

FAQ's

1. **What is re-keying?** — Copying and matching estimates into your estimating system. Transferring/an estimate from one estimating system to another. Most commonly done to write a supplement or to push into a management system.
2. **2. How does it (AERK) work?** — AERK is a simple, locally installed software installed on your computer that reads a digital PDF (can be exported from any major estimating system or emailed from your adjuster) and re-keys the estimate for you directly into your estimating system. With just a few clicks of a button, the estimate will be transferred into your system in an average of 6 minutes!
3. **Do I have to send my estimates to you to re-key?** — No, AERK is installed on your workstation/computer. You are 100% in control of your re-keying process.
4. **4. What estimating systems does it work with?** — AERK works with all major estimating platforms. (Mitchell UltraMate, Mitchell Estimating Cloud/Connect, CCC One and Audatex Estimating)
5. **Can I transfer from one estimating system into another?** Yes, AERK is designed to read all estimating PDFs regardless of the system it was created in, copy, and match it into your current estimating platform.
6. **Can I use AERK to transfer supplements?** — AERK can handle your supplements. The system has many features that will allow you to create a new estimate, transfer into an existing estimate / work file or transfer as a supplement.
7. **Can I use a Scanned PDF?** — **NO!** You cannot use a scanned PDF. Unfortunately, all PDF scanners are different and do not transfer data but just create an image, which can cause issues. 1 can be "I" or "l", 0 can be "O" and many other combinations that are issues with part numbers and VIN# (we are constantly working on improving this feature and hope to bring it to you soon).
8. **How fast is it?** — Studies show it takes 45 minutes to an hour to re-key an estimate manually, AERK will do it in an average of 6 minutes.
9. **Is it expensive/how much will it cost me?** — AERK is very cost-effective no matter what your process. We have pay-to-play bundle options or unlimited monthly packages (**no contractual commitments!**)
 - AERK has an amazing Invoicing feature that allows you to bill the payer for the cost of the service allowing you to make the software FREE! (Ask your rep how -949.922.0018)

FAQ'S continued

10. **Will I have to review the estimate to be sure it matches?** — AERK copies and matches the estimate into your system but the systems are different and there will be minor adjustments that need to be made. They are typically the same for every estimate. AERK does not adjust your labor rates or taxes, so once you change those, things should match up for you.
11. **Does AERK use the estimating database?** —AERK is designed to copy and match the PDF estimate into your system. Because all the platforms are different, the estimates sometimes go in differently. Some will use the database, and some will use a manual line entry style (ask your rep for more details).
12. **Does AERK use the labor and parts data from the PDF or my estimating system?** — AERK is designed to copy and match the PDF into your system. For this reason, we use the parts pricing and labor times from the PDF into your system.
13. **What if I need more than one user?** — We have many different packages and can be set up for you to have multiple users. (Refer to pricing guide)
14. **Can I use it in all of my shops if I have more than one?** — Yes, we can put a special plan together for your entire business. The ROI for an MSO is staggering and we are set up to help shops of all sizes and volume.
15. **What happens if I get an error or need help?** — We have an incredible support team waiting to assist. AERK captures when an error bug occurs and our team will begin working to solve the issue. We also have live assistance for you at any time if you prefer to speak with someone 949.922.0450.
16. **Where can I use AERK?** — Anywhere the major estimating IPs and platforms are used. We are currently all over the US and Canada.

AERK is being continuously developed and enhanced. You will notice new features added all the time. Feel free to ask us what's new and what's coming. We love to talk about our products!

How to get started, you can be up and running in just a few minutes.

- Call us direct at 949.922.0018
- Email us at sales@kritech.net
- Visit our website at www.kritech.net