

CALL CENTRE

Repairer data Base

Incident Log

Step 1: Click on Incident Log

[Main Menu](#)

Validate Registration for Incident Report

Vehicle Reg No:

Step 2: Type the Vehicle Registration Number

Call Centre Incident Report

*Call Centre Ref No:

Step 3: Type the Call Centre Ref / Claim number

Year Model:

Step 4: Select the Year Model from the drop down

*Contact No: - - x

*Driver/Cell No: - - x

Step 5: Confirm the insured's contact details

*Towing Required:

Step 6: Indicate if towing is required

Repairer Recommendation

*Repairer RFQ 1: [Select One] ▼

Repairer RFQ 2: [Select One] ▼

Repairer RFQ 3: [Select One] ▼

Submit Clear Cancel

Repairer Data Base

Step 7: Click on Repairer Data Base

Repairers - Control Panel

Search Records:

Company Name:

Suburb: [Select One] ▼

OEM: [Select One] ▼

Search Clear

Step 8: Type the repairers name if you know a suitable repairer for the incident and click on search. This will return repairer details to confirm. If not, click on the clear button and select the suburb from the drop down to show all repairers listed for the suburb. Obtain the repairer's email address. Close the repairer data base.

Repairer Recommendation

*Repairer RFQ 1: info@hyltonwoodhead.co.za ▼

Repairer RFQ 2: [Select One] ▼

Repairer RFQ 3: [Select One] ▼

Step 9: Click on the Repairer Request for Quotation dropdown. Keep typing the first letter of the email address until you locate the correct one. Minimum one is required, but you can invite up to 3 repairers to submit a quotation on a vehicle. If a repairer is not listed, kindly request them to register/ apply at www.autovac.co.za

