

CIECA - Collision Industry Message Standards Overview

Claims Initiation

Estimating

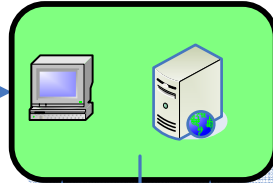
Repair Process

Consumer



Insurance Company

Consumer calls and a Claim is initiated



Rental Status Service

Assignment Services

Rental Car Company

Estimate Service

Assignment Service



Repair Status Service

Repair Status Service

Repair Facility



Estimate Service



Repair Order Accepted

Invoicing and Statement Services

Procurement Status Service

Parts/Materials Suppliers

Procurement Services



OEM's
Aftermarket
Recyclers