

Welcome to the latest "Who Pays For What?" survey,
conducted quarterly by
Collision Advice and *CRASH Network*.

Will I get the results? Yes, for free, if you provide a valid email address.

Your Privacy: Your shop's individual responses will be held in the strictest confidence and will not be released in any way. Only cumulative data will be released.

Who should complete the survey? A shop owner, manager or estimator who is familiar with your shop's billing practices and the payment practices of the largest national insurers.

What about multiple shop locations? Please have each location complete its own survey.

How long will it take? About 15 minutes. To download the question set for review prior to beginning the survey [click here](#)

IMPORTANT

If you need to go back to a previous page, use the "Previous" button provided at the bottom of each page.

Do not press back on your browser or your progress may be lost.

Your Information

* All individual responses to the survey are strictly confidential; only compiled data will be released.

First name:

Last Name:

Company:

City/Town:

State:

ZIP:

Email Address:

Select the job description that best matches your position

- ☐ Owner / President
- ☐ Manager / Director
- ☐ Estimator / Blueprinter
- ☐ Other

Shop Category

* Please select the category that best describes your repair facility.

- ☐ Independently owned (and not a franchise)
- ☐ Dealership owned collision repair facility
- ☐ Multi-shop operation - (not dealership owned)
- ☐ Franchise (i.e., Carstar, Fix Auto, etc) location
- ☐ RV / Heavy duty truck repair
- ☐ Not a repair facility (just curious about the survey)

How many vehicles per month does this location repair on average?

- ☐ 1-29
- ☐ 30-54
- ☐ 55-99
- ☐ 100 or more

Note

For the following "not-included" repair procedure questions, if you have not done work paid for by a particular insurer, please leave that insurer's row blank.

How often do you get paid by each insurer for the following procedures when they are needed for a repair?

Rough access pull:

Conduct pulling on a vehicle in order to get access necessary to inspect for damage or remove parts.

	Always	Most of the time	Sometimes	Never	Never have asked
State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Geico	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allstate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Progressive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Farmers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
USAA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Liberty Mutual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nationwide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Pre-measure to diagnose structural damage:

Measuring the vehicle prior to repairs to determine extent of damage.

	Always	Most of the time	Sometimes	Never	Never have asked
State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Geico	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allstate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Progressive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Farmers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
USAA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Liberty Mutual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nationwide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Remove coatings from pinch-welds & repair ‘witness marks’ after clamp removal:

Labor to remove undercoating/seam sealer from pinch-welds prior to clamping vehicle for anchoring, and to repair “witness marks” (clamp damage) after removing clamps (does not include refinish labor)

	Always	Most of the time	Sometimes	Never	Never have asked
State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Geico	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allstate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Progressive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Farmers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
USAA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Liberty Mutual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nationwide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Set-up and perform destructive weld testing:

Make test welds and perform destructive testing on them prior to welding on vehicle to ensure welder is set up properly.

	Always	Most of the time	Sometimes	Never	Never have asked
State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Geico	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allstate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Progressive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Farmers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
USAA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Liberty Mutual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nationwide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How often do you get paid by each insurer for the following procedures when they are needed for a repair?

Mobilize vehicle:

Labor required to transport non-drivable vehicle into/around the shop through the use of wheel dollies or other means.

	Always	Most of the time	Sometimes	Never	Never have asked
State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Geico	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allstate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Progressive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Farmers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
USAA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Liberty Mutual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nationwide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Test drive for diagnostics before repairs:

Drive vehicle before repairs to determine extent of damage, including suspension or drivability problems, function of autonomous braking and adaptive cruise control, etc., or to ensure set conditions are met prior to scanning.

	Always	Most of the time	Sometimes	Never	Never have asked
State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Geico	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allstate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Progressive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Farmers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
USAA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Liberty Mutual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nationwide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Test drive after repairs:

Drive vehicle after repairs to check for suspension or drivability problems, wind noise, function or recalibration of autonomous braking, adaptive cruise control, blind spot monitoring, etc., or to ensure set conditions are met prior to post-repair scanning.

	Always	Most of the time	Sometimes	Never	Never have asked
State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Geico	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allstate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Progressive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Farmers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
USAA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Liberty Mutual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nationwide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How often do you get paid by each insurer for the following procedures when they are needed for a repair?

Pre-diagnostic alignment:

Conduct an alignment prior to repairs to determine if any suspension components will be needed as part of the repair.

	Always	Most of the time	Sometimes	Never	Never have asked
State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Geico	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allstate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Progressive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Farmers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
USAA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Liberty Mutual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nationwide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

R&I of electrical components:

Removal and reinstallation (or partial set-back beyond 12-20 inches) of electrical components from areas on the vehicle on which welding will occur during repairs to prevent damage from electromagnetic pulse (EMP).

	Always	Most of the time	Sometimes	Never	Never have asked
State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Geico	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allstate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Progressive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Farmers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
USAA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Liberty Mutual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nationwide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Stall cure time:

Fee for the time (in some cases 36-48 hours, as required by the OEM) during which a vehicle must remain stationary to allow structural / adhesive bonding to cure.

	Always	Most of the time	Sometimes	Never	Never have asked
State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Geico	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allstate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Progressive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Farmers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
USAA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Liberty Mutual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nationwide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Final verification of measurements:

Final check and print-out of measurements following completion of repairs.

	Always	Most of the time	Sometimes	Never	Never have asked
State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Geico	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allstate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Progressive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Farmers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
USAA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Liberty Mutual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nationwide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Not Included 4

Clear personal data:

Labor to erase customer's personal data (such as garage door code, GPS data, data from a synched cell phone, etc.) from a vehicle that has been declared a total loss.

	Always	Most of the time	Sometimes	Never	Never have asked
State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Geico	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allstate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Progressive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Farmers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
USAA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Liberty Mutual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nationwide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Disconnect and reconnect battery when performing repairs:

Disconnect battery prior to repairing a vehicle, and reconnect the battery after repairs are complete.

	Always	Most of the time	Sometimes	Never	Never have asked
State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Geico	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allstate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Progressive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Farmers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
USAA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Liberty Mutual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nationwide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Battery reconnect procedures:

Perform all procedures required by the OEM after a battery has been disconnected and reconnected (i.e. initializations, steering angle sensor, etc.).

	Always	Most of the time	Sometimes	Never	Never have asked
State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Geico	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allstate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Progressive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Farmers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
USAA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Liberty Mutual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nationwide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Battery Reconnect Procedure

How frequently do you research OEM repair procedures that are necessary after a battery is reconnected?

- ☐ All the time
- ☐ Most of the time
- ☐ Some of the time
- ☐ Only occasionally
- ☐ Never

How often do you get paid by each insurer for the following procedures when they are needed for a repair?

Administrative fee for re-rekeying of estimate or reconciliation of insurer estimate and shop estimate

Note: If you never re-key estimates, skip this question.

	Always	Most of the time	Sometimes	Never	Never have asked
State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Geico	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allstate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Progressive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Farmers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
USAA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Liberty Mutual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nationwide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Administrative fee for total losses

	Always	Most of the time	Sometimes	Never	Never have asked
State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Geico	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allstate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Progressive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Farmers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
USAA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Liberty Mutual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nationwide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Parts cart storage of vehicle parts removed from total loss vehicle

Fee for space required for carts holding parts removed from vehicles that are subsequently declared total losses

	Always	Most of the time	Sometimes	Never	Never have asked
State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Geico	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allstate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Progressive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Farmers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
USAA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Liberty Mutual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nationwide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

When billing for the processing of total losses, does this location charge a simple flat fee, or a list of charges broken down by tasks (such as moving non-drive vehicle, file creation, estimate, cover to protect vehicle, etc.)?

- ☐ Flat fee
- ☐ Itemized list of charges

Comment

How many times per month do you manually re-key an insurer's estimate into your estimating system?

- ☐ Never
- ☐ 1-2
- ☐ 3-4
- ☐ 5 or more

Comments

Bench / Fixture / Jig

* Does your shop ever use a bench / fixture / jig type of frame machine?

☐ Yes

☐ No

Not Included - Bench systems

How often do you get paid by each insurer for the following procedures when they are needed for a repair?

Jig rental:

Fee for short-term use of a needed jig or fixture for measuring a particular vehicle using a bench system. (If you have never rented a jig, skip this question)

	Always	Most of the time	Sometimes	Never	Never have asked
State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Geico	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allstate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Progressive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Farmers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
USAA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Liberty Mutual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nationwide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Jig assembly:

The labor time spent assembling a jig prior to installation.

	Always	Most of the time	Sometimes	Never	Never have asked
State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Geico	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allstate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Progressive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Farmers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
USAA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Liberty Mutual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nationwide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

COVID-19 Charges

COVID-19 cleaning:

Cleaning or disinfecting vehicles before and / or after a repair to minimize the spread of infection.

	Always	Most of the time	Sometimes	Never	Never have asked
State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Geico	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allstate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Progressive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Farmers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
USAA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Liberty Mutual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nationwide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Photo estimating:

Preparing a photo-based estimate at the insurer's request.

	Always	Most of the time	Sometimes	Never	Never have asked
State Farm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Geico	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allstate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Progressive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Farmers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
USAA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Liberty Mutual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nationwide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments

DRPs

* This shop / location is a direct repair shop for the following companies:

- ☐ State Farm
- ☐ Geico
- ☐ Allstate
- ☐ Progressive
- ☐ Farmers
- ☐ USAA
- ☐ Liberty Mutual
- ☐ Nationwide
- ☐ None of the above

Mechanical

How are wheel alignments billed at this location?

- ☐ Performed in-house using estimating system labor time at mechanical labor rate
- ☐ Performed in-house for a flat fee
- ☐ We sublet alignments at this location

Comment

Does this location have a dedicated in-house mechanic (as opposed to a body technician that also does mechanical work)?

- ☐ Yes
- ☐ No

How does this location most often perform glass work?

- ☐ Our employees perform the repairs
- ☐ We sublet to a vendor

Backlog

What is your current backlog of work at this location? In other words, how far out are you scheduling new work?

- ☐ No backlog / scheduling immediately
- ☐ Less than one week out
- ☐ 1 to 2 weeks out
- ☐ 2 to 3 weeks out
- ☐ 3 to 4 weeks out
- ☐ 4 to 5 weeks out
- ☐ 5 to 6 weeks out
- ☐ 6 to 7 weeks out
- ☐ 7 to 8 weeks out
- ☐ More than 8 weeks out

Comments

What is your overall outlook for your business over the next 12 months?

- ☐ Very positive
- ☐ Positive
- ☐ Neutral
- ☐ Negative
- ☐ Very negative

Comments

Electronic parts ordering

Please check any of the electronic parts ordering systems in use at this location

☐ We do not order parts electronically. E-mail, phone and fax only.

☐ APU Solutions' PartsNetwork

☐ Auto PartsBridge (APB)

☐ Car-Part.com

☐ CCC TRUE Parts Network

☐ OEConnection CollisionLink

☐ OEConnection CollisionLink Plus

☐ Overall Parts Solutions (OPSTRAX)

☐ PartsTrader

☐ RealParts.Com

☐ uParts

☐ Other system (please specify)

Most used

Of the electronic parts systems you use, which system would you say is used most often?

- ☐ APU Solutions' PartsNetwork
- ☐ Auto PartsBridge (APB)
- ☐ Car-Part.com
- ☐ CCC TRUE Parts Network
- ☐ OEConnection CollisionLink
- ☐ OEConnection CollisionLink Plus
- ☐ Overall Parts Solutions (OPSTRAX)
- ☐ PartsTrader
- ☐ RealParts.Com
- ☐ uParts
- ☐ [Insert text from Other]

EPO features

How important to you are the following features in an electronic parts application?

	Extremely important	Very important	Somewhat important	Not that important	Not at all important
The ability to see the same graphics as the OEM vendor parts department	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ability to import parts vendor invoices back into the shop's management system to eliminate rekeying	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ability to price-match in real-time while writing estimate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ability to accurately scrub the parts list by VIN number	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ability to identify one-time use parts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ability to show parts availability and estimated delivery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

EPO preferred

Assuming you could use any parts ordering system at your facility, which would be your PREFERRED system overall?

- ☐ I would prefer to not use any of the electronic parts ordering systems currently available
- ☐ APU Solutions' PartsNetwork
- ☐ Auto PartsBridge (APB)
- ☐ Car-Part.com
- ☐ CCC TRUE Parts Network
- ☐ OEConnection CollisionLink
- ☐ Overall Parts Solutions (OPSTRAX)
- ☐ PartsTrader
- ☐ ProfitNet
- ☐ RealParts.Com
- ☐ uParts
- ☐ Other system

Invoicing Systems

* Do you use an invoicing / inventory management system (to bill for such items as clips/fasteners, seam-sealer and weld-through primer), and if so, which one(s)?

☐ We don't use an invoicing system for these items

☐ 3M CRiMP / 3M RepairStack

☐ ASP TRACS

☐ Auveco Products

☐ Clip Lizard

☐ Crest Industries

☐ Disco

☐ Kent Automotive PROS

☐ Kimball Midwest True Partners

☐ LeanTec

☐ Nuventory

☐ Winzer

☐ Wurth USA SIS

☐ Our own internal system

☐ Other system (please enter the name below)

Invoicing systems

On average, how much additional revenue per estimate does the use of your invoicing / inventory management system provide?

- ☐ None
- ☐ \$1-\$10
- ☐ \$11-\$25
- ☐ \$26-\$50
- ☐ \$51-\$75
- ☐ \$76-\$100
- ☐ Over \$100

Comment

Is your inventory management system integrated with your shop management system?

- ☐ Yes
- ☐ No

Invoicing Systems

Do you wish your invoicing / inventory management system was integrated with your shop management system?

☐ Yes

☐ No

Survey Usage

Have you been able to use previous "Who Pays For What?" surveys/results to improve your business?

- ☐ Yes
- ☐ No
- ☐ This is the first time I've participated in these surveys

If you answered 'yes' in the question above, please select each of the following ways in which you have used the survey results.

- ☐ to show insurance company reps that we're not "the only one" billing for these not-included operations
- ☐ to train/remind staff about not-included operations
- ☐ to show vehicle owners that the items we are billing for are not unreasonable
- ☐ as a regular reminder of the "not-included" procedures we are doing, and should be charging for

General comments on the "Who Pays" surveys

Done

If you did not enter your e-mail address at the beginning of this survey but would like to be personally notified when the results of this survey are completed, please provide your email address here:

Please help us spread the word!

Do you know other shops that should take this survey? [Click here for a prepared email](#) you can send to them to encourage their participation.

Download results from previous "Who Pays" surveys.

The results of this survey will be published in September. Our fourth quarter survey, covering "not-included" scanning and calibration repair operations, will take place in October. [Download past results here](#).

Check out the Collision Advice or CRASH Network websites.

There's plenty of resources, tools and information offered at the [Collision Advice website](#), and [click here](#) to consider a subscription to the CRASH Network weekly newsletter.

Thank you!