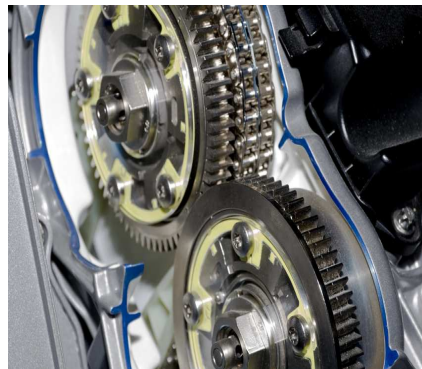


USER MANUAL FOR ACE'S WEB BASED INFORMATION SYSTEM

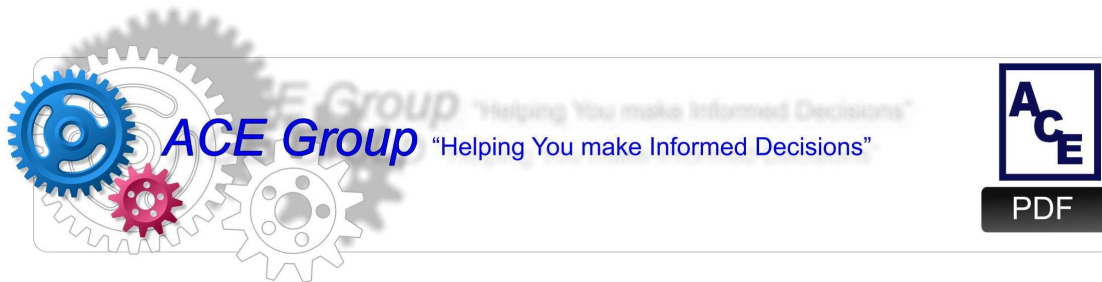


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FORWORD: ACE have always believed strongly in providing its clients with the best possible service that can be achieved, also it has always been a fundamental requirement with our company that we produce a transparent inspection analysis, so our clients can view our performance and the effectiveness of the system in use.

We do not mask any errors that have developed during the inspection process and we will make every attempt to eradicate any errors highlighted.

To this end, ACE statistics were moved recently from being e-mailed on a monthly basis to web based information, giving clients clear and specific information about ACE'S performance during the calendar month.

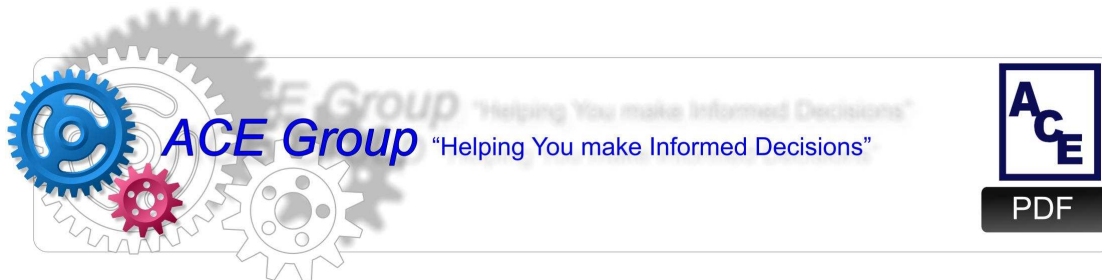
We are always constantly upgrading our website information system to provide our clients with the best possible information. As further improvements are requested, we make every attempt to add additional information and improvements as soon as possible. The two improvements, which are currently ongoing are:

1. That the reports will be filed in PDF form on the web, giving you direct access to the reports. The submission of reports will still remain as per your normal route i.e. via e-mail or fax.
2. For photographs to be available on the web providing clients with further access to information, if required.

We thank you for taking the time to use ACE'S information service and hope you will find this of interest.

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1. LOG ON AND OFF

There are several ways to log on to ACE'S information web based system.

The first is to follow the hyperlink provided in the welcome e-mail.

The second is to type the hyperlink directly into a web browser, the hyperlink being www.ace-uk.org/aukorg.asp or www.ace-uk.org/abc.asp.

The third is to follow the hyperlink, which is on our main web site, marked 'Links' in the top right area of the home page.

After following the link you will be presented with the 'ACE' log on screen, which contains a user name / number and a password. The name and password are sent in your welcome e-mail and are specific to users and accounts.

After typing in your log on name and password, simply press the log on button. A new screen will appear, at the bottom of the screen will be your user details – user name and email address and the account that you are logged on to, above this are the search criteria and other options available.

A Demo version is also available using ACE system test data user name ace password ace.

The options currently available are: -

Search for claim reference.

Search for registration number.

Browse all reports.

Go to ezine / newsletter.

View report statistics for this client.

Go to main web site.

Download PDF Brochure.

Download PDF for information website user manual.

LOG OFF

To log off the system just press the log off button from the main menu.

SECURITY

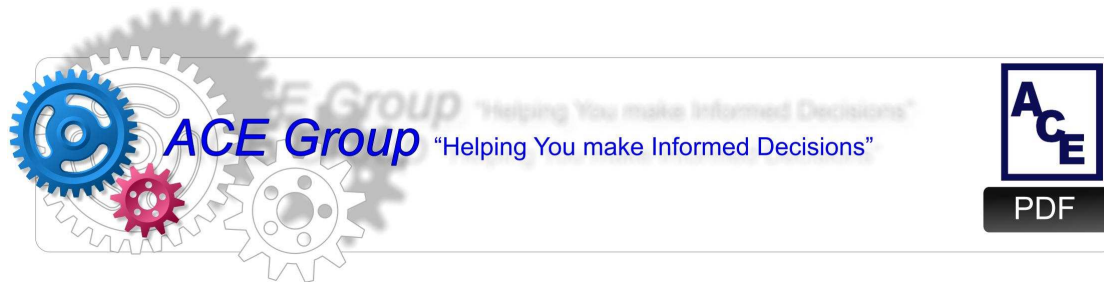
Please note that as the site is secure after a period of time of none use you will be asked to log back in.

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2. SEARCH

If you click the search criteria button for either registration number or claim number, you are presented with a further field in white, which allows you to type both complete and part numbers. For example, if you only know the first few characters of a registration number you can still complete a search on the web site for that vehicle, using the criteria. The results will be displayed.

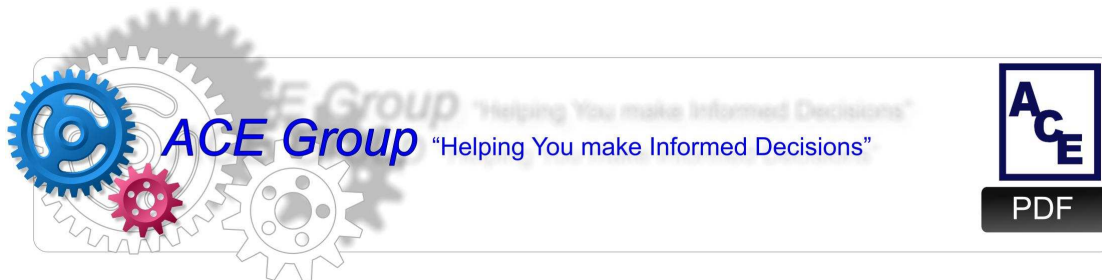
The same facility is available using the client's reference number.

After completing the search, the search results will be displayed showing our report number, claims reference, registration number, make and model and the client.

A further search facility is available which allows you to browse all results available. By pressing this you see all reports that have been posted to this account, and you can simply scroll to find the report that you are looking for based on the details that are presented on screen. The details presented are: -report number for ACE, claims reference, registration number, make and model and the client reference.

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3. SELECTING A RECORD

To select one of the files simply click on the underlined number in white, this then opens the main information screen showing the report number and other details of the vehicle and the inspection status, which is approximately half way down the page. This gives an indication, within 10 minutes, of the current status of the record.

The status is self-explanatory. However, the initial preceding codes need some explanation.

- AC - Means the file is active with ACE and ongoing.
- CO - Means the inspection has been completed
- ON - Indicates that the inspection is on HOLD for the reason detailed.
- QA - Indicates that the inspection is in query. The description after the 'hyphen' is further information as well as the notes and audit as to the current situation. For example, QA – Query with engineer, means the report has gone to the engineer for a specific query. In house queries also indicates the engineer dealing with the query, such as CO reporting query Graham, means Graham is dealing with the particular query.

You will note that in this screen, on the right hand side, there are a further three options available.

1. The notes option, which shows all the notes that are applicable to this particular record. If no notes are posted, it indicates 'not available'.
2. Documents. These are the documents available for submission to you via the email link, which is pre-set at log in. This provides substantial security. However, due to requests from our clients, in the very near future the reports will be posted in PDF form and as such, you will be able to open and print directly from the web site. The PDF's will be encrypted, if required.
3. Finally, the audit records are available for the particular inspection, giving an indication of exactly what transpired in this report during our involvement.

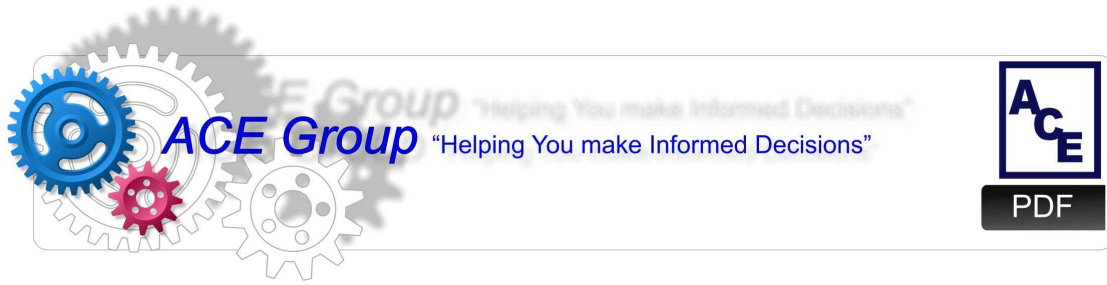
Across the top of this screen there are three more criteria.

1. Go to main search page.
2. Return to listings.
3. Print this page.

The 'print the page' option may provide unexpected results, due to how you have your browser set and your screen resolution. The printed results may be difficult to follow. A further option is also to be added in the near future, where any photographs that have been taken will also be available via the website.

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4. FURTHER OPTIONS UNDER SELECT

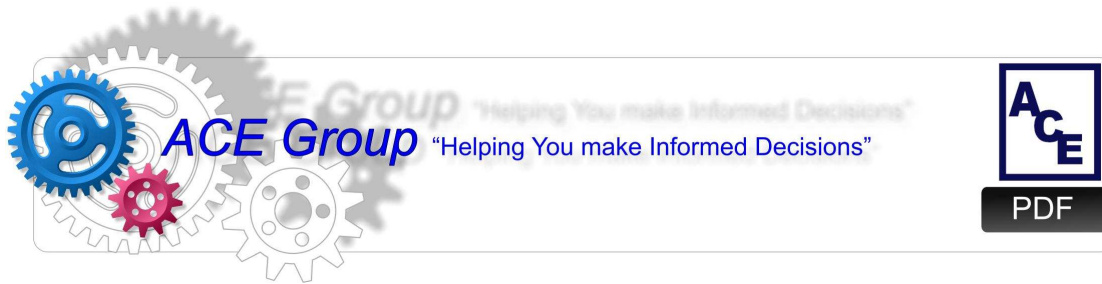
Under the select options there are further options, which you may find of interest such as: Go to ezine / newsletter, Go to ACE'S main website also view report statistics.

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5. REPORT STATISTICS

On clicking the view report statistics button you will be presented with 12 calendar months. This report works on a revolving 12 months basis. By clicking one of the underlined months you will be presented with a PDF file showing the statistics for files listed. The information presented is the raw data for the particular file, which includes report number, claims reference, registration number, created date, completed date, what we consider to be the accepted or rejected costs and the type of inspection completed.

On the last page, in the footer section, are the report statistics for that month. The statistics presented for mechanical and accident divisions differ.

MECHANICAL The statistics are split into several sections. The first indicates quantum, which is the number of inspections completed, cancelled and the number of road tests undertaken. The next section is the financial section and indicates our interpretation of rejected costs and accepted costs. The accept cost minus rejection costs divided by the number of inspections completed, gives an indication of the performance of the inspection related to the cost of the inspection.

The final section is headed performance and this indicates the number of inspections that are completed within a certain number of hour bands. For example; under eight hours, 8-16 hours, 16 - 24 hours, 24 to 32 hours and above 32 hours. The information excludes road testing, which would give an improper bias to the information. Below the actual numbers completed within the time frames are the inspection percentages.

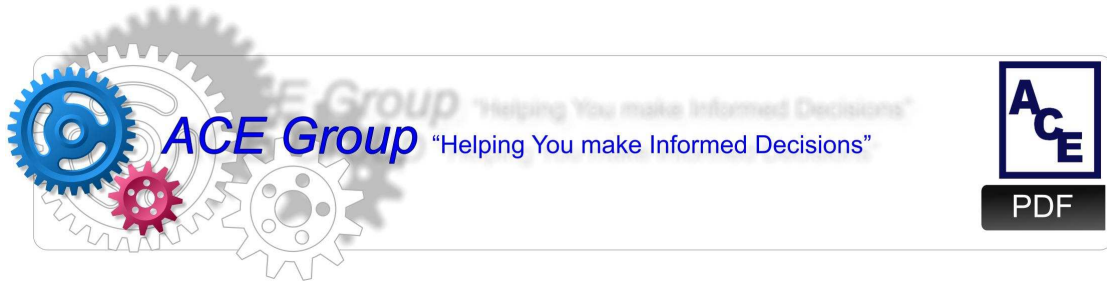
Finally in the last section are the SLA, which has been agreed for the client and the achieved SLA.

ACCIDENT The accident inspection stats contain several sections giving a breakdown of the information provided. The raw information provided contains the report number, claim reference, registration number, created date, completed date, labour, paint, parts and specialist costs.

The statistics contain, in the quantum, the total number of inspections received, the number cancelled and the numbers completed. In the financial section, this indicates the amount of labour authorised, the paint authorised, material / parts authorised and specialist costs authorised.

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On the next line is the amounts saved for labour, paint materials and specialist costs. Under the total saved is the amount totally saved for that month. On the next line the percentages for the amounts saved against the amount authorised and again under total saved is the average saving per inspection completed.

Under the total loss section are the number of total losses for category A, B, C D and theft is category X. Under this is the percentage of total losses against completed inspections.

Finally, the performance figures broken down into our categories are under 8 hours, 8 to 16 hours, 16 to 24 hours, 24 to 32 hours and above 32 hours. The next line gives the percentages of inspections completed within the 8 to 16 hour, 16 to 24 hours, 24 to 32 hours and above 32 hours criteria.

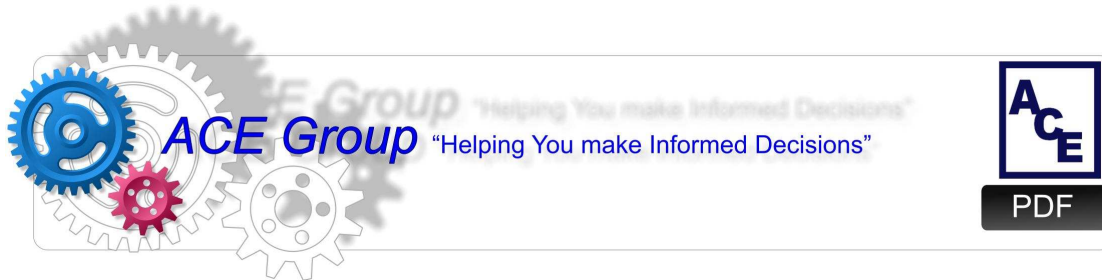
Finally, the SLA for the client and the achieved SLA are published.

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6 ADDING AN INSTRUCTION REQUEST

- From the menu select New Instruction.
- You should be presented with 2 large icons 1 an engine and 1 a damaged car select the appropriate inspection engine = mechanical damaged car = body type inspection for fire investigations please use the engine / mechanical path.
- You are then presented with a large screen of text which needs to be considered if you are adding photos if not select bottom left button Do not Add files. Bottom right is for adding photos.
- Next is a registration look up entering the registration number and press retrieve details.
- A new screen should open; this is where the vehicle details, fault details and vehicle location need to be entered.
- The first section is for the owner's name and address details, which on mechanical inspections are not normally required unless the inspection is to take place at the owners home/work address.
- In the second section of the form date of sale and mileage at sale can be entered along with the failure date and mileage.
- The third section is the location and telephone contact details of where the vehicle needs to be inspected.
- The fourth section allows details such as inspection type, excess, policy number, vat registered, your contact name, your reference and fault details to be added. These can be cut and pasted to save time.
- Once all of the details have been entered click the submit button at the bottom of the page. Once this has been done the instruction will be entered on to our system for the inspection to be arranged. Following the submission on our docs server you will receive a reply confirming receipt this can take up to 10 minutes.
- If you wish to delete all of the details that you have entered there is a reset bottom on the left hand side at the bottom of the page, if you click this all details will be deleted.

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