



# STOP ESTIMATING, START REPAIR PLANNING

WHAT ARE YOU DOING?!

SUPPORT IT

DOCUMENT IT

CHARGE FOR IT



- 1 Estimator
- 1 Shop foreman
- 1 Painter
- 1 Porter
- 3 Mechanics
- 5 office support staff
- 6 Body technicians
- 28 years
- Family Business
- \$3 mil/annual
- No certifications
- Salisbury has a population of 33,800



## BRIAN SHAW

- Studied at Liberty University
- Salesman at Yellowbook
- Repair Technician
- Estimator
- Repair Planner
- Profit Generator

# PLAN YOUR REPAIR PLAN YOUR PROFIT

- Where the repair is planned
- Where the money is spent
- Where the money made



# TODAY'S FRUIT



## MULTIPLE MASKINGS

Terms for masking

What is included?

When to Mask

Where to Mask

What is Required to Mask?

What is it Worth?

## MIX TONER

What is Mix Toner?

Isn't That Included?

What is the Database Enhancement Gateway?

What is a Factory Pack?

What is a Mixing Shelf?

When to Mix Toner

What is it worth?

What Will the Adjuster Say? What Will My Painter Think?

## POST COLLISION INSPECTIONS

What is a collision?

I Should be Doing This? (What do the Manufacturers Say?)

How Do I Know What To Do? (Where do I Look?)

Won't Stuff get Broken?

This Can't be Worth It!



## COMMON TERMS FOR MASKING

- Mask for Overspray
- Cover Car
- Bag Car
- Spray mask
- Tape

Pro tip: Charge for Newspaper  
Subscription!

# MASKING

What Is included in the paint time?

CCC states that masking 18 inches around the perimeter of a panel is included in the base refinish time.

That's it?! Yes!

What is NOT included in masking?

- Recessed jambs
- Multiple Masking operations
- Body openings
- Adhesive Foams



# WHEN TO MASK

- During refinishing- Duh!
- When removing shattered glass panels (Windshield, sunroof)
- During Grinding, Drilling, Cutting and welding
- Sanding/scuffing-creating dust
- Spraying Primer
- Applying E-Coat
- Applying Cavity Wax
- Applying Undercoating
- Applying Underhood colors
- Backside Refinishing
- Applying chip guard

# WHERE TO MASK

- Grocery stores
- Doctor's offices
- Star Wars Convention



# WHERE TO MASK (FOR REAL)

- Part of car not being painted
  - Non painted textured portions
- Glass openings
  - Windshield
  - Back glass
  - Bonded Vent glasses
  - Bonded Quarter glasses
  - Sunroof openings
- Body Openings
  - Door openings
  - Fuel filler openings
  - Truck Beds
  - Engine Bays
  - Trunk Interiors
  - Wheelhouses

# WHAT IS REQUIRED TO MASK?

- Sheet Plastic
- Paper
- Tape
- Spray Masking Material
- Wheel Covers
- Mirror Bags
- Pre Wash/Degreaser
- People/Labor



# WHAT IS MASKING WORTH?

- CCC One states that .2 is reasonable for each “bagging” operation
- Time yourself
- Itemize out masking operations
- Categorize masking operations
- Mask glass opening major
- Mask glass opening minor
- Mask Front RT Door opening
- Mask engine bay
- .1 = 6 minutes



# MIX TONER

HEY! MY PAINTER DOES THAT!!!!

## WHAT IS “MIX TONER”

- Mixing Toner is the process of retrieving individual toners from a mixing shelf and pouring the required amount into a mixing cup on a paint scale in order to create the desired formula.

ISN'T THAT INCLUDED? YOU'RE BEING RIDICULOUS!

DEFINITELY NOT INCLUDED!



ARE YOU SURE?



ACCORDING TO THE DEG!

# WHAT IS THE DEG?

- Database Enhancement Gateway
  - Avenue to gain clarification from the database providers
  - Anybody can submit an inquiry
  - The DEG then communicates with any of the 3 providers (CCC One, Mitchell and Audatex) for a resolution
  - The DEG then posts the outcome whether it is changed or the published information is confirmed

# SO WHAT DO THE INFORMATION PROVIDERS SAY ABOUT MIX TONER?

- In 2012 an inquiry was made to the DEG and CCC One and Mitchell made changes to their procedure pages!
- That was 8 years ago!
- [Basic Color Coat Application](#)
- [CCC Statement on Mix Toner](#)
- [Mitchell Statement on Mix Toner](#)
- [Statement to adjusters](#)

# WHAT ARE THESE THINGS?

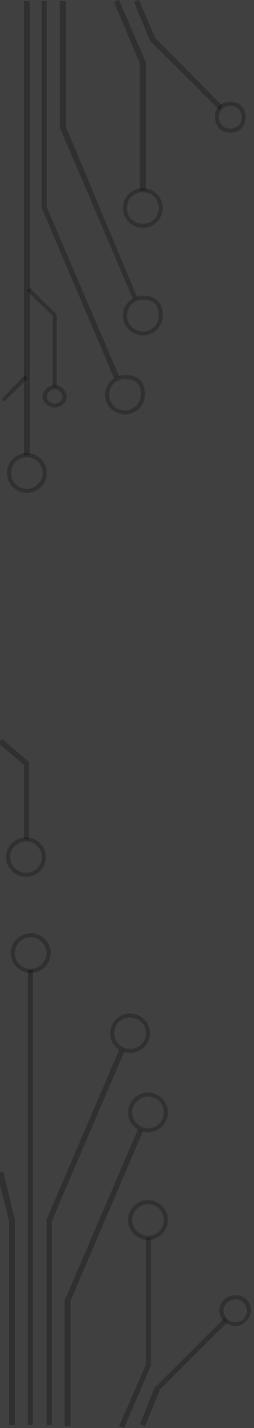


## Factory Pack?

- Pre-mixed color ordered from a vendor
- Come with reducers and hardeners
- Like a part
- My dad knew!

## Mixing shelf?

- Shelf containing numerous paint toners
- Painter physically formulates each color
- MOTOR Guide was written before these were common!



WHICH  
JOBS  
SHOULD I BE  
CHARGING  
FOR MIXING  
TONER?

Any job that  
requires  
painting!

## WHAT IS IT WORTH?

**Do a time  
study (or don't)**

**Pick a  
reasonable  
amount of time**

# DO THE MATH!

- 10 Jobs a week
- .4 x made up rate (\$48/hr body and \$34/hr material for example only)
- $(.4 \times \$48) + (.4 \times \$34) = (\$19.20 + \$13.60) = \$32.80$
- $\$32.80 \times 10 \text{ Jobs} = \$328/\text{week} = \$17,056.00/\text{year}$

**Think it's BS? 50% success you still made a \$8,500.00 gravy profit**





# POST COLLISION INSPECTIONS

THIS WHOLE SHOP IS RIDICULOUS!

-BRYAN FOLDS, TRAVELER'S ADJUSTER

# WHAT IS A COLLISION?

Dictionary

Search for a word 

 **col·li·sion**  
*/kəˈliːʒən/*

*noun*

1. an instance of one moving object or person striking violently against another.  
"a midair collision between two aircraft"

**Similar:** [crash](#) [accident](#) [smash](#) [bump](#) [knock](#) [impact](#) [hit](#) 

2. **COMPUTING**  
an event of two or more records being assigned the same identifier or location in memory.

 Translations, word origin, and more definitions

Definitions from Oxford Languages Feedback

# I SHOULD BE DOING THIS? (WHAT DO THE MANUFACTURERS SAY?)

- [General Motors](#)
- [Ford](#)
  - [Procedure](#)
- [Toyota](#)
  - [Toyota 2](#)
  - [Toyota 3](#)
  - [Toyota 4](#)
  - [Toyota 5](#)
  - [Toyota 6](#)
- Nissan
  - [Frontal](#)
  - [Side](#)
- [Subaru](#)

# HOW DO I KNOW WHAT TO DO? WHERE DO I START?

- Subscribe to OEM repair manual websites
  - Daily subscriptions
  - Tedious
  - All software is different
  - Learning curve
  - Finicky
- Alldata
  - Same software no matter the manufacturer
  - Extensive library
  - Library request option

WHAT IF SOMETHING BREAKS?

● Mo' Money!\$!\$!\$!\$!\$

# BUT SERIOUSLY...IF SOMETHING BREAKS, DOCUMENT IT AND REPLACE IT. JUST LIKE:

- Belt Moldings
- Body Side Moldings
- Windshields
- Plastic Wheel Opening Molding Clips
- Emblems and nameplates

# THIS CAN'T BE WORTH THE HEADACHE

- GM's, Toyotas, Nissans and Subarus typically add 20-30 hours to the repair order.
- Commision guys love doing these on a Saturday
- 20-30 extra hours on a Saturday?
- Shop makes 60% on that time!

# DOES ANYBODY HAVE ANY QUESTIONS?

- What's my favorite color? Yellow
- What's my favorite food? Ribs
- What's my favorite movie? Captain Ron

# THANK YOU