



This user guide will help you better understand how to use the industry-leading ARMS® technology, which you'll use to create and manage rental authorizations, plus view reports and invoices. Individual access to ARMS is based on user authority.

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Sign in

Bookmark the New URL:

armsweb.ehi.com

Username:

[work email address]

First Log In

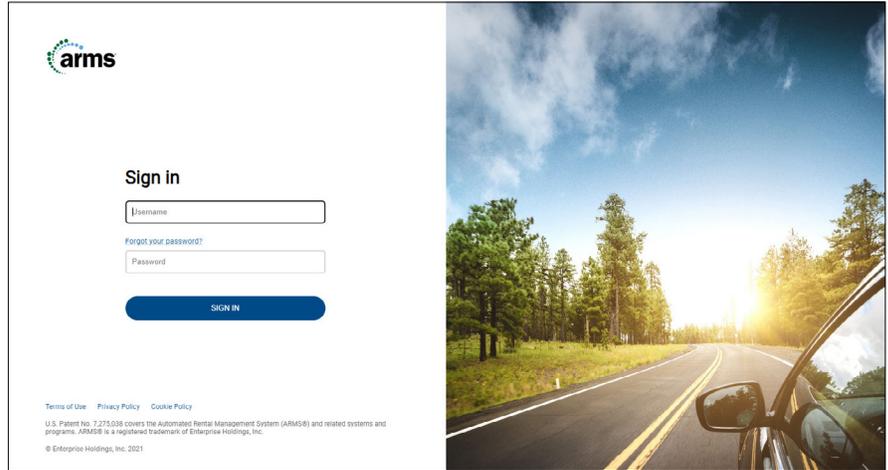
A Welcome to ARMS® email will be sent with a temporary password, and you will be prompted to reset it prior to logging in.

Forgot Password

Click the Forgot Password link to reset your password and follow the prompts.

Troubleshooting

For technical assistance with log in or using ARMS, please contact Support: **1-888-972-7187**.



Dashboard

The ARMS Dashboard shows rentals with authorizations that are **Past Due, Due Today or Pended** and is organized by tabs. The default tab is Past Due. Click on the other tabs to view more files.

To see **All Rentals** click View All, navigate to Opened Authorizations on the left-side menu, or locate the authorization using the Search Bar at the top of the screen.

Click tabs to view files

<input type="checkbox"/>	Renter Name ↑	Claim Number	Rental Start Date	Days Behind	Additional Days / Reason ⁽ⁱ⁾	Message
<input type="checkbox"/>	ADDITIONALDAYSAUTHWQ_ADDIT	CL2726766721	04/17/2023	4	<input type="button" value="📅"/> Please Select ▾	<input type="button" value="📧"/>
<input type="checkbox"/>	CHAPLIN_NO_REPAIR_FACILITY_TE	45674221789	08/17/2023	3	<input type="button" value="📅"/> Please Select ▾	<input type="button" value="📧"/>
<input type="checkbox"/>	CURTIS_DBOPENTICKETONE	JKD383388988AB	04/10/2023	1	<input type="button" value="📅"/> Please Select ▾	<input type="button" value="📧"/>
<input type="checkbox"/>	DBTKT_DBTKT	ER212312312	11/21/2022	325	<input type="button" value="📅"/> Please Select ▾	<input type="button" value="📧"/>
<input type="checkbox"/>	DONOTTOUCH-OF-ONLY_DONOTTOU	CL2726766723-23	05/04/2023	61	<input type="button" value="📅"/> Please Select ▾	<input type="button" value="📧"/>
<input type="checkbox"/>	DUEGUDAVALLI_NAVEENDUE	2022-55515151	09/11/2022	127	<input type="button" value="📅"/> Please Select ▾	<input type="button" value="📧"/>
<input type="checkbox"/>	GUDAVALLI_NAVEEN	CL2726766720	09/12/2022	105	<input type="button" value="📅"/> Please Select ▾	<input type="button" value="📧"/>
<input type="checkbox"/>	GUDAVALLI_NAVEEN	CL2726766723	08/24/2022	411	<input type="button" value="📅"/> Please Select ▾	<input type="button" value="📧"/>

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ARMS Key Features

Features Available Sitewide

Left-Side Navigation

- Use the left-side menu to navigate the site. Icons may vary from examples in this guide based on user authority.

Search Bar

- Use the search bar at the top of the screen to find specific files. Select your search criteria, enter the information and click Enter or the magnifying glass to search. More information about Search can be found later in this document.

Create Authorization

- Click Create from any screen to begin a new rental authorization.

Page-Specific Features

Office and File Owner Menus

- The offices a File Owner has access to are visible in the Office menu.
- The File Owner menu defaults to the logged in user (Me).
- When the selection is changed in either of these menus, the choices are retained throughout the app.

Dashboard Quick Extend

- Extend multiple rentals directly from the dashboard or select an individual rental to view the file and update.

The screenshot displays the ARMS dashboard for 'US INSURANCE TEST COMPANY'. The interface includes a left-side navigation menu with options like Dashboard, Authorizations, Invoices (36), Direct Bills, Reporting, Action Items, and User Admin. At the top, there is a search bar and a 'CREATE' button. The main content area shows a 'Good Morning, TestUser' greeting and a table of 'Authorizations'. The table has columns for Renter Name, Claim Number, Rental Start Date, Days Behind, Additional Days / Reason, and Message. A green arrow points from the 'Dashboard Quick Extend' label to the 'Additional Days / Reason' column in the table. Another green arrow points from the 'Navigation' label to the left-side menu. A third green arrow points from the 'Create Authorization' label to the 'CREATE' button.

✓	Renter Name ↑	Claim Number	Rental Start Date	Days Behind	Additional Days / Reason	Message
<input checked="" type="checkbox"/>	ADDITIONALDAYSAUTHW	CL2726766721	04/17/2023	3	3 Please Select	
<input type="checkbox"/>	CHAPLIN_NO_REPAIR_FAC	45674221789	08/17/2023	2	Please Select	
<input type="checkbox"/>	DBTKT,DBTKT	ER212312312	11/21/2022	324	Please Select	
<input type="checkbox"/>	DONOTTOUCH-QE-ONLY-DI	CL2726766723-23	05/04/2023	60	Please Select	
<input type="checkbox"/>	DUEGUDAVALLI_NAVEFND	2022-55515151	09/11/2022	126	Please Select	
<input type="checkbox"/>	GUDAVALLI_NAVEEN	CL2726766720	09/12/2022	104	Please Select	
<input type="checkbox"/>	GUDAVALLI_NAVEEN	CL2726766723	08/24/2022	410	Please Select	
<input type="checkbox"/>	GUDAVALLI_NAVEEN	CL2726766723ZZ	09/13/2022	182	Please Select	

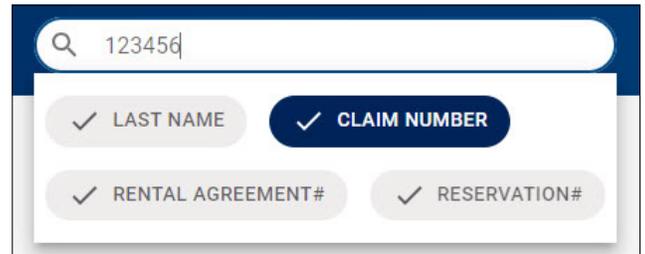
Search Results and Filters

Search Criteria

- **Last Name:** Search by the entire last name or a portion of it
- **Claim Number:** Search by the entire claim number or a portion of it
- **Rental Agreement Number:** Exact search
- **Reservation Number:** Exact search
- **Wildcard Search:** Enter a % in the last name field to search for a list of all files.

To locate all files, follow these steps:

- Add the **percent sign** in the search bar.
- Search by **last name**.
- Use the **All Status** filter to view results by reservation, opened, pending, closed, or cancelled.



Search Results and Filters

If a search generates one result, the file will open without going to the search results page.

If the search has multiple results, the Search Results screen displays the files and additional filters to further refine the results if needed.

Refine search results by changing the Office, File Owner or Status filters

Renter Name ↑	Claim Number	Rental Agreement Number	Owner	Rental Status
DUBRETURNED1_INVOICE	1234567890	3CGJ3C		× CLOSED
DUBRETURNED2_INVOICE	1234567890	3CGK6R		× CLOSED
FRANKLYN_EXOTIC2	1234567890			📅 RESERVED
FRANKLYN_RESRETURNED	1234567890			📅 RESERVED
FRANKLYN_RETURNED	1234567890	3D2S74		📅 OPENED
LOEFFLER_LAUREN	123456			🚫 CANCELLED
LOEFFLER_LAUREN	123456	3D27BN		📅 OPENED
TEST_EXOTIC	1234567890			📅 RESERVED

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Create Authorization

Rental Information

Input all relevant and required Rental, Renter, and Authorization Information. Required fields are noted with a red asterisk.

Rental Branch Search

Search by Location, Basic or Advanced

- Search using an address, city and state, or postal code.

Search by Description

- Search using the GP/BR number or location keywords (e.g. 0101, Disney World, Times Square).

Search for Branches Open Now

- Select the Open Now option to only display locations that are currently open. Click the link under a Rental Branch to view their hours for the next seven days.

Vehicle Class Selection

To select a vehicle class, click Edit. Rate displayed is inclusive of taxes and fees. Expand "View Details" to view the daily rate, taxes and fees breakdown.

Renter Pay

When creating a Renter Pay reservation, select the check box and the direct bill percentage will update to 0%. Your company rates will be offered to the customer and the branch will be notified they are responsible for payment.

Repair Facility Search

Repair facilities will auto-populate based on the Renter's postal code.

If the Repair Facility you entered does not appear, you can click "Add New," and fill in the Repair Facility Name, and Phone number then click "Add."

Charge	Rate	Amount
TIME & DISTANCE	\$39.99 / day	\$39.99
ILLINOIS ART SALES TAX	6 %	\$2.48
VLCRF	\$1.30 / day	\$1.30
TOTAL EST. DAILY CHARGE		\$43.77

*Rates do not include applicable refueling, drop-off, delivery, youthful driver, additional driver, or pick-up charges or one-way charges, or any optional products or services such as damage waiver, liability protection, personal accident insurance and personal effects coverage, each of which may be separately or additionally charged or collected. Rates are based upon specific dates and rental pick-up location.

Authorization Overview

Manage Reserved and Opened authorizations by navigating to the file from the Dashboard, the Opened Authorizations page, or Search bar. Key information about the rental can be found on the Authorization Overview timeline.

Purple bubble:

Indicates length of authorization.

Car with key icon:

Date rental was picked up.

Wrench icon:

Estimated completion date.

Today's date:

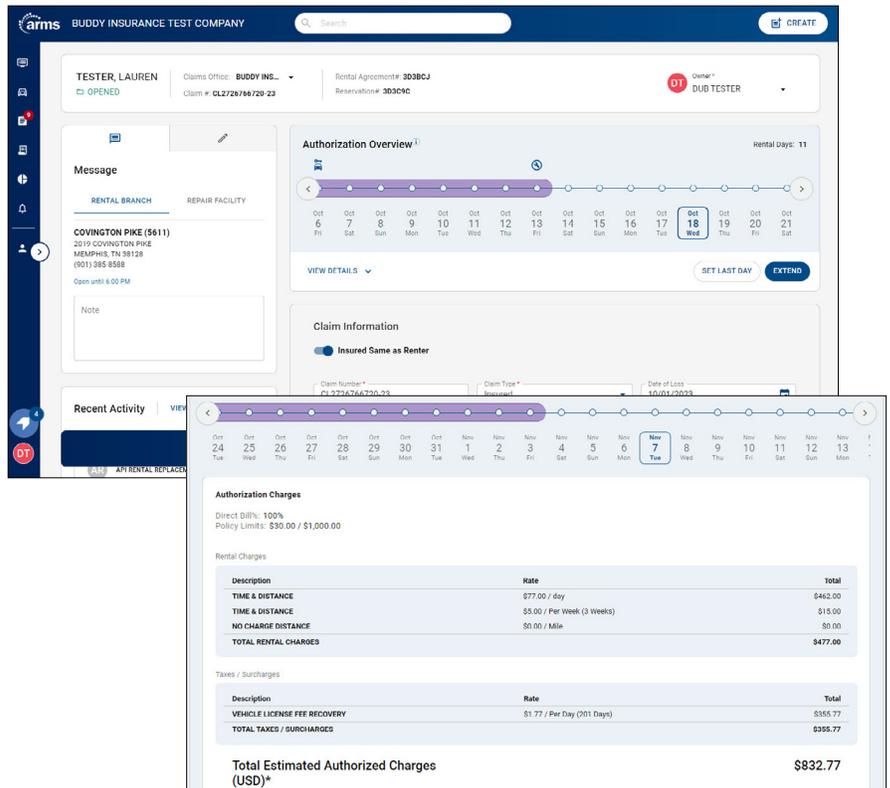
Highlighted by blue box.

Rental Days:

The number of days the customer has been in the rental is shown on the upper right corner.

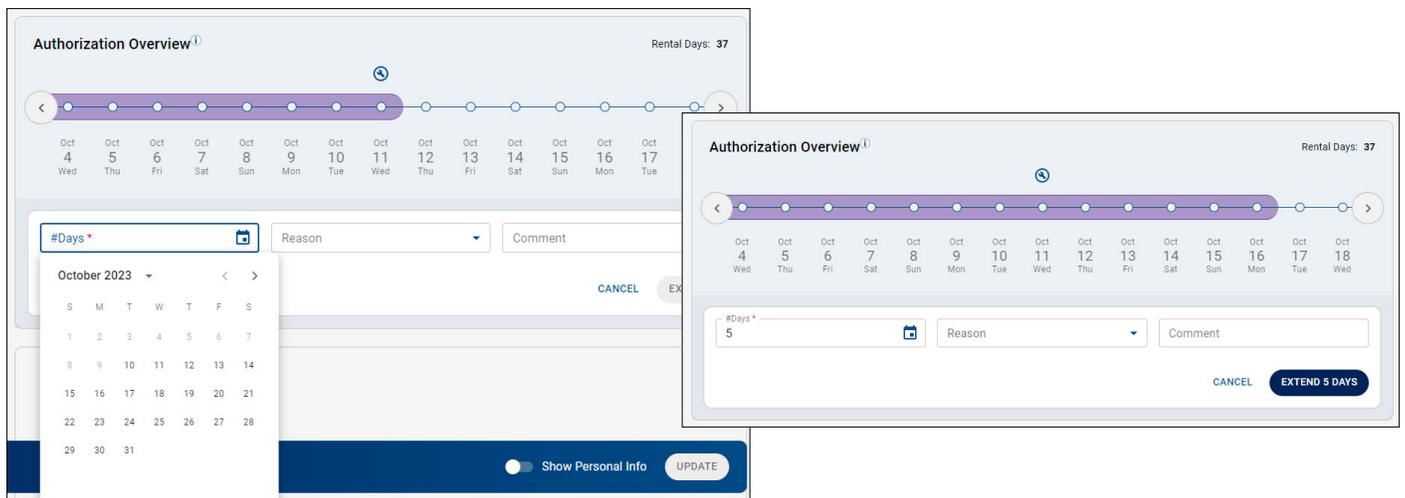
View Details:

Expand this section to view estimated charges and additional information.



Extend and Set Last Day

Extend or **Set Last Day** by clicking either button which will expand the menu. Enter the number of days or select the date by clicking on the calendar icon, enter a reason (optional) and save by clicking the button in the right corner of the menu.



Rates and pricing for example purposes only.

Opened Authorizations

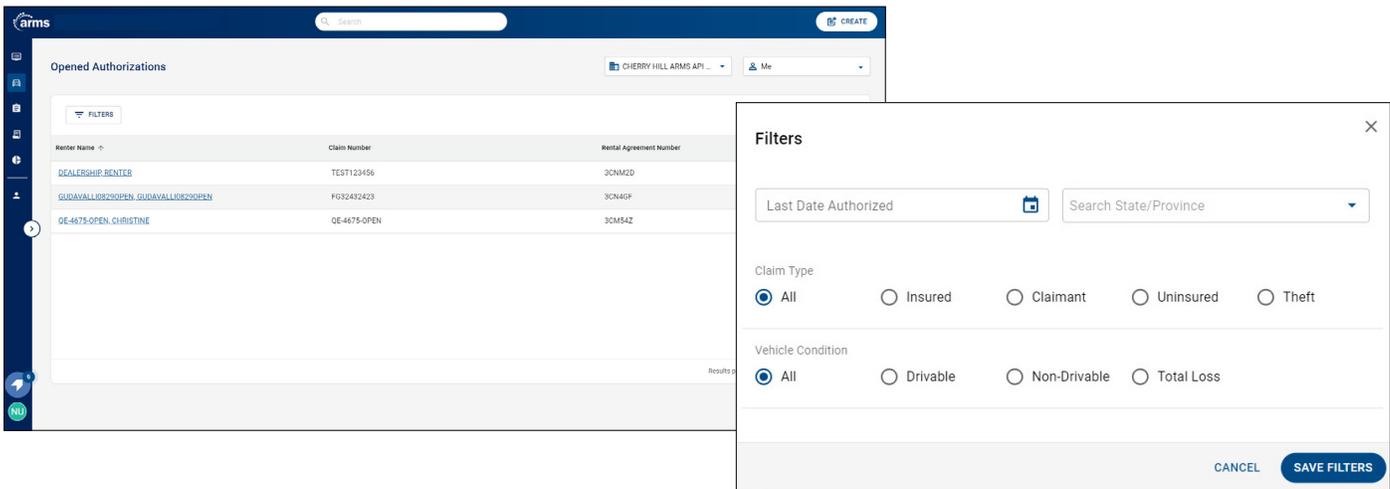
To view **all rentals** you have authorized for Direct Bill, navigate to the Opened Authorizations screen using the left side menu. The list of files also includes authorizations that have a Last Day Set.

Note: The Dashboard shows all rentals that are **Past Due, Due Today, or Pended**. Authorizations with a Last Day set are not shown.

Filters

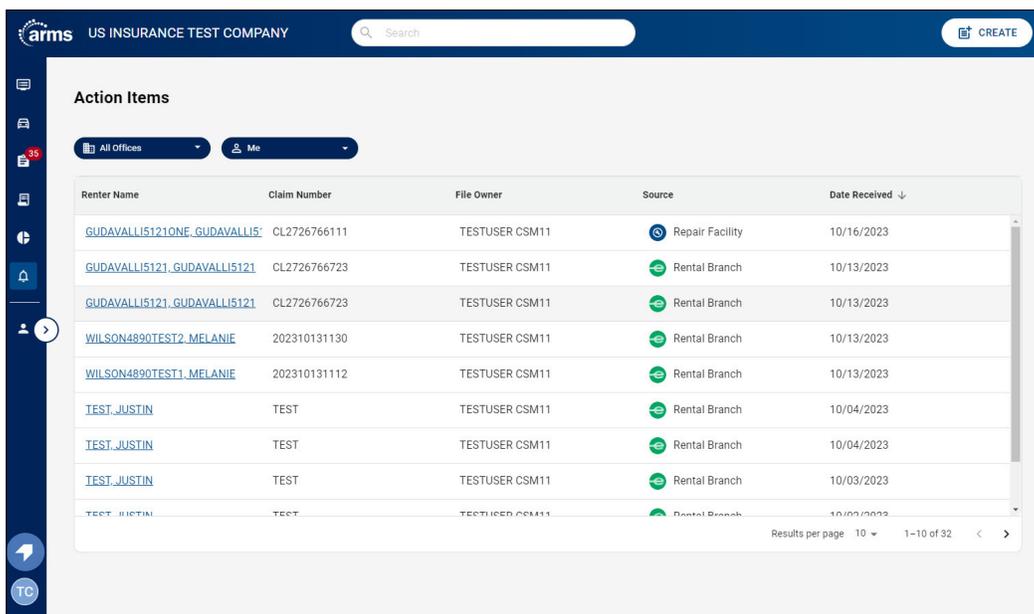
Use filters to view files by specific criteria, including Claim Type, Vehicle Condition, State or Last Day Authorized.

When the Last Day Authorized filter is applied, the results include files with a last authorized day of the selected date or earlier.



Action Items

The Action Items Page can be accessed via the bell icon on the left-side navigation. Action Items displays files that include a request for extension or a message from the repair facility or rental branch, and can be filtered by file owner or office.



Direct Bills

The Direct Bills screen shows direct bill requests that are in **Unassigned**, **Reservation** or **Opened** status and is organized by tabs. The default tab is Unassigned. Click on the other tabs to view more files, or adjust Office and File Owner dropdown selections. Access to Direct Bills is based on user authority.

Click tabs to view files

Direct Bill Requests

UNASSIGNED 4 RESERVATION 2 OPENED 0

Renter Name	Claim Number	Date Received ↑	Rental Status	Assign Office	Assign Owner
ARMSMP439104, NAGAM	98465464569845689346	06/21/2023	RESERVED	OFFICE 1	Select Owner
ARMSMP439103, NAGAM	352388758525801734	06/21/2023	RESERVED	OFFICE 1	Select Owner
QE ONLY 0815, QE ONLY	4239423903	08/15/2023	RESERVED	OFFICE 1	Select Owner

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Approve / Reject Direct Bills

Manage Unassigned

Click on the file, update relevant information, and assign it to File Owner which places the file in either the Reservation or Opened tab for review.

Multiple Views

Click the chevron on the right to expand a Quick View of the direct bill request, or click the Renter Name to open the file.

Accept/Reject

Complete relevant information and accept or reject. Hovering over the Accept button shows a list of information required to complete the authorization.

Direct Bill Request Claims Office: OFFICE 1 Rental Agreement: ZW770Y
RESERVED Claim #: DF032432423 Reservation#: ZW770Y

TC Owner: TestUser CSM11

Authorization Overview

RENTAL BRANCH REPAIR FACILITY

Message

FENTON (0157)
1121 GRAVIOIS (HIGHWAY 30)
FENTON, MO 63024
(636) 849-2217
Open until 6:00 PM

Note

Recent Activity VIEW ALL →

Claim Information
 Insured Same as Renter

Last Name * First Name *

Please provide the following valid information:
Claim Information
• First Name
• Last Name
• Vehicle Condition
Rental Information
• Authorization Days
• Direct Bill Rate
• Vehicle Class

Show Personal Info REJECT APPROVE

Invoices

The Invoices screen shows invoices organized based on company set up. Access to Invoices is based on user authority. Partner views may vary based on account features utilized for invoicing.

Multiple Views

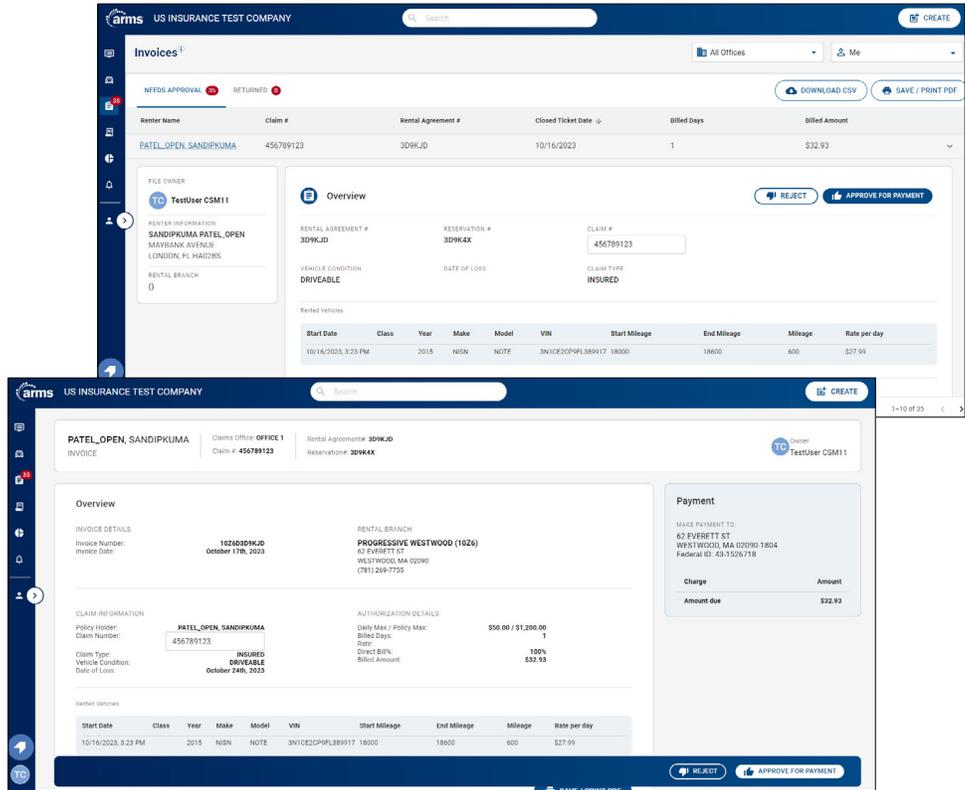
Click the chevron on the right to expand and view invoice details. Payment can be approved or rejected from this view or click on the renter's name to view the full file.

Filtering

Adjust the invoice list by changing the Office or File Owner dropdowns.

Save/Print PDF

Download a PDF of the entire invoice list or the individual invoice by clicking the Save/Print PDF button on the relevant screen.



Reporting

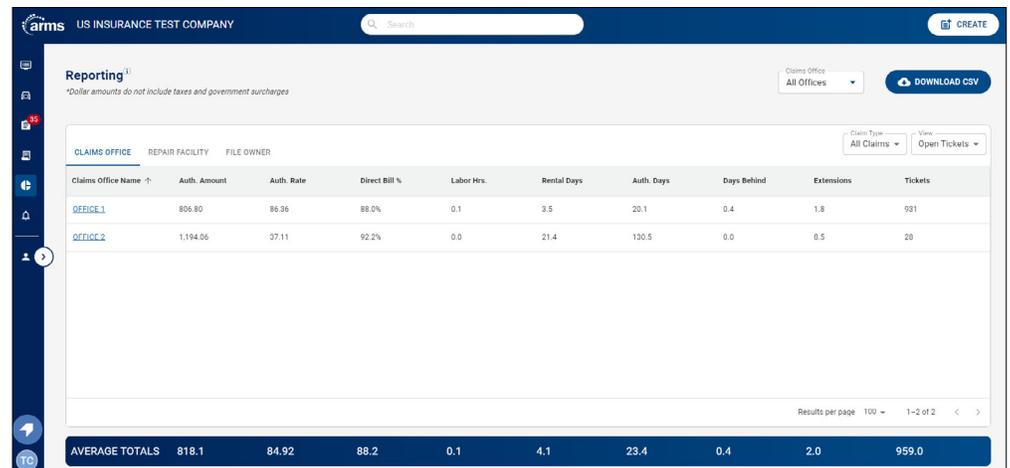
Due to the increased functionality throughout the site, Reporting will solely provide performance metrics. Files that need attention can be found on the Dashboard. Specific file types can be found using filters on the Opened Authorizations page.

Change View

Change the reporting view by clicking on the "File Owner" (if applicable), "Repair Facility," or "Claims Office" tab.

Filtering

Filter by Claims Office, Claim Type and Open/Closed Tickets. Click on an item to get reporting specific to that adjustor, repair facility, or claims office.



User Admin

User Admin lists all users, their office and email addresses. Click on the “Users” or the “Roles” tab to make modifications to an existing profile. Use the Create button to add a new user.

The screenshot displays the ARMS User Admin interface. A modal window titled "Create New User" is open, allowing for the creation of a new user profile. The background shows a list of existing users under the "USERS (92)" tab, with a search bar and a "CREATE" button visible.

The "Create New User" modal form includes the following sections:

- Name:** First Name * (text input), Last Name * (text input), Correspondence Language (dropdown menu).
- Company:** US INSURANCE TEST COMPANY (dropdown menu).
- File Ownership:** None (dropdown menu).
- Contact Information:** Phone Number * (text input), Email Address * (text input).
- Email Notifications:**
 - No Email
 - Email each item
 - Notify me twice daily
- Roles:**
 - READ ONLY ⓘ
 - Admin ⓘ
 - Level_1 ⓘ
 - Level_2 ⓘ
 - Super_Admin ⓘ
 - Reporting ⓘ

Buttons for "CANCEL" and "NEXT" are located at the bottom right of the modal.

Role Descriptions:

- Read Only – View only access to files and invoices
- Admin – User admin authority to create/modify/delete users
- Level 1 – Create and update file
- Level 2 – Create, update, direct bill approver, and view invoice
- Super Admin – User admin and role Management (create, update, retrieve roles in User Admin)
- Reporting – View reporting
- Direct Bill Assign – Direct bill assign, no other permissions
- Direct Bill Approve – Create, update, and direct bill approver, but not a file owner
- Invoice Approve – View invoice, maintain invoice, pay invoice
- Invoice Manager – View invoice, maintain invoice, pay invoice

Resource Center

The Resource Center is located on the lower left corner of the screen. Here you'll find information on updates to ARMS, links to the User Guide and FAQ documents, details on how to contact support, and guided walkthroughs.

Support: For technical assistance, please contact ARMS Global User Support by calling **1-888-972-7187**.

The screenshot shows the ARMS web application interface for 'US INSURANCE TEST COMPANY'. The user is logged in as 'Me' and is viewing the 'Authorizations' section. The interface includes a search bar, a 'CREATE' button, and a navigation menu on the left. The 'Authorizations' table lists various rental records with columns for Renter Name, Claim Number, Rental Start Date, Days Behind, Additional Days / Reason, and Message. A green box labeled 'Resource Center' with an arrow points to the bottom-left navigation menu.

Renter Name	Claim Number	Rental Start Date	Days Behind	Additional Days / Reason	Message
ADDITIONALDAYSAUTHITWO_ADDIT	CL2726766721	04/17/2023	4	Please Select	
CHAPLIN_NO_REPAIR_FACILITY_TE	45674221789	08/17/2023	3	Please Select	
CURTIS_DBOPENTICKETONE	JKD383388988AB	04/10/2023	1	Please Select	
DBTKT_DBTKT	ER212312312	11/21/2022	325	Please Select	
DONOTTOUCH-QE-ONLY_DONOTTOU	CL2726766723-23	05/04/2023	61	Please Select	
DUEGUDAVALLI_NAVEENDUE	2022-55515151	09/11/2022	127	Please Select	
GUDAVALLI_NAVEEN	CL2726766720	09/12/2022	105	Please Select	
GUDAVALLI_NAVEEN	CL2726766723	08/24/2022	411	Please Select	

Resource Center

Resource Center

- What's New
FEATURE UPDATES
- User Guide
JOB AID
- FAQs
FREQUENTLY ASKED QUESTIONS
- Support
TECHNICAL ASSISTANCE
- Guided Tours
PRODUCT WALKTHROUGHS

What's New

Rented Vehicle Details
Information about the customer's rented vehicle is displayed on open, pending, and closed authorizations in addition to invoices.

Action Items Page
The Action Items Page can be accessed via the bell icon on the left-side navigation. Action Items displays files that include a request for extension or a message from the repair facility or rental branch, and can be filtered by file owner or office.

Search for Open Rental Branches
When searching for a Rental Branch

Support

Support
For technical assistance, please contact ARMS Global User Support by calling 1-888-972-7187.