Linx Autoglass |Customer Support
How to Quote Pricing

Purpose

The purpose is to provide the step-by-step process for quoting the price of a windshield replacement. This process involves both customer service and management. Linx management has ownership of the process.

Scope

The scope of this process includes quoting the price of a windshield replacement for all common vehicles. This process does not include high-end passenger vehicles, construction, or farm equipment.

Definitions

1. **Cash Pricing** – Pricing for customers who are not filing an insurance claim for their windshield replacement.
2. **Common Passenger Vehicles** – Brands not considered high-end, will be common passenger vehicles. Chevrolet, Cadillac, Ford, Dodge, Hyundai, Toyota, Subaru, Jeep, Mazda, etc.
3. **Construction Equipment** – This includes front-end loaders, bulldozers, Bobcats, or any vehicle used for construction.
4. **Date of Loss** – The date the windshield was broken. This date of loss is provided to the insurance company and is included in the claim information.
5. **Dispatch Number** – The dispatch number is the work order number the insurance company attaches to the claim.
6. **Farm Equipment** – This includes farm tractors, combines, or any other vehicle used on a farm.
7. **High-End Passenger Vehicles** – The following brands/models are considered high-end passenger vehicles: GMC Yukon Denali, Range Rovers, Lexus, or supercar
8. **Insurance** – This refers to car insurance used to pay for a windshield replacement.
9. **Lynx Services** – The organization that processes claims for State Farm.

Definitions continued

10. **Obliterated Windshield** – An obliterated windshield is one that has been shattered. See the images below.

11. **Omega EDI** – This is the software Linx Autoglass uses to track work for the business.
12. **Policy Number** – This is the car insurance policy number. This number is used by the customer to file the claim and Linx Autoglass on the work order to receive payment for the job.
13. **Safelite Solutions** – The organization that processes claims for Allstate, Progressive, Esurance, Farmers Insurance
14. **Supercar** – Brands that are considered a supercar include: Lamborghini, Ferrari
15. **VIN#** - Vehicle identification number located on the vehicle, typically near the firewall and windshield.

Process Outline

Vehicles We will not Replace Windshields
1999-2006 Mercedes ML any model
Any busses that need windshields cut
Jobs that take 2 installers:
- Some Mercedes
- 1 piece semis (2 piece semis is 1 installer)

Obliterated Windshields
If a customer calls with an obliterated windshield, we can replace the windshield, but Linx Autoglass is not responsible for glass in the vents, scratches on the dash, A-pillar, steering wheel, or stereo.

Step 1: Determine if the customer is using insurance or paying cash.
   a. **Ask:** Will you be using your insurance or will you be paying cash for the windshield replacement?
   b. If the customer is using insurance, go to **step 2**.
   c. If the customer is not using insurance, go to **step 3**.

Step 2: Customer using Insurance

1. Claim Filed
   a. Gather the following information via phone or email from the customer to dispatch number, policy number, and date of loss.
      i. Email to linxautoglass@gmail.com
2. No Claim was Filed
   b. Advise the customer that they need to call the insurance company and file the claim.
      i. The customer will provide the insurance company with the following information: name, address, phone, vehicle make/model/trim, and VIN#.
   c. The customer should indicate to their insurance company that they will use Linx Autoglass for the windshield replacement.
      i. Linx Autoglass is already in the system for most insurance companies.
   d. Once the claim is filed, the customer should email the dispatch number, policy number, and date of loss to linxautoglass@gmail.com.
      i. The claim will populate in Omega EDI, Linx Autoglass tool, once the customer files the claim.
      ii. The average time to show up in Omega EDI once a claim is filed is as follows:
         1. State Farm - within seconds
         2. Safelite Solutions - within a couple of hours
         3. Quest – need to enter information manually
      iii. All customer information will populate on the work order.
         1. Only the install date and part # are missing.
         2. Safelite Solutions generates the windshield part number which is 99% accurate.
         3. Other insurance companies do not provide part numbers.
   e. Pricing w/Insurance

Glass Information	Add to cost
Basic windshield - rearview mirror & rain sensor	$300
Glass costs more than $185	$400
Glass costs more than $200	$500
Glass costs more than $550	$700
High-End vehicles Examples: Yukon Denali, Range Rovers, Lexus, or supercar (Lamborghini, Ferrari)	Subtract $100 from the list price

Step 3: Cash Pricing (no insurance) follow these steps:

   a. Gather the following information from the customer
      i. Name
      ii. Address (Will the installation be at this address? If not, get the installation address.)
      iii. Phone
      iv. Make
      v. Model
      vi. Trim
      vii. Special equipment (Rain sensors, camera, auto headlights, etc.)

b. For 70% of vehicles, you can provide a quote without the VIN #. For the remaining 30%, you will need to ask for the VIN # to confirm the part number before providing the quote.

Cash Pricing	Cost + $300

c. Provide the following information to the customer:
   i. Installation date and time frame.
   ii. Set the following expectation for payment: Payment is due upon completion of installation.
   iii. Provide payment information. Venmo, (provide QR code) or mail check to Linx Autoglass, PO Box 555, Glass, CO 80015.

For questions on this process, please contact Linx Autoglass Operations Manager via email.

Process #:	X	Version:	1
Created by:	Lori Lincoln	Last Update:	10/11/2022
Creation	08/1/2022	Updated by:	Lori Lincoln