


Triage – Tip #2 Dude where is my parts?

Requirements:

1. PC with Internet Access
2. PC Login
3. Triage Login
4. <https://login.superservice.com/>

1. Once logged in to the website, navigate to Super Service Triage and click "Start"



Ash White, Metro Ford (PDC)English (US)Log Out

INFOMEDIAHomeAccount Administration

News



New: Redesign of Shop Supplies Settings

New & Improved Shop Supplies Settings! A Better, Easier Experience.


You asked, we listened! Save time and improve productivity with our newly refreshed Shop Supplies Settings.

- Easier and more intuitive to use.
- Save time and improve efficiency with a faster setup.
- Seamless flow to define the key elements of Shop Supplies Settings.
- Improved user experience throughout the Shop Supplies Settings screens.

We hope you enjoy the new Shop Supplies Settings! If you have any issues or questions, please get in touch with our [Customer Service](#) team.




INTRODUCING THE REDESIGNED
SUNDRIES SCREEN



Get help fast!

We are pleased to announce that in addition to phone and email, you may now chat online with an Infomedia specialist.


Online!

Available Now: New Job Summary and Customer Screens

Your Applications

SUPERSERVICE™
Menus

Start

Ford Australia - 

SUPERSERVICE™
Triage

Start

Superservice - Ford

The New
MICROCAT.
EPC.

Start



Microcat EPC - Ford Asia Pacific & Africa



ORDER MANAGER


Start




Order Manager - Ford Asia Pacific & Africa



2. Type in the RO number into the search bar in the Triage Overview page and click on the RO



















 **SUPERSERVICE™Triage**  [Jobs Today](#)



 New Job  Search View 

 View and search for jobs, and track their progress 

 Status	 Job No.	 Brand	 Vehicle	 L. Plate/VIN	 Customer	 Due Date	 Service Advisor	 Technician	 Identified	 Authorized
Waiting to be ... 	655518	 Ford 	2015 - LZ Focus Sport 5DR H/Back 1.5L 4Cyl 6sp Atm 09/15-	075WIS	Wayne Hodgkinson 	5:30 PM	Leander Bar... 	Nathan Kelly 	AUD113.38	 AUD113.38

- Take note of which line you want to look at, the parts that are loaded on to it and where they are coming from. In this example the job line is "Replace Wiper Blade Rear", the part is 8V41N17402AA and it is coming from the warehouse (Eagle Farm)

SUPERSERVICE™Triage
Jobs Today

655518
Waiting to be Restarted
Next

Job Number
655518

VIN
MPB3XXMXC3GR38516

Odometer
98304

License Plate
075WIS

Key Tag No.
14

Vehicle Description
LZ Focus Sport 5DR H/Back 1.5L 4Cyl 6sp Atm 09/15-

Year
2015

Date In
Today at 7:00 AM

Brand
Ford

Date Out
Today at 5:30 PM

Inspection Completed
4/5/2024

Service Advisor
Leander Barnard

Parts Advisor
Ash White

Primary Technician
Nathan Kelly

Secondary Technician
None

Awaiting Parts
Job Delayed

Customer
Inspection
Tires
Bodywork
Quote
History

Review the quote details, and record the customer authorization
Show More

Notes (0)
Service Advisor Notes (0)
Authorization Notes (0)
Appointment Notes

DMS Price
Add Operation

Notes

Details
Add Item

Qty
SOH
Bin Location
Unit Price
Discount
Tax
Total Exc. Tax
Total Inc. Tax

RWBR - RWBR: Replace rear wiper blade.
Warranty Code:325830

Notes (0)
Notes for Customer (0)

Notes

Parts
Add Item

4. Once noted, click on "Job Actions" at the top right and press "Audit Trail"

SUPERSERVICE Triage
 Jobs Today

655518
Waiting to be Restarted
Next

Job Number

655518

VIN

MPB3XXMXC3GR38516

Odometer

98304

License Plate

075WIS

Key Tag No.

14

Vehicle Description

LZ Focus Sport SDR H/Back 1.5L 4Cyl 6sp Atm 09/15-

Year

2015

Date In

Today at 7:00 AM

Brand

Ford

Date Out

Today at 5:30 PM

Service Advisor

Leander Barnard

Parts Advisor

Ash White

Awaiting Parts

Job Delayed

Primary Technician

Nathan Kelly

Secondary Technician

None

Inspection Completed

4/5/2024

Transfer

Clear

Delete

Print

Request Authorization

Authorize Now

Send Inspection Report

Audit Trail

Customer

Inspection

Tires

Bodywork

Quote

History

Review the quote details, and record the customer authorization

Notes (0)

Service Advisor Notes (0)

Authorization Notes (0)

Appointment Notes

Notes

Area	Operation	Authorization Status	Total Exc. Tax	Total Inc. Tax	
▶	Rotate and Balance Tyres	Pre-booked	AUD0.02	AUD0.02	
▶	FSA - 20N13	Pre-booked	AUD0.00	AUD0.00	
▶	Wheel Alignment	Pre-booked	AUD64.35	AUD70.79	
▶	105,000km/84mth Service Price Calculator Service	Pre-booked	AUD318.20	AUD350.00	
▶	Windshield Washer and Wiper Operations	Replace Wiper Blade, Rear	Authorized	AUD78.32	AUD86.15

Details

Add Item

	Qty	SOH	Bin Location	Unit Price	Discount	Tax	Total Exc. Tax	Total Inc. Tax
RWBR - RWBR: Replace rear wiper blade. Warranty Code:325830	0.20 hrs			Customer		10.000%	AUD33.00	AUD36.30
<div>Notes (0)</div> <div>Notes for Customer (0)</div> <div>Notes</div>								
Parts Add Item				Customer				
8V41N17402AA BLADE ASSY WIPER	1.00	Eagle Farm	BOX4	AUD45.32		10.000%	AUD45.32	AUD49.85
Totals							AUD78.32	AUD86.15

5. Look for an entry that is from "Pentana" saying "Part#: xxxxxxxxx quantity ordered was: x but quantity shipped was: x"

SERVICE Triage Jobs Today

g to be Restarted Next

Audit Trail

Date	User	Action
Apr 5 2024 5:40 PM	Ash White	Total Pre-booked - changed from \$478.86 to \$420.81 Payable - changed from \$592.24 to \$534.19
Apr 5 2024 3:53 PM	Pentana	Labor Time - changed from 0.27 to 0 - Rotate and Balance Tyres Total Price for Operation - changed from \$49.00 to \$0.02 - Rotate and Balance Tyres Labor Time - changed from 0.44 to 0.39 - Wheel Alignment Total Price for Operation - changed from \$79.86 to \$70.79 - Wheel Alignment Labor Time - changed from 1.2 to 1.12 - 105,000km/84mth Service Price Calculator Service
Apr 5 2024 2:24 PM	Ash White	Workflow step changed to: Waiting to be Restarted
Apr 5 2024 9:50 AM	Ash White	Workflow step changed to: Awaiting Parts
Apr 5 2024 9:49 AM	Pentana	Note Added - 105,000km/84mth Service Price Calculator Service Note Content: "Part#: FO8V41N17402AA quantity ordered was: 1 but quantity shipped was: 0"
Apr 5 2024 9:44 AM		The customer has responded to the authorization request. Total Not Authorized: \$0.00 Authorized: \$113.38 Payable - changed from \$478.86 to \$592.24
Apr 5 2024 9:44 AM		Workflow step changed to: Response Received
Apr 5 2024 9:37 AM	Leander Barnard	Authorization SMS sent to: 0402317920 Authorization email sent to: l_hodgkinson@bigpond.com Labor Time - changed from 0 to 0.15 - Tyre Puncture Repair Total Price for Operation - changed from \$0.00 to \$27.23 - Tyre Puncture Repair Total Identified - changed from \$86.15 to \$113.38
Apr 5 2024 9:30 AM	Ash White	Workflow step changed to: Service Advisor

Close

Primary Technician
Nathan Kelly

Secondary Technician
None

Delayed

DMS Price Add O

Total Exc. Tax	Total
AUD0.02	
AUD0.00	
AUD64.35	
AUD318.20	
AUD78.32	
Tax	Total Exc. Tax
100%	AUD33.00

Wiper Operations

ar wiper blade.

s for Customer (0)

6. From this information you can ascertain that it was ordered at 0949am from the warehouse, which should be arrive on the next run at 12:30pm the same day.

