



A customer may have a sales person, that may find the buyer a car or multiple cars to purchase but will only write one invoice for each (this will be passed along to F/I to consummate purchase(s)). In the purchase scenario there are 0 instances of a repair order.

Alternatively a customer may bring in a vehicle(s) for service in which case there would be no salesperson, or invoice but there would be one repair order per vehicle. That RO could have one or many mechanics assigned. Each mechanic may have made none or many parts orders, but each parts order will be associated with one ticket and one mechanic only.