


Triage Overview

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



Start

Ford Australia - 



Start

Superservice - Ford



Start

Microcat EPC - Ford Asia Pacific & Africa

ORDER MANAGER


Start

Order Manager - Ford Asia Pacific & Africa

2. In the main layout screen, you will see different categories for RO's. This is to better manage the journey of the RO. Starting with "Appointments"



This category is managed by the brands service advisors, here they put details of:

- a. Customer
- b. Car
- c. Customer Concerns
- d. Service Interval











SUPERSERVICE™Triage

Jobs Today




Search

 (0)



New Job




 Tile View

View and search for jobs, and track their progress

Show More

Appointments (34)

655450



2 days

Shenae Mann

EJV31H

Service Advisor

Leander Barnard

Technician

None




Identified :

AUD0.00

Authorized :

AUD0.00

655518



18 hours

Wayne Hodgkinson

075WIS

Service Advisor

Leander Barnard

Technician

None




Identified :

AUD0.00

Authorized :

AUD0.00

655525



18 hours

Rodney Corkill

Service Advisor

Technician

Identified :

Authorized :

6

0

0

19

4

1

0

6

2

3

3. Technician Inspection

This category is managed by technicians and workshop controller,

Once a tech has been handed the job card. The RO should be moved from "Appointments" to "Technician Inspection"

SUBARU SUPERSERVICE™ Triage Jobs Today

Search (0) [Icons: Appointment, Service, Camera, Photo, Star, Award]

+ New Job Tile View

View and search for jobs, and track their progress Show More

33 X **Technician Inspection (6)**

655518 [Icons: Appointment, Service, Camera, Photo] 4 minutes Wayne Hodgkinson 075WIS
Service Advisor: Leander Barnard
Technician: Nathan Kelly
Identified: AUD0.00
Authorized: AUD0.00

655533 [Icons: Appointment, Service, Camera, Photo] 2 hours Ford Motor Company Of Aust Ltd 1VG4LJ
Service Advisor: Leander Barnard
Technician: Andres Correa
Identified: AUD0.00
Authorized: AUD0.00

655310 [Icons: Appointment, Service, Camera, Photo] 17 hours Bosform Pty Ltd

Technicians here can create additional job lines in the RO by clicking on the RO, going to the “Inspection” tab. Then selecting the correct inspection layout.

655310

Technician Inspection

Next

Job Number

655310

VIN

MPBUMFF60LX286511

Odometer

105634

License Plate

166ZVC

Key Tag No.

Vehicle Description

RANGER MY20.25 PU XLT DOUBLE 2.0L BI10SPD AU...

Year

2020

Date In

Last Tuesday at 7:00 AM

Brand

Ford

Date Out

Last Wednesday at 3:00 PM

Inspection Completed

4/4/2024

Service Advisor

Leander Barnard

Primary Technician

Edward Senghaas

Parts Advisor

None

Secondary Technician

None

Awaiting Parts

Job Delayed

Customer

Inspection

Tires

Bodywork

Quote

History

Record the condition of the vehicle, and add operations

Show More

10FOZZZZZD - BODY

66FO4WLIGN - 4 Wheel Alignment

RRW - Rotate Wheels

S120K96MF - 120,000km/96mth Service Price Calculator Service

Notes (0)

Service Advisor Notes (0)

Appointment Notes

Notes

Ground

Afterwards, they can select what the repair belongs to by clicking the yellow or red square and selecting a description for the repair.

The screenshot shows a software interface for selecting a repair category. It features a vertical sidebar on the left with icons for different vehicle systems: a steering wheel for 'Steering/Steering Linkages', a double slash for 'Suspension', a folder for 'All', and a gear for 'Other'. The main area displays these categories as horizontal bars. Each bar has a row of four colored squares (blue, green, yellow, red) and a document icon on the right. The 'Other' category is currently selected, highlighted in a darker grey.

Techs can now enter a description and photos of the repair and parts that a required:

This screenshot shows the form for entering repair details. At the top, the 'All' category is selected. Below it, the 'Other' category is chosen, indicated by a red square and a red number '1'. A text input field contains the description 'Body - Misc 1'. To the right of the text field is a dropdown arrow. Further right are two yellow buttons with document and camera icons, and a red minus sign button.

Example:

"Lower control arm bushes worn.

Parts:

LH Lower Control Arm

RH Lower Control Arm

Nuts and Bolts to Suit"



4. "Labour Quote/ Workshop Control" is managed by the Workshop controller

This gives a chance for the workshop controller to check what has been quoted by techs, add sublets and allocate hours to the RO for each job.



The screenshot displays the SUBARU SUPERSERVICE™ Triage Jobs Today interface. The top navigation bar includes the SUBARU logo, the text "SUPERSERVICE™ Triage", and a "Jobs Today" link. A search bar is located on the left, and a "New Job" button is on the right. Below the navigation bar, a list of jobs is shown. The "Labour Quote/Workshop Control (0)" job is highlighted in yellow and circled in red. The "Parts Quote (0)" job is also visible. The interface includes a "Tile View" dropdown and a "Show More" link.


Job ID	Job Name	Status	Hours
32	Labour Quote/Workshop Control (0)	Open	0
5	Parts Quote (0)	Open	0










5. The "Parts Quote" section is managed the Parts Team.




 **SUPERSERVICE™**Triage 


Jobs Today


 


Search 

 (0)        

 New Job  Tile View 



 View and search for jobs, and track their progress

Show More 



32 >	5 >	0 >	 Parts Quote (0)	< 21 >	4 >	1 >	1 >	6 >	3 >	5 >
------	-----	-----	---	--------	-----	-----	-----	-----	-----	-----

6. In here, parts interpreters are required to add the appropriate parts to each "Pending authorisation" job line.

To do so, click on the RO from the overview screen. Then click on the "Operation" line (Marked By X)

**SUPERSERVICE™**Triage

Jobs Today










←

655438

Service Advisor

Next >>



Job Actions

Job Number
655438

VIN
WF0KXXGCBKM89028

Odometer
117106

License Plate
362AX9

Key Tag No.

Vehicle Description
LW Focus Ambiente 5DR Hatchback 1.6L 4 Cyl 6sp Auto...

Year
2012

Brand
Ford

Date In
Yesterday at 7:00 AM

Date Out
Yesterday at 5:30 PM

Inspection Completed
4/5/2024

Service Advisor
Cole Bain

Parts Advisor
Ash White

Awaiting Parts ☐ Job Delayed ☐

Primary Technician
Gareth Hallamore

Secondary Technician
None

Customer

Inspection

Tires

Bodywork

Quote

History

Review the quote details, and record the customer authorization

Show More

Notes (1)

Service Advisor Notes (0)



Authorization Notes (0)

Appointment Notes

DMS Price

Add Operation

CUSTOMER REQUESTED A LOANER

Area	Operation	Authorization Status	Total Exc. Tax	Total Inc. Tax
	FSA - 14M02	Pre-booked	AUD0.00	AUD0.00
	MISCELLANEOUS	Pre-booked	AUD0.00	AUD0.00
	N/A	Pre-booked	AUD0.00	AUD0.00
 Cooling System & Hoses	Cooling System - Misc. 	Pending Authorization	AUD597.30	AUD657.04
Totals				
		Identified	AUD597.30	AUD657.04
		Warranty	AUD0.00	AUD0.00
		Pre-booked	AUD0.00	AUD0.00
		Authorized	AUD0.00	AUD0.00
		Subtotal	AUD0.00	AUD0.00
		Adjustment	AUD0.00	AUD0.00
		Payable	AUD0.00	AUD0.00

Customer Authorization

Who / What / When

Customer Signature

After, click on Add item and select "Parts" from the drop-down list.

655438

Service Advisor

Next >>

117106

Yesterday at 5:30 PM

4/5/2024

Awaiting Parts

Job Delayed

Customer

Inspection

Tires

Bodywork

Quote

History

Review the quote details, and record the customer authorization

Show More

Notes (1)

Service Advisor Notes (0)

Authorization Notes (0)

Appointment Notes

CUSTOMER REQUESTED A LOANER

DMS Price

Add Operation

Area	Operation	Authorization Status	Total Exc. Tax	Total Inc. Tax
	FSA - 14M02	Pre-booked	AUD0.00	AUD0.00
	MISCELLANEOUS	Pre-booked	AUD0.00	AUD0.00
	N/A	Pre-booked	AUD0.00	AUD0.00
Cooling System & Hoses	Cooling System - Misc	Pending Authorization	AUD597.30	AUD657.04

	Qty	SOH	Bin Location	Unit Price	Discount	Tax	Total Exc. Tax	Total Inc. Tax
Details								
Add Item								
885 Invoice Line	0.00 hrs			Customer		10.000%	AUD0.00	AUD0.00
Parts								
Shop Supply								
Symptom								
Sublets								



Please quote coolant reservoir, cap, both bypass hoses, oil cooler on motor.

Have pressure tested over night and vehicle did run a little ruff but came good after revving, pressure tested after getting to temp, no evidence so far of coolant in cylinders, they do look rather clean for 120k. Have tested leads, and coil and they look good.



Need to keep overnight again and check for rough start then carry out oil cooler repair

Please ask customer if they have been topping up their coolant or for any more info please. As it may still have more issues

Type in the part number required, quantity required and the location (Can use "Tab" button to Tab through to make it easier including additional lines). Once done, click on the Single green tick or 2 green ticks (Multiple part lines) to add them to the RO quote. Once done, hit "Next" to move it to the next section.

 **SUPERSERVICE™** Triage 

Jobs Today












←

655522

Parts Quote

Next >>



Job Action

Job Number
655522

VIN
WF0AXXWPMAM08448

Odometer
102046

License Plate
VICM01

Key Tag No.

Vehicle Description
ESCAPE TITANIUM SUV 2.0L ECOBOOST AUTO 6SPD...

Year
2018

Date In
Today at 7:15 AM

Brand
Ford

Date Out
Today at 5:30 PM

Inspection Completed
4/5/2024

Service Advisor
Leander Barnard


Parts Advisor
None


Awaiting Parts ☐


Job Delayed ☐


Primary Technician
Andres Correa


Secondary Technician
None


 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


 5


DMS Price

Add Operation

Notes



Area	Operation	Authorization Status	Total Exc. Tax	Total Inc. Tax
	No Other Concerns	Pre-booked	AUD216.95	AUD238.66
 Windshield Washer and Wiper Operations	Replace Wiper Blade, Rear	Pending Authorization	AUD50.80	AUD55.88

 Details

Add Item

Qty

SOH

Bin Location

Unit Price

Discount

Tax

Total Exc. Tax

Total Inc. Tax

RWBR - RWBR: Replace rear wiper blade.

0.10 hrs


Customer


10.000%

AUD16.50



AUD18.15

Warranty Code:325850

 Notes (0)


 Notes for Customer (0)

Notes



Parts

Add Item



BB5317402AB

BLD ASY RR W/WPR

1



Eagle Farm

NOLOC

34.3

Discount

GST



Totals

AUD50.80

AUD55.88

Totals

Identified

AUD50.80

AUD55.88

7. "Service Advisor" is managed by the service manager and service advisors. This section, the front of house service team can have a look over what has been quoted and cost up the RO

The screenshot displays the Subaru SUPERSERVICE Triage Jobs Today interface. The top navigation bar includes the Subaru logo, the text "SUPERSERVICE Triage", and a "Jobs Today" link. A search bar and various icons are also present. The main content area shows a list of jobs, with the "Service Advisor (22)" tab highlighted. Two job cards are visible, each showing details for a specific job.


Job 647969:

- 2 months
- Adrian Penny
- 120WPY
- Notes: PCM HUB - HF, RO is closed need a new one to ord
- Service Advisor: Leander Barnard
- Technician: Nathan Kelly
- Identified: AUD1,594.16
- Authorized: AUD1,594.16

Job 655307:



- 2 days
- Robertas Daniskevicius
- 929RFC
- Notes: WAIT sent quote for work needing to be done
- Service Advisor: Leander Barnard
- Technician: Andres Correa
- Identified: AUD1,531.97
- Authorized: AUD1,531.97

8. "Awaiting Authorisation" is managed by front of house service team. This section is for holding RO's that have been checked over and we are awaiting authorisation from the customer.










SUPERSERVICE™Triage

Jobs Today



Search

 (0)



New Job

Tile View

View and search for jobs, and track their progress

Show More

32 > 5 > 0 >





Parts Quote (0)

22 >

Awaiting Authorisation (4)

1 > 1 > 6 > 3 > 7 >

655277



18 hours

Mk & R Group Pty Ltd
320F19

Service Advisor

Leander Barnard

Technician

James Creedy





Identified :

AUD890.86

Authorized :

AUD0.00

655157



3 days

Xxx CFMEU (Construction & General)
602AU8

Service Advisor

Cole Bain

Technician

Nathan Kelly





Identified :

AUD509.96


Authorized :

AUD0.00



655286













9. "Response Received" is managed by parts and workshop controllers. Here the parts team order the "Authorised" parts and once done the workshop controller moves it to either "Awaiting Parts" or "Waiting to be restarted"



 **SUPER**SERVICE™Triage


Jobs Today





Search 

 (0)        



 New Job  Tile View

 View and search for jobs, and track their progress



Show More

31 >	6 >	0 >	Parts Quote (0)	< 22 >	4 >	<div>Response Received (1)</div>	< 1 >	6 >	3 >	7 >
<div><div>655295</div><div>   </div><div>a day</div><div>Lyn Paul</div><div>630TRX</div><div>Notes</div><div>JOB CLOSED CANNOT ORDER replaced key remote batt</div><div>Service Advisor</div><div>Leander Barnard</div><div>Technician</div><div>Nathan Kelly</div><div>Identified : AUD1,481.99</div><div>Authorized : AUD276.73</div></div>										

Parts to order anything "Authorised" and ignore any job lines that have "Not Authorised"

**SUPERSERVICE™**Triage

Jobs Today



655295

Appointments

Next

Job Number
655295

VIN
WF0EXXGGBEDP18259

Odometer
66124

License Plate
630TRX

Key Tag No.
64

Vehicle Description
MC MONDEO ZETEC 2.0L ECOBOOST GTDI AUTO HA...

Year
2013

Date In
Last Wednesday at 7:15 AM

Brand
Ford

Date Out
Last Wednesday at 4:30 PM

Inspection Completed
4/3/2024

Service Advisor
Leander Barnard

Primary Technician
Nathan Kelly

Parts Advisor
Ash White

Secondary Technician
None

Awaiting Parts

Job Delayed

Job Delayed Reason
Job closed cannot order parts.

Customer

Inspection

Tires

Bodywork

Quote

History

Review the quote details, and record the customer authorization

Show More

Notes (1)

Service Advisor Notes (0)

Authorization Notes (0)

Appointment Notes

DMS Price

Add Operation

JOB CLOSED CANNOT ORDER replaced key remote battery front brake pads and rotors need to be replaced next 5000km

Area	Operation	Authorization Status	Total Exc. Tax	Total Inc. Tax
	MISCELLANEOUS	Pre-booked	AUD1.66	AUD1.83
	165,000km/132mth Service Price Calculator Service	Pre-booked	AUD353.15	AUD385.00
Other	Body - Misc	Authorized	AUD251.57	AUD276.73

Details

Add Item

	Qty	SOH	Bin Location	Unit Price	Discount	Tax	Total Exc. Tax	Total Inc. Tax
88FOZZZZBODY - Body - Misc	0.20 hrs			Customer		10.000%	AUD33.00	AUD36.30
Warranty Code:								
Notes (1) Notes for Customer (0)								
Requires rh front window switch block								
Parts Add Item								
7S7T14A132AB SWITCH ASSY	1.00	Ex Melbourne	NOLOC	AUD218.57		10.000%	AUD218.57	AUD240.43
Totals							AUD251.57	AUD276.73

SUPERSERVICE™ Triage
Jobs Today

655518
Next >>

Job Number
655518
VIN
MPB3XXMXC3GR38516
License Plate
075WIS
Odometer
98304
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
Job Delayed Reason
Rear Wiper ETA 1230pm 5/4

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

Area	Operation	Authorization Status	Total Exc. Tax	Total Inc. Tax
	Rotate and Balance Tyres	Pre-booked	AUD44.54	AUD49.00
	FSA - 20N13	Pre-booked	AUD0.00	AUD0.00
	Wheel Alignment	Pre-booked	AUD72.60	AUD79.86
	105,000km/84mth Service Price Calculator Service	Pre-booked	AUD317.98	AUD350.00
Windshield Washer and Wiper Operations	Replace Wiper Blade, Rear	Authorized	AUD78.32	AUD86.15
Tires	Tyre Puncture Repair	Authorized	AUD24.75	AUD27.23

10. "Awaiting Parts" managed by workshop controller. This section is a holding area for RO's that are still waiting on parts to arrive.

The screenshot displays the SUBARU SUPERSERVICE Triage Jobs Today interface. The top navigation bar includes the SUBARU logo, a search bar, and various icons for job management. The main content area shows a list of jobs, with the 'Awaiting Parts (1)' tab highlighted. A red circle is drawn around this tab. The job details for 655518 are displayed on the right, showing a 3-hour estimate, assigned to Wayne Hodgkinson (075WIS), with Service Advisor Leander Barnard and Technician Nathan Kelly. The job is identified and authorized for AUD113.38.

View and search for jobs, and track their progress

32 > 6 > 0 > Parts Quote (0) < 21 > 5 > 1 > Awaiting Parts (1) < 6 > 3 > 8 >

655518

3 hours



Wayne Hodgkinson
075WIS











Service Advisor
Leander Barnard


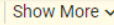
Technician
Nathan Kelly













Identified : AUD113.38
Authorized : AUD113.38

11. "Awaiting to be Restarted" managed by workshop controller. Holding area for RO's that have had parts arrive/in stock ready to be fitted to the car.

 **SUPERSERVICE™Triage**  Jobs Today

Search   (0)        

 View and search for jobs, and track their progress 

32 >	6 >	0 >	Parts Quote (0)	< 21 >	5 >	1 >	1 >	Waiting to be Restarted (6)	< 3 >	8 >
<div><div>655454</div><div>    </div><div> a day</div><div>Lester Henderson 448TNE</div><div>Notes NO REQUESTED PICK UP TIME - PCM HUB - EES</div><div>Service Advisor Leander Barnard</div><div>Technician Nathan Kelly</div><div>Identified : AUD177.97 Authorized : AUD177.97</div></div> <div><div>655303</div><div>    </div><div> 21 hours</div><div>David Dougherty 353VNO</div><div>Notes CUSTOMER REQUESTED A LOANER</div><div>Service Advisor Leander Barnard</div><div>Technician Andres Correa</div><div>Identified : AUD328.16 Authorized : AUD255.60</div></div>										

12. "Being Worked On" managed by techs and workshop control. Holding area for RO's that have been handed out for fitment of parts to the car. This section the technicians write what they have done for each job line.

SUBARU

SUPERSERVICE™Triage

Jobs Today

View and search for jobs, and track their progress

Search

(0)

New Job

Tile View

32 > 6 > 0 >

Parts Quote (0)

< 21 > 5 > 1 > 1 > 6 >

Being Worked On (3)

< 8 >

655289

2 days

Kylie Fahey
686GM9

Notes
CUSTOMER REQUESTED A LOANER

Service Advisor
Leander Barnard

Technician
James Creedy

Identified : AUD0.00
Authorized : AUD0.00

655524

4 hours

Taryn Botes
962YPY

Notes
CUSTOMER REQUESTED A LOANER 5pm

Service Advisor
Leander Barnard

Technician
Nathan Kelly

Identified : AUD0.00
Authorized : AUD0.00

650069

13. "Quality Control & Completed" managed by service advisors and techs. Once work has ceased and been checked over by tech, service advisors can bring the RO to "Quality Control & Completed" and thus finishing and closing the job out.

The screenshot displays the SUBARU SUPERSERVICE Triage Jobs Today interface. The top navigation bar includes the SUBARU logo, the text "SUPERSERVICE™ Triage", and a "Jobs Today" link. A search bar and various icons are also present. The main content area shows a list of jobs, with the "Quality Control & Completed" tab highlighted in yellow and circled in red. The job list includes columns for job ID, status, and other details. Three specific jobs are expanded, showing their details:

Job ID	Status	Days	Technician	Vehicle	Leader	Identified	Authorized
648022	Quality Control & Completed	22 days	Bradley Stuart	417IT2	Leander Barnard	AUD0.00	AUD0.00
649825	Quality Control & Completed	11 days	Adrian Penny	120WPY	Leander Barnard	AUD3,563.22	AUD3,563.22
655284	Quality Control & Completed	2 days	Shane Whimp	231YUT			