
ELECTRONIC TRANSACTION OBSERVATIONS



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BAR ADVISORY GROUP MEETING
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ESTIMATE AND INVOICE SOFTWARE

- 2019 updates to estimating software resulted in increased marketing of estimating/invoicing software to Automotive Repair Dealers (ARD)
- BAR does not regulate software providers
- The ARD is responsible for ensuring all documentation, whether electronic or paper, complies with all estimate, authorization, invoice, and records retention requirements specified in the laws and regulations
- The ARD shall provide the consumer with a paper or electronic copy of the estimate and invoice
- Following are some observations and potential solutions to issues identified by industry and BAR when mediating consumer complaints

ISSUES AND SOLUTIONS (1 of 7)

Issue	Potential Solution
The software limits the number of characters allowed for estimates, work orders, or invoices.	*BPC § 9884.9 and **CCR § 3353(a) require the ARD to provide an estimate for the parts and labor for a specific job. If needed, create a separate line item to adequately define a specific job. In addition, BPC § 9884.8 and CCR § 3356 <u>requires</u> the invoice to provide comprehensive descriptions of the parts used. To provide an adequate description, a separate line item may be necessary.

* BPC stands for Business and Professions Code.

** All CCR references are to Title 16 of the California Code of Regulations.

ISSUES AND SOLUTIONS (2 of 7)

Issue	Potential Solution
<p>The software limits the number of additional authorizations that can be documented.</p>	<p>Create a separate document with a unique identifier as described in CCR § 3358(e) to record the authorization and link it to the transaction. A copy of any authorization documents must be provided to the consumer.</p>

ISSUES AND SOLUTIONS (3 of 7)

Issue	Potential Solution
<p>The software overwrites or omits required information from the estimate on the final invoice.</p>	<p>Retain, either electronically or in a physical document, a copy of the estimate in a format that cannot be changed or overwritten.</p>

ISSUES AND SOLUTIONS (4 of 7)

Issue	Potential Solution
Use of two incompatible software applications.	Carefully review documentation to ensure all required information is included. If software incompatibility causes the omission of required documentation, consider migrating to one software solution.

ISSUES AND SOLUTIONS (5 of 7)

Issue	Potential Solution
Software-generated parts descriptions may differ from the actual part installed.	Verify parts installed are correctly invoiced and described.

ISSUES AND SOLUTIONS (6 of 7)

Issue	Potential Solution
<p>The software applies acronyms that staff or consumers may not know</p>	<p>Create a legend or key to define acronyms.</p> <p>Examples: “R&R” means remove and replace; “Reman” means a rebuilt part.</p>

ISSUES AND SOLUTIONS (7 of 7)

Issue	Potential Solution
The software restricts access to repair records.	Pursue an option to store records locally (either digitally or printed) so as to not be dependent on the software provider for record storage or retrieval.

ADDITIONAL INFORMATION

- Review BAR's [Write It Right](#) guide
- Contact your local BAR field office to schedule an in-person Write it Right presentation

QUESTIONS AND COMMENTS

Submit questions and/or comments to:

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