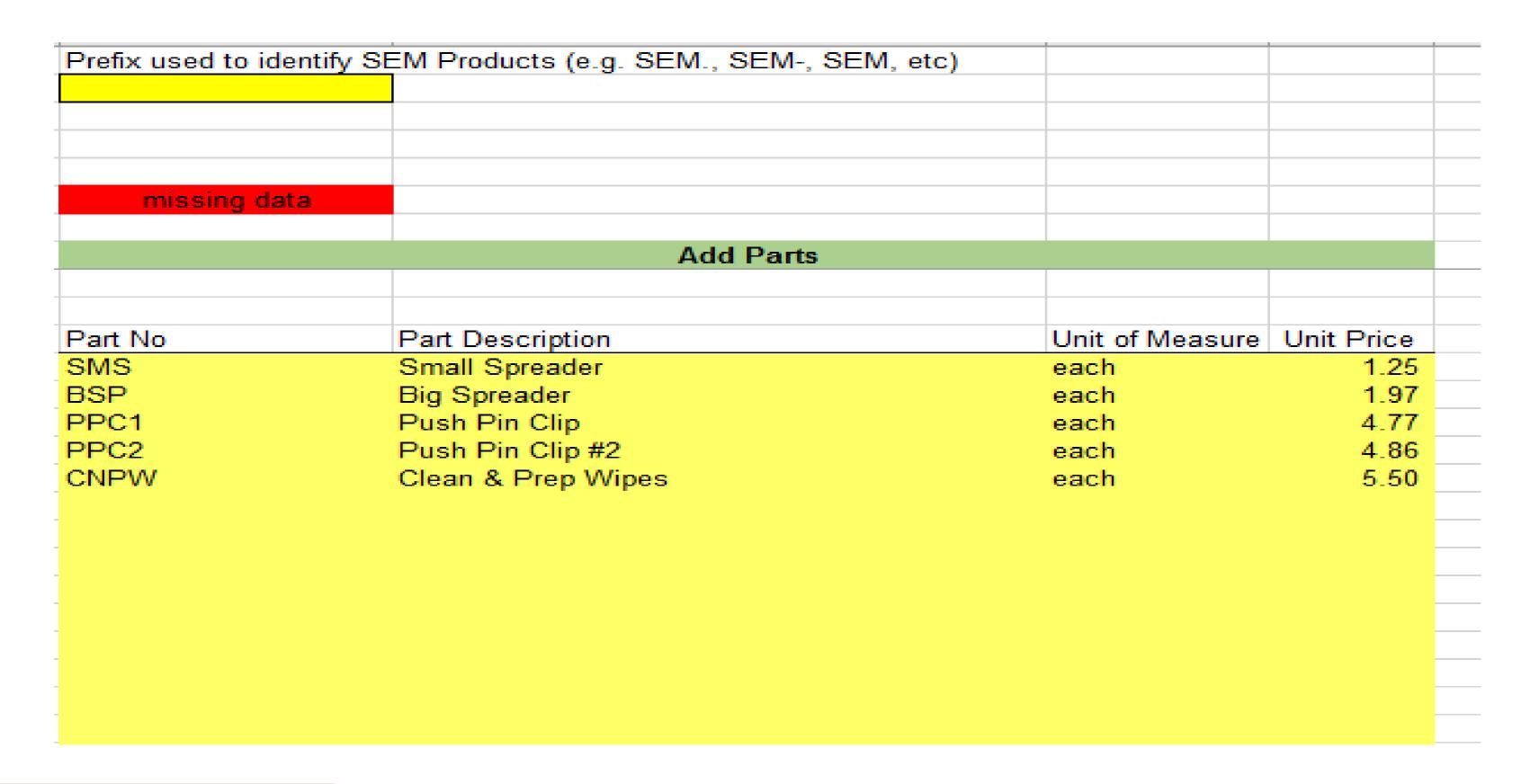


Professional Invoice



Now Let's Build an Invoice!

- Open the file and add invoice information and logo
- Click the Customize and add the following parts:



Add a Custom Job

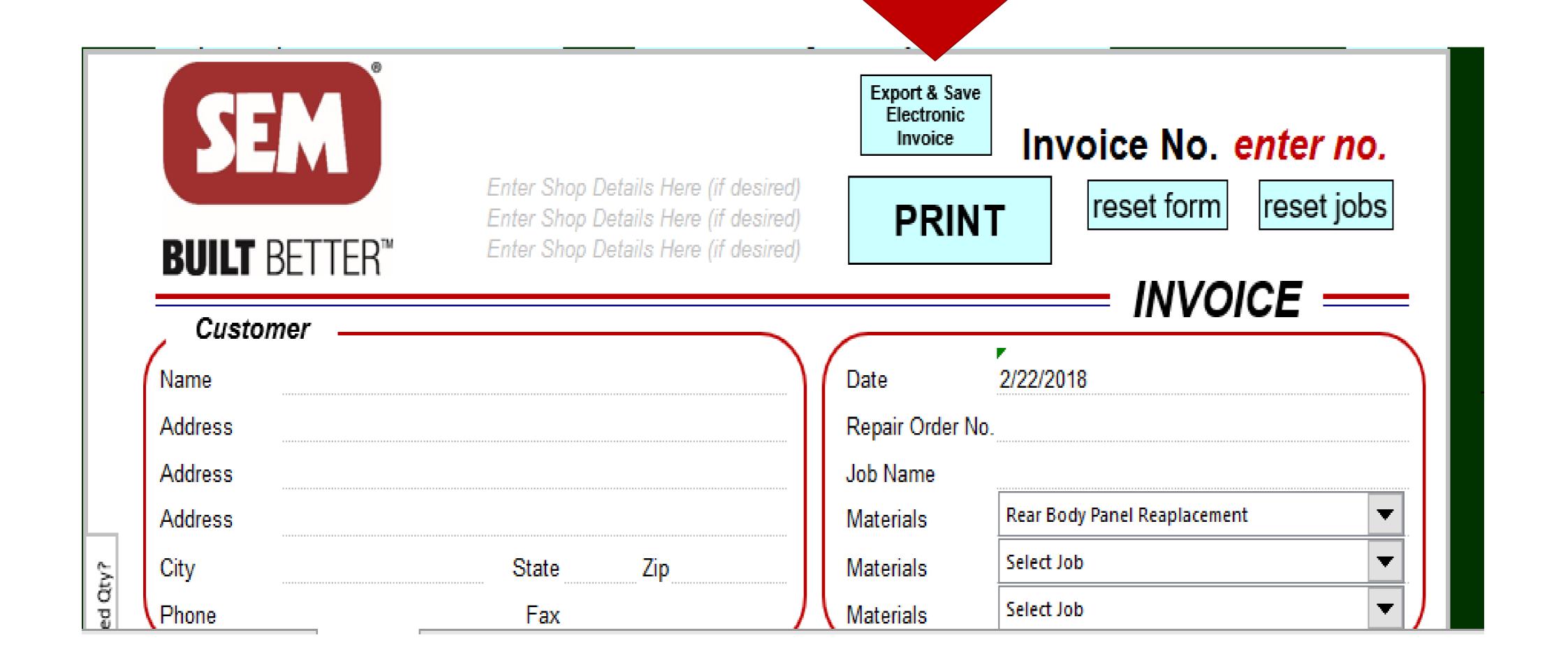
- Add the following Parts
- Enter the following Job Quantities

			Add Jobs	
)	Job Name:		Rear Body Panel Reaplacement	
I Li	ne Part No		Part Description	Job Qty
2	1 38	3373	SEM SOLVE	0.3
3	2 cı	npw	Clean & Prep Wipes	1
1 :	3 39	9747	DUAL-MIX™ MULTI-PURPOSE PANEL ADHESIVE	1
5 4	4 s	ms	Small Spreader	1
;	5 39	377	DUAL-MIX™ SEAM SEALER	1
7	6 40)977	DUAL-MIX™ SOUND & SEAL SPRAYABLE COATING	1
3	7 70	011	INTEGRAL NUT SQUARE STATIC MIXERS	0.5
)	8 70)103	QUICK SPRAY SYSTEM STATIC MIXERS	0.5
)	9 39	9573	RUST PREVENTER CAVITY WAX	0.3
1 1	0 71	1120	RUST PREVENTER AERO WAND	1
2 1		PC2		4
3 1	2			
1	3			
5				
•				

Use Drop Down to Select Rear Body Panel Replacement

	Address		Materials	Rear Body Par		-			
City		State Zip	Materials	Select Job					
1	Phone	Fax Materials Select Job Quantity		Fax Materials				_	
	Part No	Description	Unit of Measure	Quantity Used		Price	-	TOTAL	Tax (Y/N
	38373	SEM SOLVE	20 OZ AEROSOL	0.30	\$	12.17	\$	3.65	Υ
	cnpw	Clean & Prep Wipes	each	1.00	\$	5.50	\$	5.50	Υ
	39747	DUAL-MIX™ MULTI-PURPOSE PANEL ADHESIVE	7 OZ CARTRIDGE	1.00	\$	48.82	\$	48.82	Υ
	sms	Small Spreader	each	1.00	\$	1.25	\$	1.25	Υ
	39377	DUAL-MIX™ SEAM SEALER	7 OZ CARTRIDGE	1.00	\$	45.77	\$	45.77	Υ
	40977	DUAL-MIX™ SOUND & SEAL SPRAYABLE COATING	7 OZ CARTRIDGE	1.00	\$	52.75	\$	52.75	Υ
	70011	INTEGRAL NUT SQUARE STATIC MIXERS	6 PACK	0.50	\$	19.99	\$	10.00	Υ
	70103	QUICK SPRAY SYSTEM STATIC MIXERS	6 PACK	0.50	\$	24.75	\$	12.38	Υ
	39573	RUST PREVENTER CAVITY WAX	24 OZ AEROSOL	0.30	\$	21.74	\$	6.52	Υ

Click Export & Save



Why do we need SEM's Invoicing Tool?

• It is an easy to use, quick tool that creates an invoice for materials not included. This will signal the insurance companies to reimburse the shop.

 Most Centers are using these products anyway they are just not asking to get paid.

Questions & Thank you!

