

State of Tennessee



Department of
**Finance &
Administration**

Strategic
Technology Solutions

Wreck Reporting Training Manual

for the

VAM Asset Users

Revision: August 01, 2023

The Email and Additional Contact Email fields are the emails that the confirmation will be sent to upon saving a new Wreck Report. Ensure that emails are correct. Only one additional contact email is possible at this time.

Please put the email of your supervisor and send a copy once you receive it, to fleet coordinator jackie.l.harmon@tn.gov.

Prepared By:
FSCM / ALM / Maintenance Management

TABLE OF CONTENTS

1. REVISIONS	3
2. INTRODUCTION – WRECK REPORTING	4
2.1. CREATE A WRECK REPORT	5
2.2. UPDATE A WRECK REPORT	11
3. FOR FURTHER INSTRUCTION.....	16

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Verify that this is the correct version before use.

1. REVISIONS

REVISION	DESCRIPTION OF CHANGE	MODULE	EFFECTIVE DATE
V01	Initial Release	Maintenance Management	06/01/2023
V02	Major Revision Changes	Maintenance Management	08/01/23

2. INTRODUCTION – WRECK REPORTING

The reporting of wrecks is important to VAM and Edison to accurately track assets as they move through the repair process following an incident.

In this chapter you will learn the following:

- Create a Wreck Report
- Update a Wreck Report

2.1. Create a Wreck Report

The Asset Wreck Reporting page is used to track all information related to an incident (accident, damage, etc.) against an asset.

1. Navigation: FSCM>Employee Self-Service> Wreck Reporting.
2. Click on the Add a New Value tab.
3. Click on the Add button.

Wreck Reporting

*Business Unit

*Incident ID

4. The Asset Incident page displays.

Wreck Reporting

*** In addition to notifying VAM by completing this form, you must report all ***
*** accidents to CORVEL within 24 hours by calling 855-253-0629. ***

Created By
Created Date
Last Updated By
Last Update Date

Business Unit: 32101 Incident ID: NEXT Attachments(0) [VAM Vendor List](#)

Incident Information

*Incident Status: Submitted *Incident Date: *Incident Time: (HH:MMAM)

*Cause: Police Rpt Nbr: Towed

*Incident Location:

*Detailed Description of Accident:

*Description of Damage to State Vehicle:

Vehicle Information

Select the magnifying glass next to the Tag Number, change the drop down next to Tag Number or VIN to contains, then enter a portion of either. If you are unable to find your vehicle, try the other value. If you have any questions, please contact VAM at mvm.wreckrepair@tn.gov.

*Tag Number: *Meter: VIN:

Dept: Dept Name:

Year: Make: Model:

Reporting Information

*Date Reported: *Reported by:

*Phone: *Email:

Additional Contact Email:

Claim Information

Insurance Company:

Claim Number: Insurance Status:

Date Claim Filed: Date Claim Resolved/Closed:

5. Click on the lookup icon next to the Tag Number field.
6. On the Look Up Tag Number page, enter additional search criteria and click the Look Up button.

Look Up Tag Number

Business Unit 32101

Tag Number

Asset Identification

VIN

Model

[Basic Lookup](#)

Search Results

Only the first 300 results of a possible 9965 can be displayed.

View 100 First 1-300 of 300 Last

Tag Number	Asset Identification	VIN	Model
(blank)	000000029952	(blank)	(blank)
(blank)	000000029955	(blank)	(blank)
(blank)	000000029964	(blank)	(blank)
(blank)	000000029965	(blank)	(blank)

7. Select the desired asset from the search results, the asset related information displays.

Vehicle Information

Select the magnifying glass next to the Tag Number, change the drop down next to Tag Number or VIN to contains, then enter a portion of either. If you are unable to find your vehicle, try the other value. If you have any questions, please contact VAM at mvm.wreckrepair@tn.gov.

*Tag Number *Meter VIN 2G1WA5E33F1123448

Dept 3295102103 Dept Name Maryville

Year 2015 Make CHEVROLET Model IMPALA

8. Complete all additional required fields.
9. Vehicle Information section:
 - Enter Tag Number; if the tag number is known (i.e., license plate number), enter it in the Tag Number field, or select one from the lookup icon.
 - Once the Tag number is entered, the Department, Year, Make and Model information will automatically populate.
 - Enter Meter Information into the Meter field.

10. Reporting Information section:
 - Enter the Date Reported, name, phone, and email of the person that reported the incident information (if known).
 - **The Email and Additional Contact Email fields are the emails that the confirmation will be sent to upon saving a new Wreck Report. Ensure that emails are correct. Only one additional contact email is possible at this time.**

11. Claim Information section:

- If the incident has/will result in interference by an insurance company, enter the applicable claim information.
- Identify if this is an Insured or Non-Insured wreck.

12. Operator Information section:

- Enter the Operator Name of the person operating the vehicle.

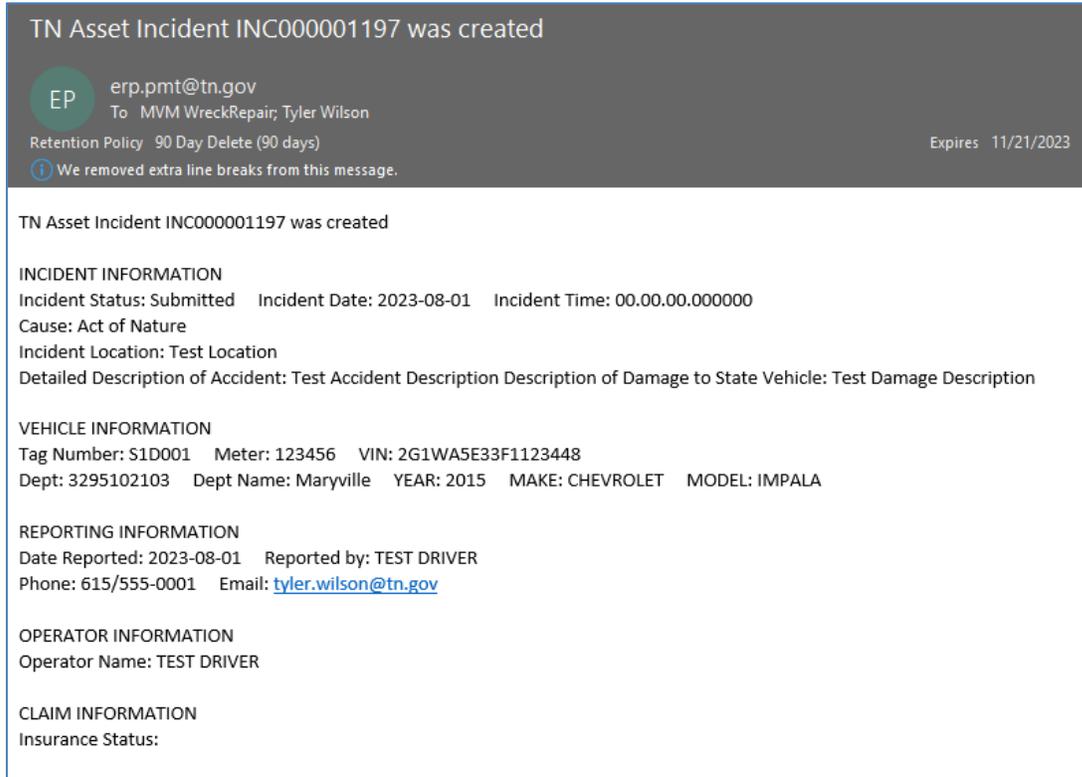
13. Incident Information section:

- Enter the wreck date, approximate time, at fault party, cause, location information, police report number, if the vehicle was towed and where to, and description of damages (if known).

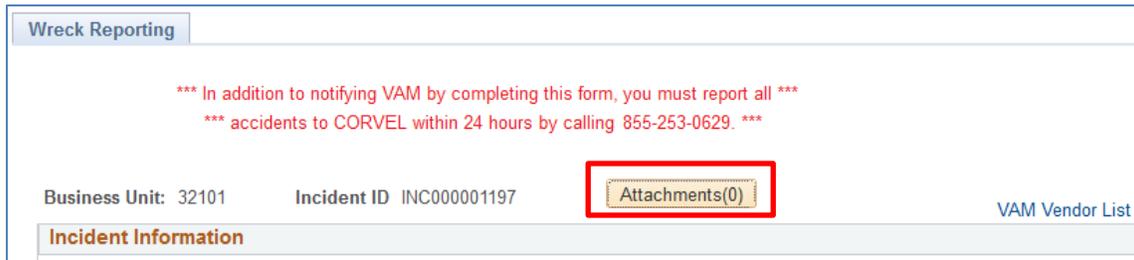
14. Click the Save button; the Incident ID field now displays with a system generated number. **NOTE: All additional data related to the incident need to be entered prior to saving, EXCEPT attachments. To add attachments, the incident must first be saved.*

The screenshot shows a web form titled "Wreck Reporting". At the top, there is a blue header with the text "Wreck Reporting". Below the header, there is a red warning message: "*** In addition to notifying VAM by completing this form, you must report all *** accidents to CORVEL within 24 hours by calling 855-253-0629. ***". Below the warning, there are several fields: "Business Unit: 32101", "Incident ID: INC000001197" (highlighted with a red box), "Attachments(0)", and "VAM Vendor List". At the bottom of the form, there is a section titled "Incident Information".

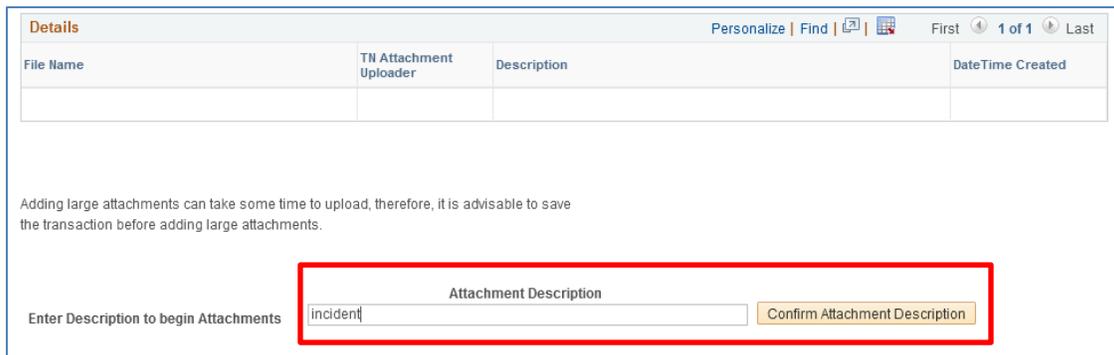
15. An email will be delivered to the email(s) listed in the Email and Additional Contact Email fields.



16. To add an attachment, click on the Attachments button.



17. On the Attachments page, enter the attachment description and then click the Confirm Attachment Description button.



18. After clicking the Confirm Attachment Description button, the button disappears, and the Add Attachment button appears.

The screenshot shows a 'Details' page with a table and a form. The table has columns for File Name, TN Attachment Uploader, Description, and DateTime Created. Below the table, there is a message: 'Adding large attachments can take some time to upload, therefore, it is advisable to save the transaction before adding large attachments.' The 'Add Attachment' button is highlighted with a red box. Below this, there is an 'Attachment Description' field with the text 'incident' and a 'Confirm Attachment Description' button.

19. On the File Attachment page, click Browse.

The screenshot shows a 'File Attachment' dialog box. It has a 'Browse...' button, a text field containing 'No file selected.', and 'Upload' and 'Cancel' buttons.

20. Select the file to attach and click the Open button; the name of the file selected is now attached. Click the Upload button to add the attachment to the incident.

The screenshot shows the 'File Attachment' dialog box with the file name 'Sample Document.docx' displayed next to the 'Browse...' button. The 'Upload' and 'Cancel' buttons are also visible.

21. The attachment with the date/time stamp displays and a message says it was successfully uploaded.

The screenshot shows the 'Details' page with a table listing the attachment. The table has columns for View, File Name, TN Attachment Uploader, Description, and DateTime Created. The row shows 'Sample_Document.docx' with a redacted uploader name, 'incident' as the description, and '05/11/2023 2:37:30.888543PM' as the date/time. Below the table, there is a message: 'Document Sample_Document.docx Successfully uploaded'. The 'Confirm Attachment Description' button is now highlighted in orange.

22. Click the x icon in the right corner of the screen to close the attachments page; the Attachments button now reflects how many attachments were added.

Wreck Reporting

*** In addition to notifying VAM by completing this form, you must report all ***
*** accidents to CORVEL within 24 hours by calling 855-253-0629. ***

Business Unit: 32101 Incident ID: INC000001197 **Attachments(1)** [VAM Vendor List](#)

Incident Information

23. Click the Save button to save the information and the attachment to the incident.

2.2. Update a Wreck Report

The Asset Wreck Reporting page is used to track all information related to an incident (accident, damage, etc.) against an asset.

1. Navigation: FSCM>Employee Self-Service> Wreck Reporting.
2. Click on the Find an Existing Value tab.

Wreck Reporting

Enter any information you have and click Search. Leave fields blank for a list of all values.

Search Criteria

Business Unit

Incident ID

Tag Number

VIN

Incident Status

Insurance Status

Include History
 Correct History
 Case Sensitive

Limit the number of results to (up to 300):

[Find an Existing Value](#) | [Add a New Value](#)

3. Enter any search information as necessary. **NOTE: You will only be able to return Wrecks that are currently in a Submitted Status that you created yourself.*
4. Press the Search button.
5. Select an Incident ID hyperlink from the resulting search.

Wreck Reporting

Enter any information you have and click Search. Leave fields blank for a list of all values.

Search Criteria

Business Unit

Incident ID

Tag Number

VIN

Incident Status

Insurance Status

Case Sensitive

Limit the number of results to (up to 300):

Search Results

View All 1 of 1

Incident ID	Tag Number	VIN	Insurance Status
INC000001197	S1D001	2G1WA5E33F1123448	(blank)

[Find an Existing Value](#) | [Add a New Value](#)

6. The Asset Incident page displays.

Wreck Reporting

*** In addition to notifying VAM by completing this form, you must report all ***
*** accidents to CORVEL within 24 hours by calling 855-253-0629. ***

Business Unit: 32101 Incident ID: INC000001197 Attachments(1) VAM Vendor List

Incident Information

*Incident Status: Submitted *Incident Date: 08/01/2023 *Incident Time: 12:00AM (HH:MMAM)
 *Cause: Act of Nature Police Rpt Nbr: Towed
 *Incident Location: Test Location

*Detailed Description of Accident: Test Accident Description *Description of Damage to State Vehicle: Test Damage Description

Vehicle Information

Select the magnifying glass next to the Tag Number, change the drop down next to Tag Number or VIN to contains, then enter a portion of either. If you are unable to find your vehicle, try the other value. If you have any questions, please contact VAM at mvm.wreckrepair@tn.gov.

*Tag Number: S1D001 *Meter: 123456.000000 VIN: 2G1WA5E33F1123448
 Dept: 3295102103 Dept Name: Maryville
 Year: 2015 Make: CHEVROLET Model: IMPALA

Reporting Information

*Date Reported: 08/01/2023 *Reported by: TEST DRIVER
 *Phone: 615/555-0001 *Email: tyler.wilson@tn.gov
 Additional Contact Email:

Operator Information

*Operator Name: TEST DRIVER

Claim Information

Insurance Company: Claim Number: Insurance Status: Date Claim Filed: Date Claim Resolved/Closed:

7. Update any additional fields as necessary.

8. Vehicle Information section:

- Enter Tag Number; if the tag number is known (i.e., license plate number), enter it in the Tag Number field, or select one from the lookup icon.
- Once the Tag number is entered, the Department, Year, Make and Model information will automatically populate.
- Enter Meter Information into the Meter field.

9. Reporting Information section:

- Enter the Date Reported, name, phone, and email of the person that reported the incident information (if known).

10. Claim Information section:

- If the incident has/will result in interference by an insurance company, enter the applicable claim information.
- Identify if this is an Insured or NonInsured wreck.

11. Operator Information section:

- Enter the Operator Name of the person operating the vehicle.

12. Incident Information section:

- Enter the wreck date, approximate time, at fault party, cause, location information, police report number, if the vehicle was towed and where to, and description of damages (if known).

13. Click the Save button; the Incident ID field now displays with a system generated number. **NOTE: All additional data related to the incident need to be entered prior to saving, EXCEPT attachments. To add attachments, the incident must first be saved.*

The screenshot shows the 'Wreck Reporting' form. At the top, there is a red warning message: '*** In addition to notifying VAM by completing this form, you must report all *** accidents to CORVEL within 24 hours by calling 855-253-0629. ***'. Below this, the 'Business Unit' is 32101 and the 'Incident ID' is INC000001197, with the latter highlighted by a red box. To the right of the Incident ID is an 'Attachments(1)' button. At the bottom left, the 'Incident Information' section is visible. On the right side, there is a 'VAM Vendor List' link.

14. To add an attachment, click on the Attachments button.

This screenshot is identical to the previous one, but the 'Attachments(1)' button is highlighted with a red box, indicating the next step in the process.

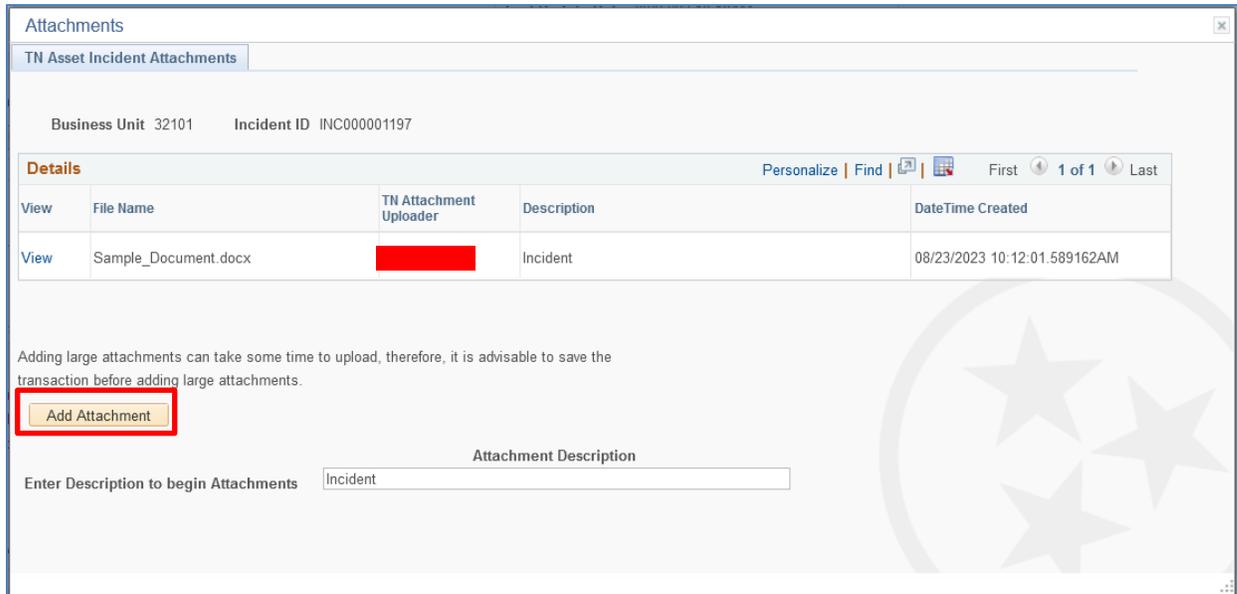
15. On the Attachments page, enter the attachment description and then click the Confirm Attachment Description button.

The screenshot shows the 'Attachments' page for 'TN Asset Incident Attachments'. It displays the 'Business Unit' as 32101 and 'Incident ID' as INC000001197. Below this is a table with the following data:

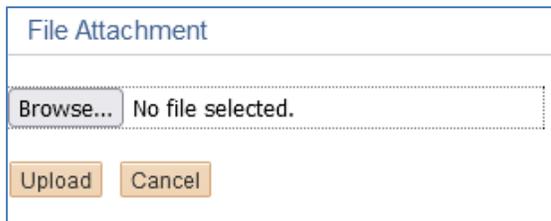
View	File Name	TN Attachment Uploader	Description	DateTime Created
View	Sample_Document.docx	[Redacted]	Incident	08/23/2023 10:12:01.589162AM

Below the table, there is a note: 'Adding large attachments can take some time to upload, therefore, it is advisable to save the transaction before adding large attachments.' At the bottom, there is a form with a text input field containing 'Incident' and a 'Confirm Attachment Description' button, both highlighted with a red box.

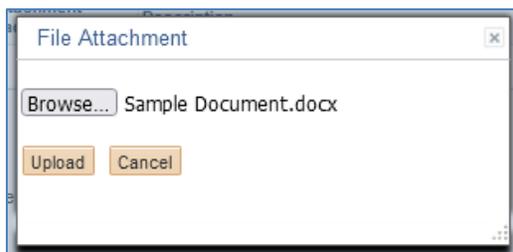
16. After clicking the Confirm Attachment Description button, the button disappears, and the Add Attachment button appears.



17. On the File Attachment page, click Browse.



18. Select the file to attach and click the Open button; the name of the file selected is now attached. Click the Upload button to add the attachment to the incident.



19. The attachment with the date/time stamp displays and a message says it was successfully uploaded.

Attachments

TN Asset Incident Attachments

Business Unit 32101 Incident ID INC000001197

Details Personalize | Find | First 1-2 of 2 Last

View	File Name	TN Attachment Uploader	Description	DateTime Created
View	Sample_Document.docx	[REDACTED]	Incident	08/23/2023 10:23:24.382797AM
View	Sample_Document.docx	[REDACTED]	Incident	08/23/2023 10:12:01.589162AM

Adding large attachments can take some time to upload, therefore, it is advisable to save the transaction before adding large attachments.

Document Sample_Document.docx Successfully uploaded

Attachment Description

Enter Description to begin Attachments [Confirm Attachment Description](#)

- Click the x icon in the right corner of the screen to close the attachments page; the Attachments button now reflects how many attachments were added.

Wreck Reporting

*** In addition to notifying VAM by completing this form, you must report all ***
accidents to CORVEL within 24 hours by calling 855-253-0629. ***

Business Unit: 32101 Incident ID INC000001197 **Attachments(2)** [VAM Vendor List](#)

Incident Information

- Click the Save button to save the information and the attachment to the incident.

3. FOR FURTHER INSTRUCTION

If you have questions about this feature or functionality, please contact the Edison Help Desk via the options below:

1. *Submit your own Case on your own through Edison Help Desk Self Service:*
 - a. *Navigation: Edison Homepage > Self Service > Edison Help Desk > Create Case*
2. *By phone: 1-866-376-0104 or 615-741-HELP (4357)*