



VEHICLE & PROPERTY

Collision Repair Authorization and Supplement Workbook

Understand and document the repair scope, customer authorization, insurer funding and supplement changes before unexpected work or bills accumulate.

WHAT THIS WORKBOOK HELPS YOU DO

01

Complete your authorization
scope record

02

Complete your estimate
comparison

03

Complete your supplement
change control

For people handling accident-related paperwork and preparing clear, evidence-backed questions.

Use it on screen or on paper. Save a personal copy before entering information. Blank response areas are fillable; printed copies work just as well. Keep completed copies private.

Scope. Educational organization tools, not legal, medical, tax or financial advice. No claim result, coverage decision or payment is promised. Verify policy language, current local rules and all deadlines with the appropriate professional or official source.



[START HERE](#)

Start with a clear working file

Work on one claim, account or issue at a time. Keep originals unchanged and label working copies with a short evidence ID. Complete the guidance in order, then use the worksheets to turn questions into an organized next step.

A practical order

- 01 Read the four guidance pages before filling the worksheets. Mark facts you can support and questions that still need an answer.

[GUIDANCE / PAGES 03-06](#)

- 02 Use the fictional examples to check your method. Their facts and dollar amounts do not describe your claim or predict an outcome.

[EXAMPLES / PAGE 07](#)

- 03 Complete the four working sheets, then use the readiness check and next-step page. Duplicate a worksheet when you need another record.

[WORKSHEETS / PAGES 08-11](#)

Protect your information

Store completed copies somewhere private. Use a claim or account suffix when a full identifier is unnecessary. Share only relevant copies through a verified recipient and appropriate channel. A saved PDF can contain personal information even when it is not open on screen.

Before a deadline. Do not wait to finish this workbook when a notice, release, court paper or policy deadline needs attention. Verify the actual requirement and seek qualified help promptly.



GUIDANCE 1

01

Map the repair transaction

Create a separate record for the customer, repair shop and insurer. Their roles overlap, but a funding discussion between shop and insurer is not the same thing as a customer's authorization. California's repair regulator makes that distinction explicitly under California law. Record who can approve work, who receives updates and what documents establish those roles. Ask the shop to explain its authorization process in ordinary language. Identify the exact decision awaiting you: inspection, teardown, repair, additional work or release. This workbook helps you review the documents; it does not tell you which technical repair method to approve.

Read intake and teardown documents

Read every intake document before relying on the headline estimate. Identify permission to inspect, disassemble, store, tow or repair, plus charges if you decide not to proceed. Ask what happens if the vehicle becomes a total loss after teardown. Keep dated copies of documents you sign and record the scope you understood. Do not use this workbook as a substitute contract. California's consumer guidance warns that teardown may involve a charge even when repairs do not go ahead. Other states' requirements differ, so verify local consumer-repair rules and ask for an explanation of unfamiliar language.

RELATED WORKING SHEETS

- Authorization scope record
- Supplement change control

Sources for this page: [1], [2], [3]. See the linked source guide.



GUIDANCE 2

02

Compare estimates line by line

Lay the insurer estimate beside the shop estimate and match the same operations. Record differences in parts, quantities, labor operations, sublet work, taxes and other charges. A difference is a question to resolve, not proof that either party is dishonest. Ask for plain-language explanations and identify which document is current. Keep superseded versions rather than deleting them. Separate three numbers throughout the file: the shop's proposed charge, the insurer's agreed payment and the customer's possible responsibility. That separation makes a pending funding gap visible before it is confused with approval to perform more work.

Clarify parts and procedures

Ask the shop to identify the proposed part type and any material alternative. Record what the shop recommends, what the insurer proposes and what a qualified technician says the applicable manufacturer procedure requires. Do not assume every repair must use a particular brand of part or that the insurer must pay every upgrade. California requires specified identification of replacement crash parts in repair documentation; treat this as a California example. If a scan, calibration or inspection is discussed, request its purpose and supporting procedure from the professional. Do not convert this worksheet into a consumer diagnosis or technical repair instruction.

Keep funding figures separate from authorization to perform the work.



Sources for this page: [1], [2], [3]. See the linked source guide.



GUIDANCE 3

03

Control supplement changes

When additional damage or work is discovered, start a new supplement entry. Record what changed, why, how much it adds or removes, and who must respond. Request the revised scope and clarify the separate status of insurer funding and customer authorization before deciding. Save the message, signature or other record used for approval. Avoid blanket assumptions that an earlier approval covered every later change. California's current repair-documentation guide addresses customer authorization for additional work; other jurisdictions may differ. The workbook's job is to make each decision traceable, including decisions to pause while cost or coverage questions are answered.

Track the schedule and funding gap

Track meaningful schedule events: parts ordered, expected arrival, supplement submitted, insurer inspection requested and work resumed. Describe the source of each date and distinguish a forecast from a commitment. Record changes without speculating about who is legally responsible for delay. Put the current customer-funding estimate beside the schedule so that a repair delay does not hide a growing mobility expense. Use the separate loss-of-use workbook for detailed transportation evidence. Ask for written clarification when the shop and insurer give different answers. A claim that payment is likely is not the same as a final written agreement.

RELATED WORKING SHEETS

- Supplement change control
- Estimate comparison

Sources for this page: [1], [2], [3]. See the linked source guide.



GUIDANCE 4

04

Review final invoice and warranties

Compare the final invoice with the latest approved scope and all supplements. Identify work marked complete, parts supplied, credits and any items deferred. Ask for available warranty information and relevant professional reports, such as alignment or calibration documentation when applicable to the repair. A missing document should prompt a question rather than an automatic accusation that work was omitted. Keep the invoice, authorization record and payment breakdown together. California's consumer guidance describes final invoice information and repair records. Use the local requirements that apply to the shop, and obtain professional advice about unresolved charges or unsafe-vehicle concerns.

Close or escalate unresolved issues

Make a final list of what remains unsettled: workmanship concern, authorization question, disputed charge, insurer payment or missing document. Send each issue to the party able to address it, using dates and evidence IDs. A repair-shop regulator and an insurance regulator may handle different issues. Avoid sending a broad accusation when the immediate need is an itemized explanation. Do not sign an unfamiliar release or assume withholding payment is risk-free; seek local advice where liens or legal obligations are involved. Close only when you have the final file and a clear record of remaining responsibilities.

RELATED WORKING SHEETS

- Final invoice reconciliation
- Supplement change control

Sources for this page: [1], [2], [3]. See the linked source guide.



FICTIONAL EXAMPLES

Work through the examples

These invented cases demonstrate the method. They are not case results, estimates of what you will receive or statements of universal rights.

01 Example 1

Do not merge repair consent with a payment commitment.

The shop proposes \$4,800, while the insurer has approved \$4,200. The worksheet shows a \$600 unresolved funding difference. It does not label the \$600 automatically owed by either party.

02 Example 2

Version every changed scope.

Supplement 2 adds a hidden bracket repair and removes an operation no longer needed. Preserve both changes and the revised net amount rather than recording only the added charge.

03 Example 3

Ask for explanation of unclear part labels.

An estimate uses an unfamiliar parts abbreviation. Record the shop's written explanation and any effect on customer cost before authorizing the change.



WORKSHEET 1

01

Authorization scope record

Complete this sheet from the underlying documents. Put the document name and date beside each important fact; write "unverified" rather than guess. Use an additional copy for another record.

Document/version

Inspection/teardown/repair scope

Customer/designee

Date and method

Amount/limit described

Cancellation/storage terms

Copy received

Unanswered question

Related guidance: [Map the repair transaction](#)



WORKSHEET 2

02

Estimate comparison

Complete this sheet from the underlying documents. Put the document name and date beside each important fact; write "unverified" rather than guess. Use an additional copy for another record.

Operation/part

Insurer version/amount

Shop version/amount

Difference

Professional explanation

Coverage position

Customer decision

Evidence ID

Related guidance: [Compare estimates line by line](#)



WORKSHEET 3

03

Supplement change control

Complete this sheet from the underlying documents. Put the document name and date beside each important fact; write "unverified" rather than guess. Use an additional copy for another record.

Supplement number/date

New finding

Added/deleted operation

Cost change

Technical source

Insurer response

Customer authorization

Schedule effect

Related guidance: [Control supplement changes](#)



WORKSHEET 4

04

Final invoice reconciliation

Complete this sheet from the underlying documents. Put the document name and date beside each important fact; write "unverified" rather than guess. Use an additional copy for another record.

Approved item

Invoiced item

Completion evidence

Credit/deferred work

Warranty/report

Insurer paid

Customer paid

Unresolved balance

Related guidance: [Review final invoice and warranties](#)



READINESS REVIEW

Check the file before using it

REVIEW EACH ITEM BEFORE MOVING ON

- ☐ Current scope understood?
- ☐ Teardown/storage terms clear?
- ☐ Funding separate from authorization?
- ☐ Every supplement documented?
- ☐ Final invoice reconciled?

What still needs attention

Open fact or decision, who can resolve it, and the source needed

Completion standard. The working file is complete when the important facts are supported, the next action is assigned and any unresolved issues remain clearly visible. A completed checklist does not establish coverage, entitlement or legal compliance.



ACTION PLAN

Write down the next step

Choose the smallest useful next step. Make the request specific enough that the recipient can locate the record and explain or address the exact issue. Keep proof of what you sent and what came back.

The exact issue or request

Evidence IDs and document versions that support the request

Verified recipient and channel

Date sent and follow-up date

What response will resolve the issue, and what still needs professional review

Separate decisions. A courtesy follow-up date is not a legal deadline. A document request does not automatically pause another requirement. Do not sign, settle, move property or disclose sensitive records merely because a box on this page is complete.



REFERENCE GUIDE

Sources and scope

The linked official sources support the educational background. The forms and examples are original organization tools. Sources were checked on October 1, 2026; policies, procedures and law may change. Recheck the current source before relying on a rule.

[1] California Bureau of Automotive Repair

January 2026 guide describes estimates, parts identification, customer authorization and repair records under California law. Scope: California-specific documentation requirements; no nationwide inference about required parts or insurer reimbursement.

<https://www.bar.ca.gov/wir>

[2] California Bureau of Automotive Repair

Consumer guide describes estimates, possible teardown charges, authorization for changes, final invoices and keeping repair records. Scope: California consumer rights; verify requirements where the shop operates.

<https://www.bar.ca.gov/auto-repairs>

[3] California Bureau of Automotive Repair

Explains why the vehicle owner's repair authorization is distinct from insurer participation in a collision transaction. Scope: Interpretation of California repair law; not a rule assigning all costs to an insurer.

<https://www.bar.ca.gov/arsc/newsletters/newsletter/fall-2021/repair-authorization-and-insurance-companies>

Keep the scope clear

No advice to sign releases, withhold payment without local advice or authorize unknown work.