

Repair-Order Section Types

A repair-order (RO) document is a multi-page PDF that bundles several section types, each serving a different purpose in the service workflow. Every section is identified by a three-letter prefix that appears in the PDF bookmarks (e.g. **ASI-843777**).

Each RO contains a variable subset of the sections below. The most common arrangement is **ASI** → **BWO** → **CSI** → **JSI** → **WSI**, though some ROs include an **ISI** instead of (or in addition to) other sections.

Common header fields

All sections share a standard header block at the top of every page. The exact layout varies slightly by section type, but the following fields appear across the board:

| Group | Fields |
|-----------------------|--|
| Dealer | name, street address, city / state / zip, email |
| Contact phones | home phone, contact phone, business phone, cell phone |
| Advisor | advisor ID, advisor name |
| Vehicle | color, year, make, model, sub-model, VIN, mileage in/out, license tag |
| Dates | open date, close date, delivery date, date in / out, time in / out, promise time |
| Deal info | deal type, pay type, rate |
| Identifiers | RO number, customer number, unit number, stock number, engine code, page number |

ASI — Automotive Service Invoice

The primary customer-facing invoice. It itemizes every job performed during the visit and presents the financial summary.

Body content:

- **Jobs** — One row per job line: line number, description, op-code, tech ID, actual / sold hours, labor cost & sale, parts quantity & total, cause code, failure code, authorization code, and version tracking (employee ID, date, time, status).
- **Time logs** — Technician clock entries: date, start / finish times, duration, type code, tech ID, and associated job lines.
- **BAR / EPA IDs** — Regulatory identifiers (Bureau of Automotive Repair, Environmental Protection Agency).
- **Account splits** — Dual-account cost/sale breakdowns when charges are split across pay types.
- **Cost totals** — Aggregated total cost, total sale, and total comp.

Footer (invoice totals):

| Field | Description |
|-------------------|------------------------------|
| Labor | Labor charges |
| Parts | Parts charges |
| Gas/Oil/Lube | Fluids and lubricant charges |
| Sublet | Outside-vendor charges |
| Miscellaneous | Other charges |
| Total | Sum of all charge categories |
| Less insurance | Insurance deduction |
| Sales tax | Applicable tax |
| Please pay | Final amount due |

BWO — Back of Work Order

A supplemental detail sheet attached to the service invoice. It carries the same header identification fields but includes a date/time stamp and is typically used for internal notes, additional job narratives, or overflow detail that does not fit on the main ASI pages.

BWO has no invoice footer — it is informational only.

CSI — Customer Service Invoice

A customer-copy variant of the service invoice. Its header and footer layout mirrors the ASI (including the full invoice-total footer), but the body is formatted as a customer-readable summary rather than the detailed shop view.

ISI — Internal Service Invoice

An internal-use copy of the invoice, structured identically to the CSI but intended for dealership back-office records. Shares the same header fields and invoice-total footer.

JSI — Job-line Service Invoice

A per-job breakdown copy. Each page focuses on individual job-line detail with the standard header identification and the invoice-total footer.

WSI — Warranty Service Invoice

The warranty-claim copy of the invoice. It carries the same header and invoice-total footer as the ASI/CSI but is used when submitting service work for manufacturer warranty reimbursement.