

apex RMS



User guide

RMS Lite and Lite+

Set-up

Apex RMS Lite and Lite+ is the perfect software for the Vehicle Recovery Operator who has less than 30 jobs per week.

The difference between the two versions is that using Lite, all jobs will come through to a single user, but with Lite+ you can choose to have more than one device allowing you to delegate jobs to your workforce. Both versions are available on the Android platform on either a phone, or tablet. A tablet is larger and therefore easier to navigate with.

When you subscribe to either Apex RMS Lite or Lite+, the support team at Apex will contact you ready to set up and give you the following;

- Installation code, this is your licence code to access the system
- ANS Node: this is your link to the ANS network and will allow your job providers to send you jobs
- PIN No: this is unique to you and will help prevent unauthorised access to your system.

Download the App software as follows;

- Type the url, **android.apex-rms.com** to your internet browser or go to www.apex-networks.com
- Enter your installation code when prompted

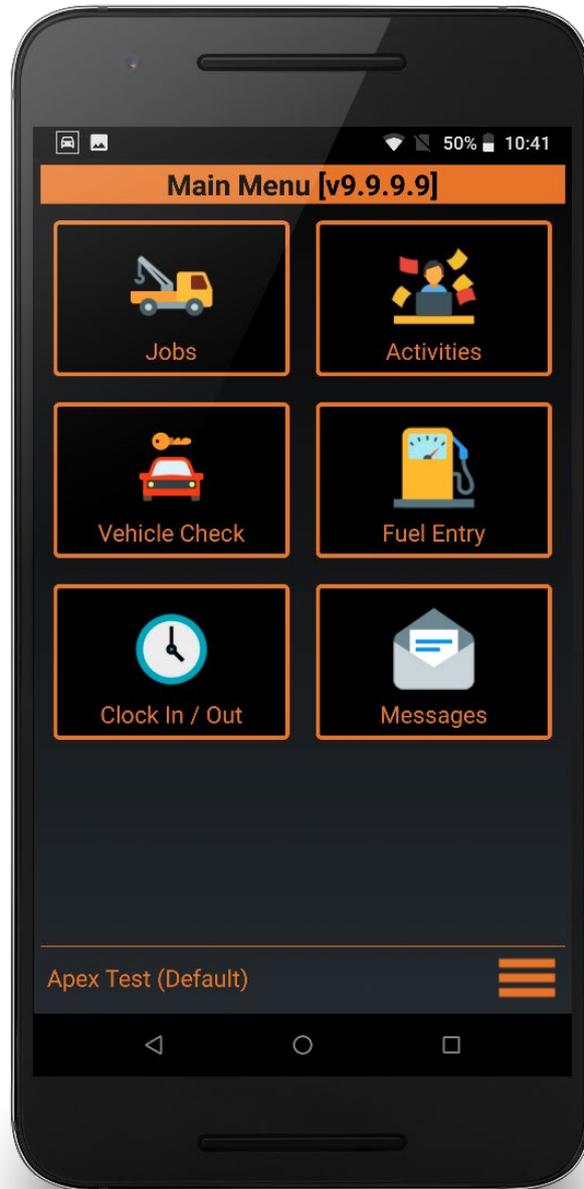
Download for each PDA if using Lite+.

Give your ANS Node to your job providers to enable them to send you work.

When you launch the App on your Android device, this is the screen that will appear.



The main menu

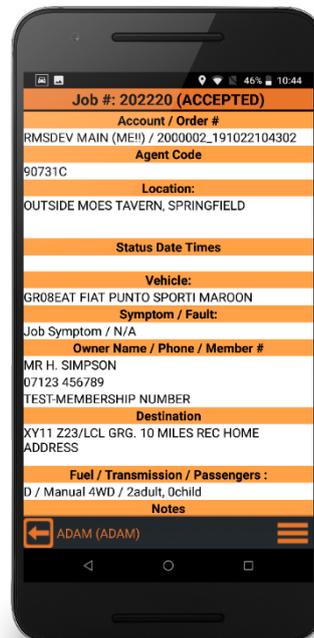
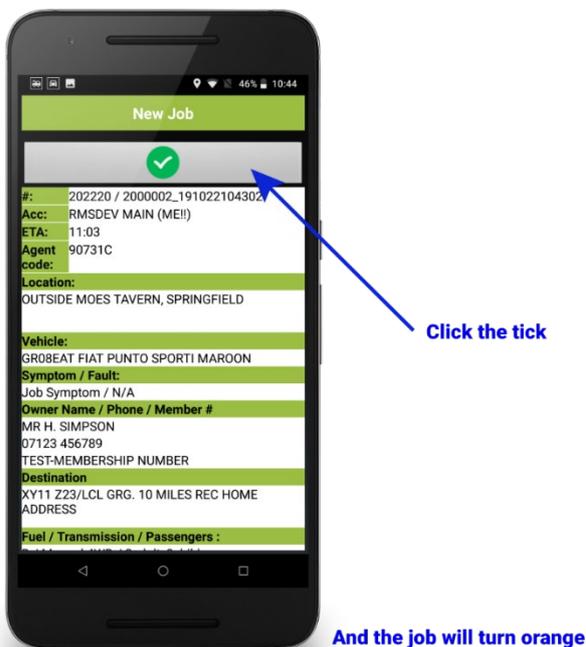


The main menu screen shows the full RMS system. Only some of the functions that you see on the main menu may not be available to Lite and Lite+ users. They are there to allow you to migrate seamlessly to the full system as your business grows.

When you receive a job, you will receive an audible warning as well as the option to accept or reject the job. An estimated time of arrival is also shown.

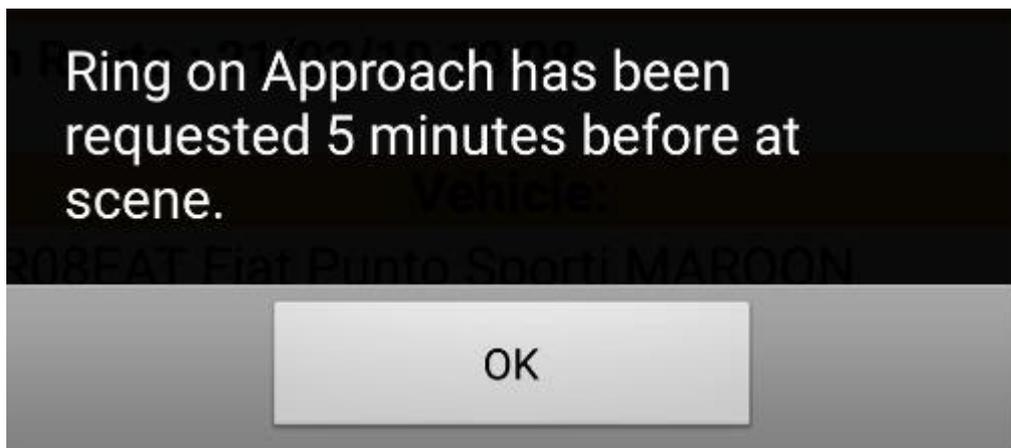


Once you have accepted a job, enter your ETA and click on the tick to confirm. The job information will be sent to you.

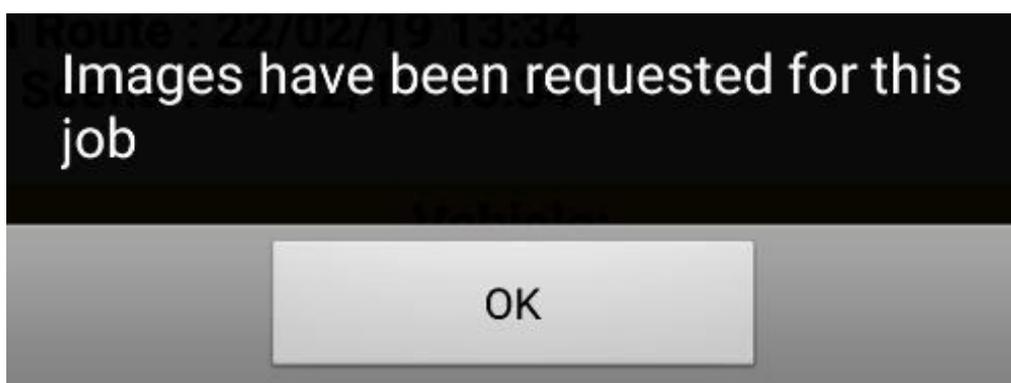


During the job, you may receive requests from the job provider.

If a 'ring on approach' request has been requested, you will see this pop up when you click 'On Route'.

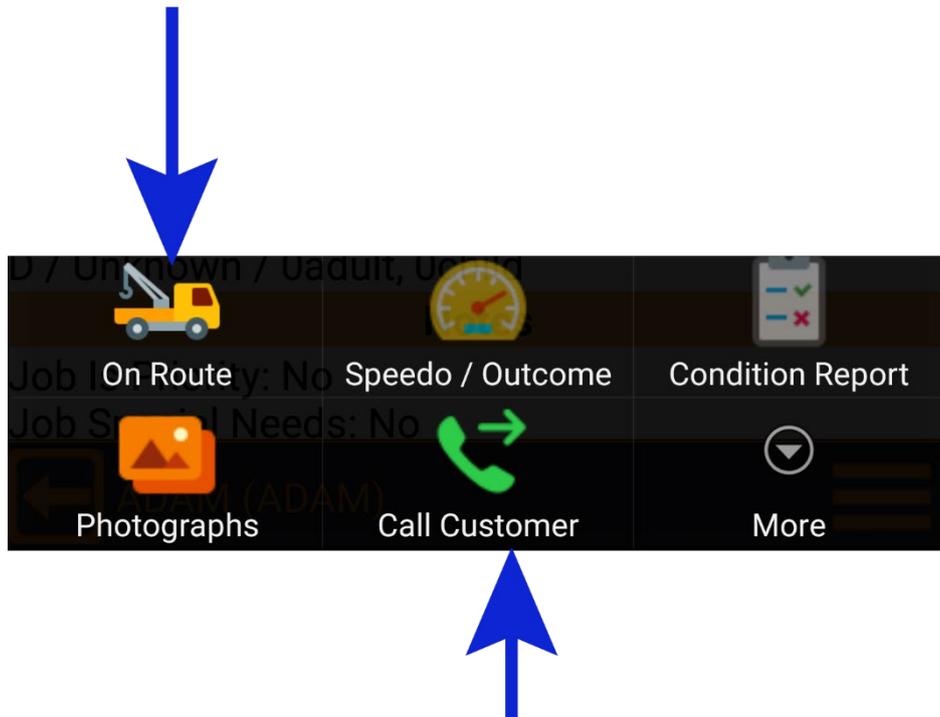


This will show when you have clicked 'on scene' after the Dynamic Risk Assessment has been completed.



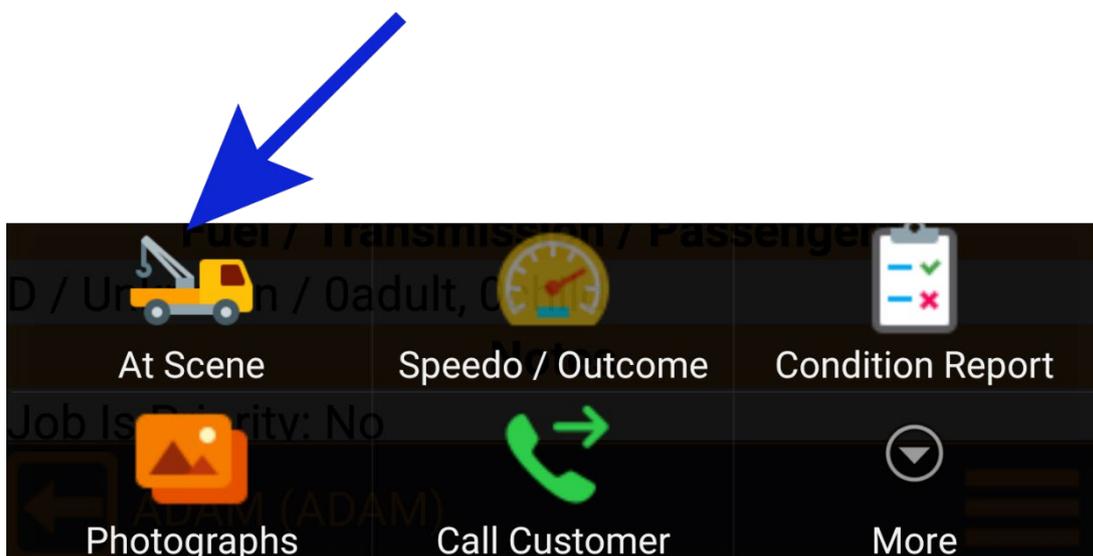
Click 'On Route' button to send information back to your job provider and will reduce the number of calls you receive from them.

"Are you there yet?"

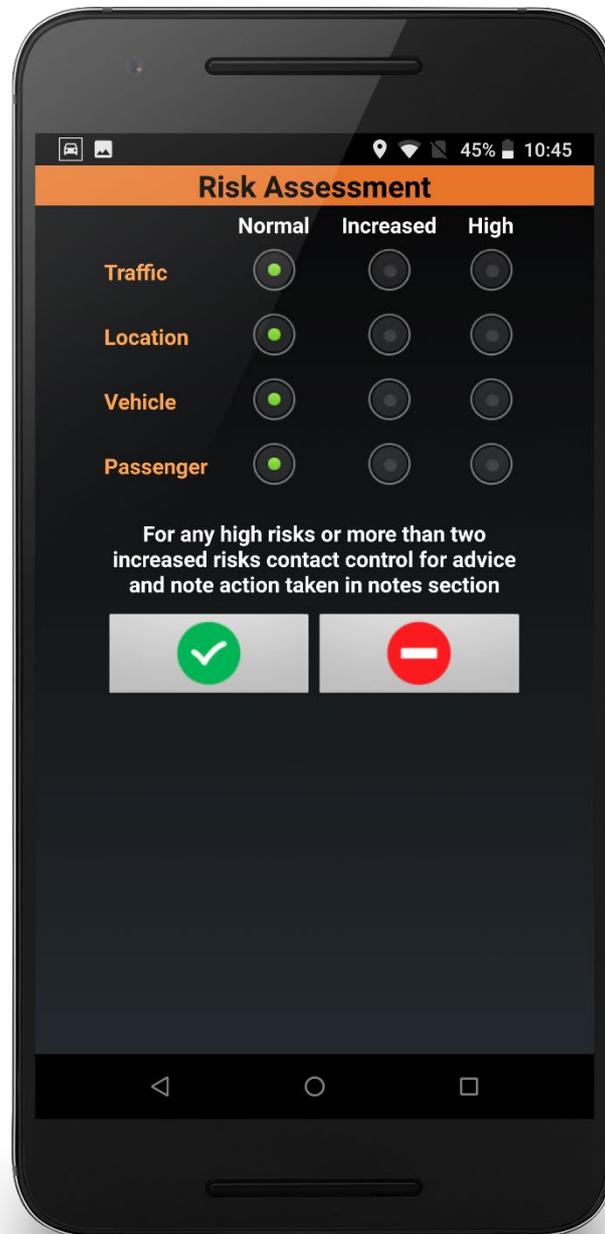


This button will let you call the customer and it will connect to their phone number automatically.

This button will put you as having arrived 'At Scene', the job provider will receive a progress update.

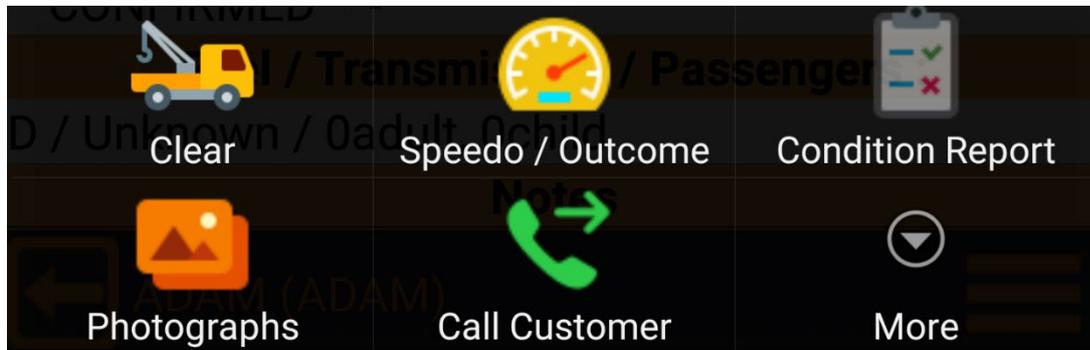


Whenever you click on 'At Scene', you will then have to complete a Dynamic Risk Assessment. This is designed for your safety and only takes a few seconds to complete.

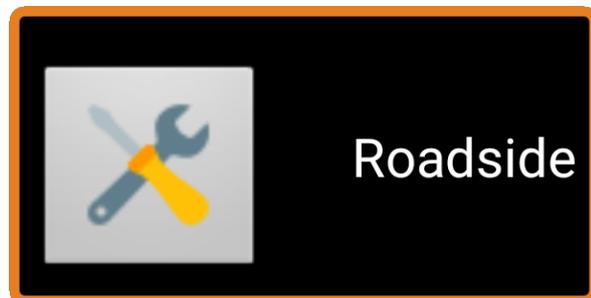
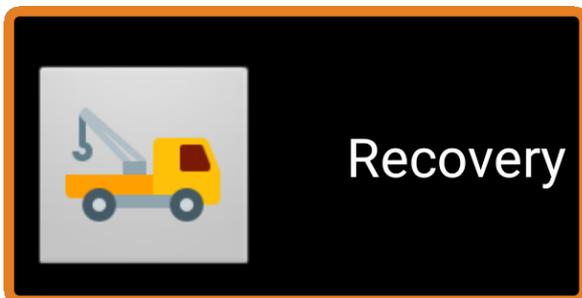


If you have any concerns, or if there are more than two 'Increased Risks or High Risk' notifications, you must contact your job provider to discuss support measures to reduce risks.

Once you are ready to leave the scene with a recovery job, you will need to press the 'Clear Scene' button. For a Roadside Assistance job, the 'Clear Scene' action will be followed by 'Complete'.



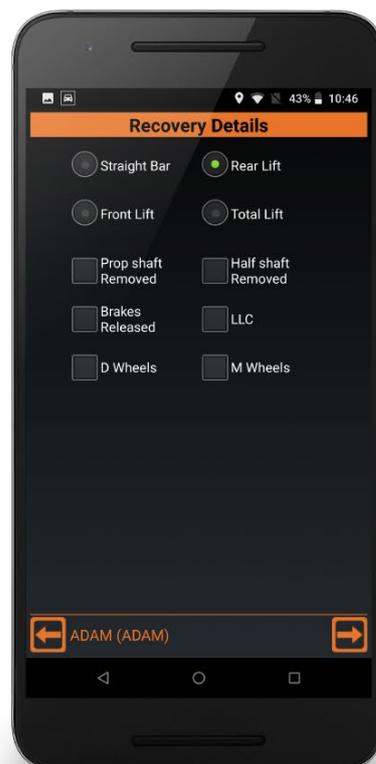
You should now complete a VCR (Vehicle Condition Report).



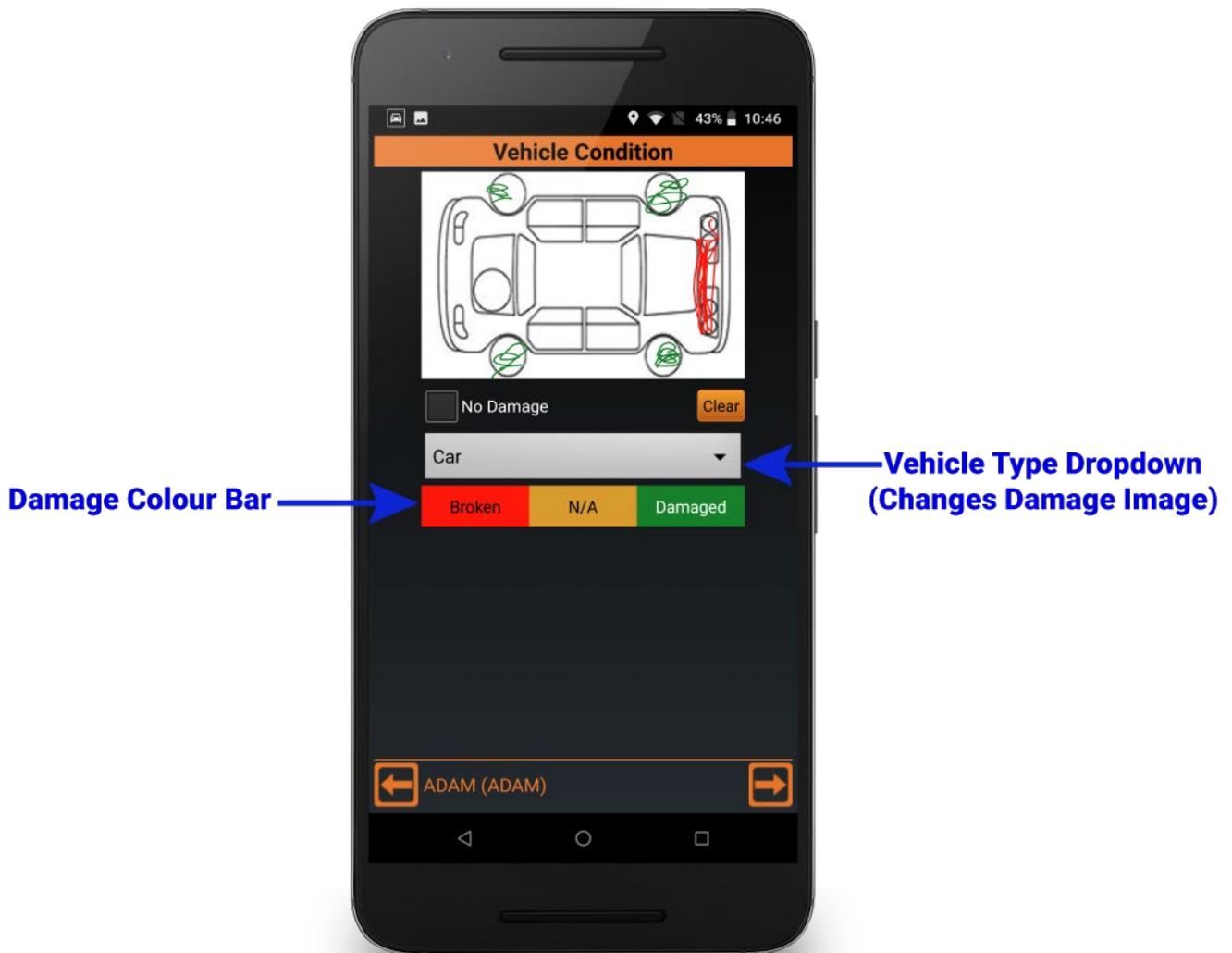
There is a choice of two buttons; Recovery and Roadside.

The 'Recovery' section is more comprehensive than 'Roadside' as your intervention will be less, it will offer a follow-on report facility so that the destination signatory can either approve the report or complete a new one.

The VCR will ask questions, to give an insight into the conditions when the vehicle was inspected. For example, the VCR may not be as comprehensive in the dark as in daylight, or if there were items of value, or the method of recovery.



As well as images, the system also has the 'Hedgehog' diagram for you to mark any damage to the vehicle. Both RSM Lite and Lite+ have both. You should attach images **and** mark any damage for a thorough vehicle condition report. This helps to protect your company against fraudulent claims.



There is a drop down menu for diagrams of other vehicle for record accuracy.

Simply touch on the relevant colour before marking on the diagram to indicate, Broken, Damaged or N/A.

The next section will ask you to submit information in the form of tick boxes.

The image shows a smartphone screen with a dark background. At the top, there is a status bar with icons for signal, Wi-Fi, battery (43%), and time (10:46). Below the status bar is an orange header with the text "Other Information". Underneath the header are two rows, each with a light blue background and a white tick box on the right. The first row contains the text "Unattended Delivery Authority". The second row contains the text "Acceptance that a visual vehicle inspection was not practical on arrival". Below these rows is the label "Comments:" in orange, followed by a large, empty white rectangular text input area with an orange border. At the bottom of the screen is a navigation bar with a dark background. It features a white back arrow on the left, the text "ADAM (ADAM)" in the center, and a white forward arrow on the right. Below the navigation bar is the standard Android navigation bar with back, home, and recent apps icons.

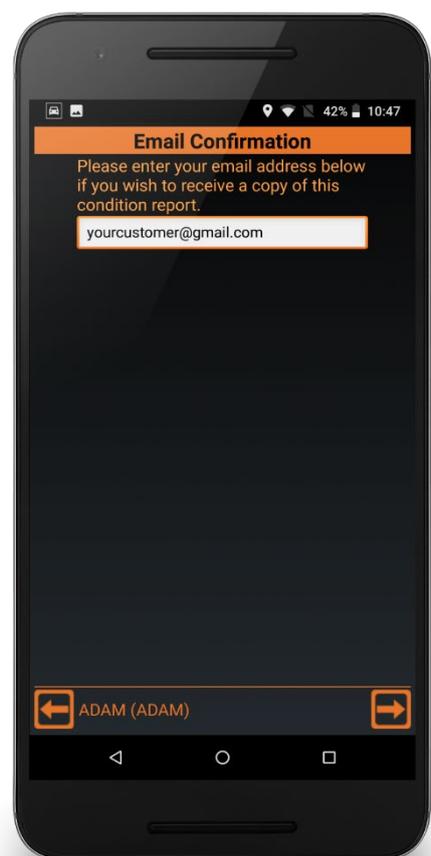
There is also a section for comments about the job. The information will appear on the customers' final Vehicle Condition Report.

It is important to enter the name of the customer or person who will be signing the VCR.

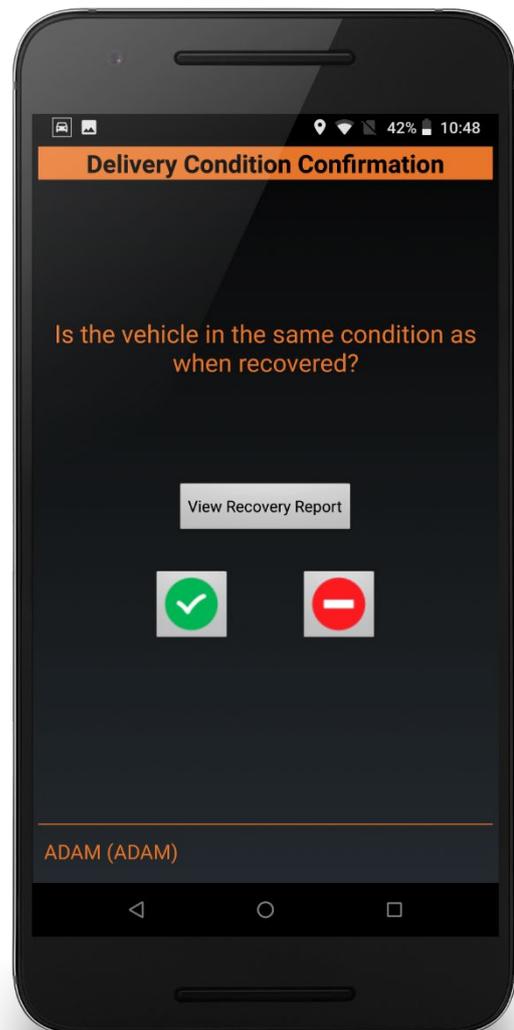
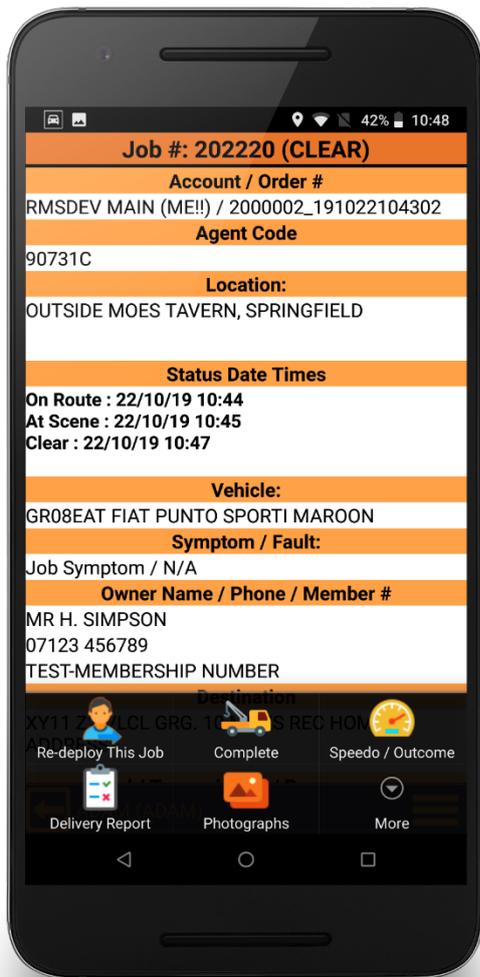


The signatory should agree to any damage recorded before signing. This will also show on the VCR.

Enter the customers' email address to automatically receive a copy of the VCR by email.



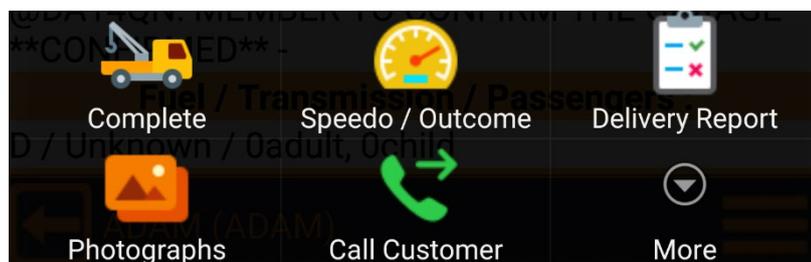
Upon arrival at the final destination, if the customer is not present, the staff member at the garage or dealership will need to either agree the VCR or complete a new, updated one.



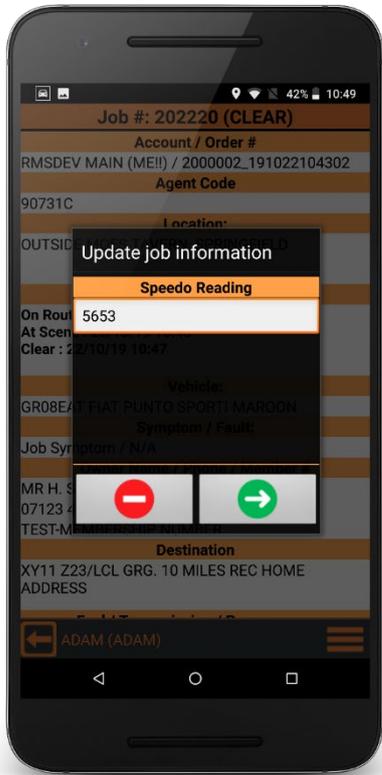
The receiver can sign for the vehicle, including a confirmation of the condition received. Remember to input their name in the box.



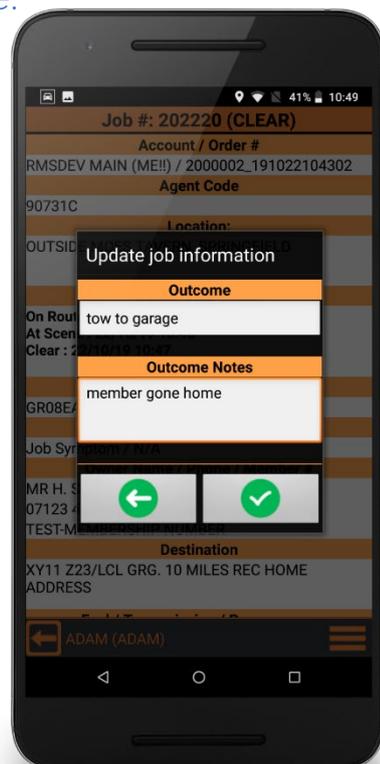
The final stage is to clear the job down (Complete).



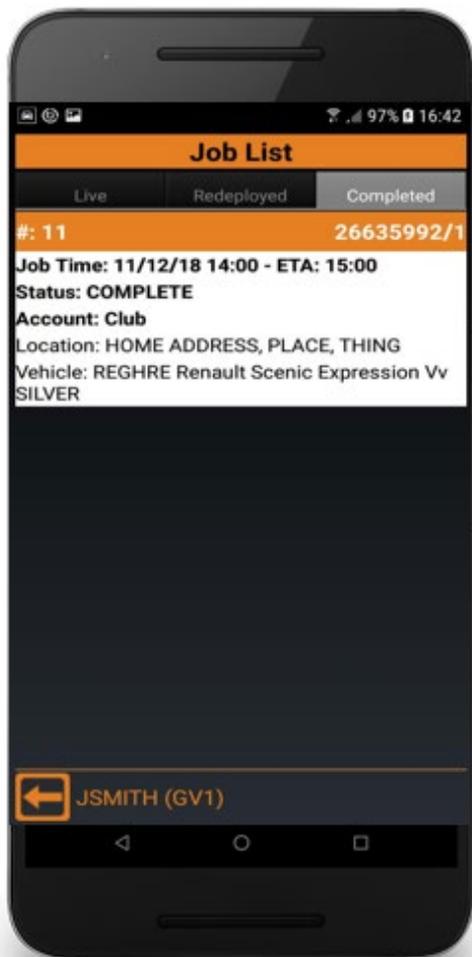
Enter the Speedo (Odometer) reading. It's important to enter the reading, but if you can't then put it on the notes of the job. This too can protect against fraudulent claims.



Enter the outcome to show how the job has progressed and make sure your notes are comprehensive.



Completed jobs can be viewed from the Completed List. Please note that this is not an archive. Jobs will remain there for a maximum of 30 days only, so it is important to save your emails.



You are only one seamless step away from subscribing to the full Apex RMS business platform.

Apex Networks are here to support you.

Tel: 0203 195 6757