Service Advisor Training Manual

BMW
The Ultimate Driving Machine ®

ASR Pro

Log in at ASR Pro.com or use the quick launch icon on your desktop

Home | **How ASR Pro Works** | **Our Services** | **Testimonials**

ASR *Pro*

Introducing... ASR Pro

It is the first complete Additional Service Request package available to the automotive dealership industry. ASR Pro combines the most advanced web based technology available today with a fully functional Service Department ASR system, making the process a complete success in any size dealership.

> **ASR Pro** gives your service department the opportunity to **grow their existing business**, and **capture lost business!**

By tracking and measuring the sales efforts made by your Technicians and Advisors, you are able to let their own results motivate them to create more service opportunities and close more sales. Combining that with a focused, daily calling plan to recapture the lost sales in service, you will add dramatic increases to your Fixed Operations profitability.

The incredible view of information, never available before in our industry, makes this the biggest advancement in fixed operations in decades. You will not only increase your numbers, you will recapture lost customers and maintain a higher CSI score

Fixed Operations Benefits

- Increased Number of Additional Service Requests generated Per Repair Order
- More Lines & Hours generated per Additional Service Request
- Higher Closing Percentages by your Service Advisors on their Customer Calls.
- Return anywhere from 10-16% of the lost work back to the shop.
- Additional service sales now and long term customer retention benefits.
- Interrupt negative CSI scores BEFORE the manufacturer contacts the customer.

Client Login

Username: _____

Password: _____

ID: _____

[Log In]

User Name: First Initial + Last Name
Password: Employee Number
ID: SXXX

This is Your "Dashboard" and is considered the Home Page of the ASR Pro system, it can be used as an electronic routing sheet for all of your RO's.

New ASR ▶   Search ▶ Please remember to close these boxes if they are not in use.   Legend

(1) ASRs Being Created   0 total

RO	HAT	W	E	Customer	Advisor	Tech	Time
No ASRs to list							

(2) ASRs Awaiting Dispatch   0 total

RO	HAT	W	E	Customer	Advisor	Tech	Time
No ASRs to list							

(4) ASRs Waiting For Parts Estimate   0 total

RO	HAT	W	E	Customer	Advisor	Tech	Time
No ASRs to list							

(3) ASRs Being Inspected   0 total

RO	HAT	W	E	Customer	Advisor	Tech	Time
No ASRs to list							

(5) ASRs Pending Approval   0 total

RO	HAT	W	E	Customer	Advisor	Tech	Time
No ASRs to list							

(6) ASRs Waiting to be Repaired   0 total

RO	HAT	W	E	Customer	Advisor	Tech	Time
No ASRs to list							

(8) Review ASRs [Close All]   4   4 total

RO	HAT	W	E	Customer	Advisor	Tech	Time
▶5256985	test				TimA	tech	19 d
▶656622	test				TimA	83184	19 d
▶123452	test				TimA	TimT	03:09
▶9696959	test				TimA	TimT	00:01

(7) ASRs Being Repaired   0 total

RO	HAT	W	E	Customer	Advisor	Tech	Time
No ASRs to list							

All the sections to the left of your screen are in GREEN; this means they require action by you. If an RO is in any of these modes, that means it requires attention by you. When an RO is in a mode where the tech is working on it like inspection or repair, it will be on the opposite side of the dash in a blue mode.

(1) ASRs Being Created — 0 total

RO	HAT	W	E	Customer	Advisor	Tech	Time
No ASRs to list							

(4) ASRs Waiting For Parts Estimate — 0 total

RO	HAT	W	E	Customer	Advisor	Tech	Time
No ASRs to list							

Parts Estimate: An RO will be sent to the parts estimate mode for pricing once the technician has finished their electronic inspection.

(5) ASRs Pending Approval — 0 total

RO	HAT	W	E	Customer	Advisor	Tech	Time
No ASRs to list							

Pending Approval: An RO can be sent to you either from the parts department or straight from the technician. Once in the Pending Approval mode you will now be able to: see all "up sell" recommendations, print/email a copy of the *Automobile Status Report* to the customer, view the availability of parts, and approve/decline each repair line.

(8) Review ASRs [Close All] — 4 / 4 total

RO	HAT	W	E	Customer	Advisor	Tech	Time
5256985	test				TimA	tech	19 d
656622	test				TimA	83184	19 d
123452	test				TimA	TimT	03:22
9696959	test				TimA	TimT	00:13

Review ASR's: The Review section will hold all your finished RO's. RO's should stay in this mode until the car leaves the lot.

To create an ASR, select the "New ASR" link.
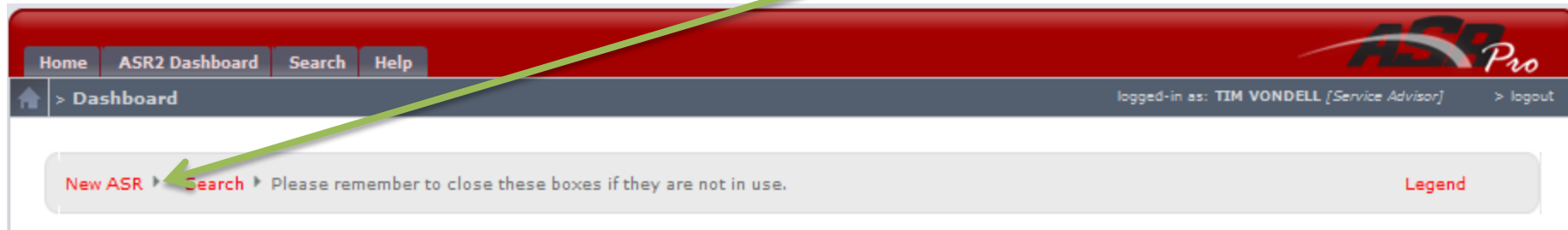
You can now enter the RO number and HAT number.

The "Express" box and "Waiter" box enable you to indicate whether or not the customer is in the store waiting for vehicle to be fixed or if this is an express customer

These three boxes indicate whether the job is internal, under warranty or a Certified Pre-Owned job.

Home **ASR2 Dashboard** **Search** **Help**

ASR Pro

> **Dashboard**   logged-in as: **TIM VONDELL** [Service Advisor]   > logout

New ASR ▶ Search ▶ Please remember to close these boxes if they are not in use.   Legend

Home **ASR2 Dashboard** **Search** **Help**

ASR Pro

> **Dashboard**   logged-in as: **Quinn Jaquillard** [Service Advisor]   > logout

New ASR ▾ Search ▶ Please remember to close these boxes if they are not in use.   Legend

RO #: [   ]   ☐ Express ☐ Waiter

Tag #: [   ]   ☐ Internal ☐ Warranty ☐ CPO

[Add ASR]

Once you have entered the RO number and Tag number (if needed), you can now click the "Add ASR" button.

Home | ASR2 Dashboard | Search | Help

> Dashboard

logged-in as: **Quinn Jaquillard** *[Service Advisor]*   > logout

New ASR ▾   Search ▶ Please remember to close these boxes if they are not in use.   Legend

RO #: [   ]   ☐ Express ☐ Waiter

Tag #: [   ]   ☐ Internal ☐ Warranty ☐ CPO

[Add ASR]

•Once you have clicked "Add ASR" a confirmation box will appear asking: **"Would you like to make any further changes or add any lines that you have recommended?"**

•If you did not make any recommendations in the lane select "No" and the ASR will be created and will move to the **"Awaiting Dispatch"** mode.

If you chose **"Yes"**, you will be brought to the RO's details page. Here is where you will enter any of the recommendations you made in the lane, no matter if they were approved or declined. To add a service click on the **"Select Service"** link. This is where you will find over 750 different repairs to choose from.

For the notes to be saved in this section you must click on the **"Save Notes"** tab.

You can now also assign a technician to this RO. Click on the drop down menu to select the technician you wish to assign to this RO number.

Choose the recommended service/ repair from the list.
Service list is in alphabetical order

Form: Toyota

| 7,500 Mile Service |
| 70,000 Mile Service |
| 72,000 Mile Service |
| 75,000 Mile Service |
| 78,000 Mile Service |
| 80,000 Mile Service |
| 82,500 Mile Service |
| 84,000 Mile Service |
| 85,000 Mile Service |
| 90,000 Mile Service |
| 95,000 Mile Service |
| 96,000 Mile Service |
| 97,500 Mile Service |
| ABS Control Module Replacement, |
| ABS Wheel Speed Sensor Replacement |
| AC Heater Blower Resistor |
| AC Actuator Motor |
| AC Air Mix Motor |
| AC Clutch |
| AC Coil |
| AC Compressor |
| AC Compressor Replacement |
| AC Condenser Replacement |
| AC Discharge Hose |
| AC Evaporator Replacement |
| AC Filter Replacement |
| AC Receiver Dryer |
| AC Recharge/Refresh |
| AC System Replace |
| Active Roll Bar |

Save AS | Customer Info

All Items: Email | on Form | View Inspection Form

Declined Items: Email

Parts: Parts E | Order – Primary Lines

Misc: View Parts

Save Notes | Save & Notify

Back

| Appv | Done | Color | ASR | 's | Int | Wnty | No Parts | Hrs | Labor | Parts | Price | Added By | Action |

Additional Service Recom

[Select Service]

Notes: 0.0 0.00 0.00 0.00

Complaint: Cause: Correction:

After choosing the correct service, enter the "Hrs" and "Price" if repair is not a menu item. Click the + to add the line.

Back

| Appv | Done | Color | ASR Service Name | Notes | 3C's | Int | Wnty | No Parts | Hrs | Labor | Parts | Price | Added By | Action |

Additional Service Recommendations

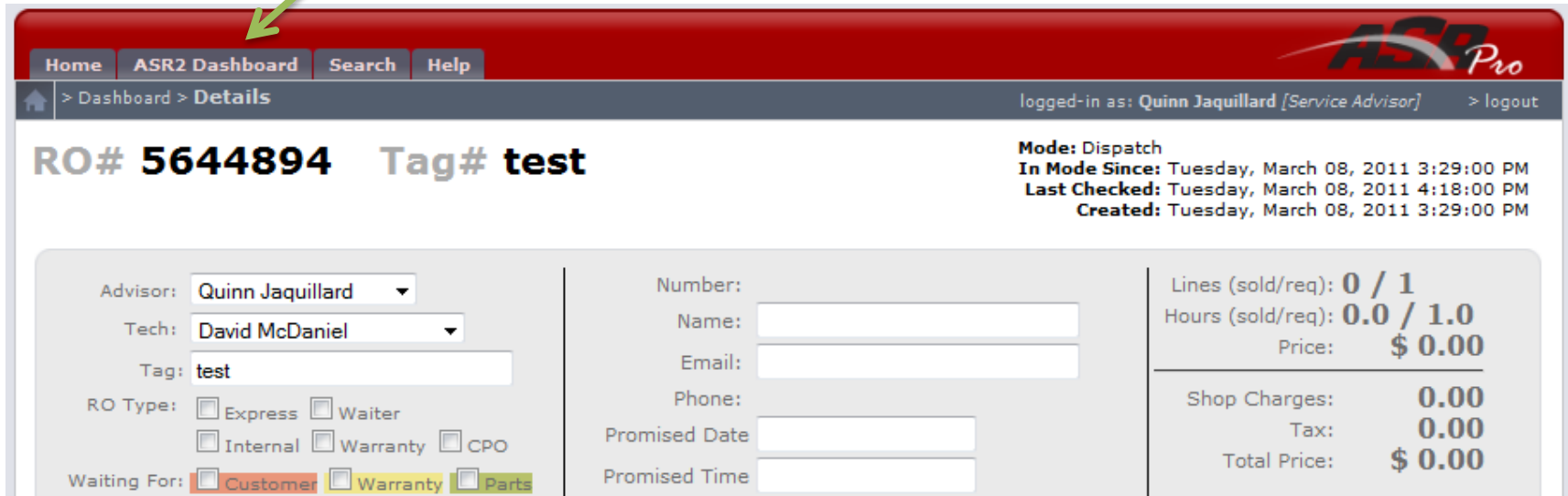50,000 Mile Service

Details:

Notes: 1 0.00 0.00 100.00

Complaint: Cause: Correction:

Once you have added a line for the service/repair and assigned a technician, you can click on the ASR2 Dashboard tab as this will complete the creation of the ASR.

| Home | ASR2 Dashboard | Search | Help |

ASR Pro

> Dashboard > **Details**

logged-in as: **Quinn Jaquillard** [Service Advisor]   > logout

RO# 5644894   Tag# test

Mode: Dispatch
In Mode Since: Tuesday, March 08, 2011 3:29:00 PM
Last Checked: Tuesday, March 08, 2011 4:18:00 PM
Created: Tuesday, March 08, 2011 3:29:00 PM

Advisor: Quinn Jaquillard
Tech: David McDaniel
Tag: test
RO Type: ☐ Express ☐ Waiter ☐ Internal ☐ Warranty ☐ CPO
Waiting For: ☐ Customer ☐ Warranty ☐ Parts

Number:
Name:
Email:
Phone:
Promised Date:
Promised Time:

Lines (sold/req): **0 / 1**
Hours (sold/req): **0.0 / 1.0**
Price: **$ 0.00**
Shop Charges: **0.00**
Tax: **0.00**
Total Price: **$ 0.00**

The RO will now move to the **"Awaiting Dispatch"** mode until it is picked up by the assigned technician.

| (2) ASRs Awaiting Dispatch | | | | | | | 1 total |
RO	HAT	W	E	Customer	Advisor	Tech	Time
898989	test				TimA		00:00

If an RO is sent through the **"Parts Estimate"** mode before it is sent to you, this is because the technician has found recommendations and requested price and availability for parts in regards to those repairs.

While in the **"Parts Estimate"** mode you can still open the RO to: view the recommendations, adjust total price if needed, print out the *Automobile Status Report,* and approve/decline recommend lines.

(4) ASRs Waiting For Parts Estimate							1 total
RO	HAT	W	E	Customer	Advisor	Tech	Time
898989	test				TimA	charlesT	01:44

*Remember *to approve or decline a recommendation you must first have* **Hrs** *and* **Pricing** *entered.*

* "The shops "labor rate" or grid pricing will be entered into the system, so as long as you enter in the "Hrs" the total labor price will auto-calculate. Any menu items will also be pre-entered.

																Back
Appv	Done	Color	ASR Service Name		Notes	3C's	Int	Wnty	No Parts	Hrs	Labor	Parts	Price	Added By	Action	

Customer Initial Concerns

			☐☐❌ ✔	[Primary]: Tires replaced	📄	📄	✔	✔	✖	1.0	100.00	0.00	100.00	quinn	📝⊖
			☐☐❌ ✔	[Primary]: Alignment	📄	📄	✔	✔	✖	1.0	100.00	0.00	100.00	quinn	📝⊖

Additional Service Recommendations

✔✖		☐☐❌ ✔	50,000 Mile Service	📄	📄	✔	✔	✖	1.0	100.00	0.00	100.00	quinn	📝⊖
✔✖		☐☐❌ ✔	CV Boot Cover Replacement	📄	📄	✔	✔	✖	1.0	100.00	99.00	199.00	quinn	📝⊖
✔✖		☐☐❌ ✔	Cooling System Flush	📄	📄	✔	✔	✖	1.0	100.00	0.00	100.00	quinn	📝⊖

[Select Service] ▼   Notes: 0.0 0.00 0.00 0.00   ⊕

When an RO enters the **"pending approval"** mode you will be alerted thorough email or text message, that there is a new ASR that needs your attention. You can then either open the alert to see which RO it is or you can go right to the dashboard to see the RO.
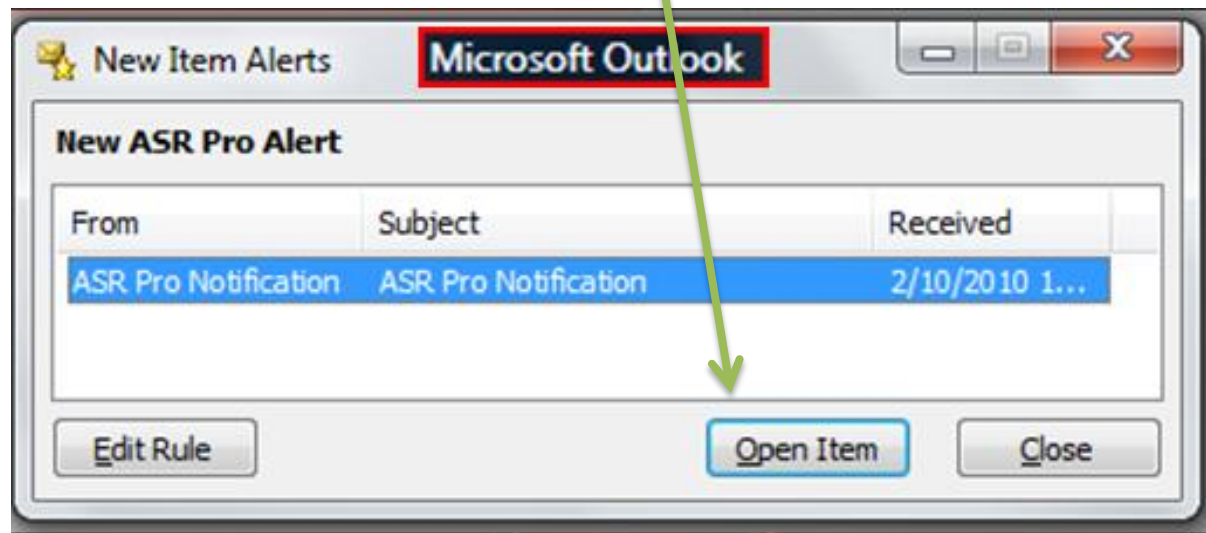
When an RO has come back to you in the **"Pending Approval"** mode you would now look over the recommendations, adjust total price if needed, print out the *Automobile Status Report,* and approve/decline recommend lines

To adjust Hours, price, or any other field in the line click the edit button to open the line, then re-click the button to close the line after adjustments are made.

	(5) ASRs Pending Approval						1	1 total
RO	HAT	W	E	Customer	Advisor	Tech	Time	
▶898989	test				TimA	charlesT	00:01	

Back

Appv	Done	Color	ASR Service Name	Notes	3C's	Int	Wnty	No Parts	Hrs	Labor	Parts	Price	Added By	Action
Customer Initial Concerns														
		☐☐✖ ✖	[Primary]: AC			✔	✔	✖	0.0	0.00	0.00	0.00	Karn	✏🚫
✔✖	✔	☐☐✖ ✖	30,000 Mile Service			✔	✔	✖	3.0	306.88	0.00	306.88	Karn	✏🚫
		☐☐✖ ✔	[Primary]: Boots			✔	✔	✖	0.0	0.00	0.00	0.00	Karn	✏🚫
✔✖	✔	☐☐✖ ✖	Boots - Inner CV Front			✔	✔	✖	0.0	0.00	500.00	0.00	Karn	✏🚫
Additional Service Recommendations														
✔✖	✔	☐☐✖ ✔	Boots- P/S Rack			✔	✔	✖	0.0	0.00	0.00	0.00	Karn	✏🚫
✔✖	✔	☐☐✖ ✔	AC Clutch			✔	✔	✖	1.0	100.88	200.00	11.00	Karn	✏🚫

You can prioritize line items by dragging and dropping them into specific orders and groups.

place your cursor over the dotted lines to the left of the √ or X , left click and then place the item where you want it

Automobile Status Report: You can either email or print out the ASR booklet for the customer.

Print just the Repair List or Estimate.

Inspection Form: Here you have the choice to either quick view the vehicle inspection form or print it for the customer.

View Parts: This link will bring you to the parts dashboard allowing you to see the pricing and availability of individual parts.

All Items:	Email	🖨 ASR	🖨 Repair Estimate	🖨 Inspection Form	View Inspection Form
Declined Items:	Email	🖨 ASR	🖨 Repair Estimate		
Parts:	🖨 Parts Estimate Request	🖨 Pick Order	🖨 Pick Order – Primary Lines		
Misc:	View Parts	View Vehicle History			

Save Notes   Save & Notify

Back

Appv	Done	Color	ASR Service Name	Notes	3C's	Int	Wnty	No Parts	Hrs	Labor	Parts	Price	Added By	Action

Customer Initial Concerns

| ❏❏❌ | ✔ [Primary]: Tires replaced | 📄 | 📄 | ✔ | ✔ | ✖ | 1.0 | 100.00 | 0.00 | 100.00 | quinn | 📝⊖ |

| ❏❏❌ | ✔ [Primary]: Alignment | 📄 | 📄 | ✔ | ✔ | ✖ | 1.0 | 100.00 | 0.00 | 100.00 | quinn | 📝⊖ |

If you have attempted to contact the customer but have not received a decision regarding the recommended lines, select the box labeled "**Customer**". This will then highlight the RO on your dashboard telling the technician assigned to the RO that you have called the customer and are waiting on a final answer.

If waiting on an approval from a warranty company either manufacturer or aftermarket, select the box labeled "**Warranty**" or check waiting for "**Parts**".

| Home | ASR2 Dashboard | Search | Help |

> Dashboard > **Details**   logged-in as: **Courtney Melo** [Service Advisor]   > logout

RO# 520101   Tag# 2712

Mode: Awaiting Repair
In Mode Since: Sat Mar 19 2011 14:42:00 GMT-0400 (Eastern Daylight Time)
Last Checked: Sat Mar 19 2011 14:42:00 GMT-0400 (Eastern Daylight Time)
Created: Sat Mar 19 2011 08:30:00 GMT-0400 (Eastern Daylight Time)

Advisor: Courtney Melo
Tech: Marc Williams
Tag: 2712
RO Type: ☐ Express ☐ Writer ☐ Internal ☐ Warranty ☐ CPO
Waiting For: ☐ Customer ☐ Warranty ☐ Parts
Inspection Form: Default w/ State Ins.

Number: **108641**
Name: PAUL HUEKELL
Email:
Phone: **508-651-0430**
Promised Date: 03-19-2011
Promised Time: 17:00
VIN: **4T3ZF19C1YU203690**
Vehicle: 2000 TOYOTA SIENNA
Mileage: 101,418

Lines (sold/req): **4 / 4**
Hours (sold/req): **3.3 / 3.3**
Price: **$ 656.00**
Shop Charges: **13.12**
Tax: **21.63**
Total Price: **$ 690.75**

Save ASR Info   Customer Search   Save Customer Info

All Items: Email   ASR   Repair Estimate   Inspection Form   View Inspection Form
Declined Items: Email   ASR   Repair Estimate
Parts: Parts Estimate Request   Pick Order   Pick Order & Email   Pick Order - Primary Lines
Misc: View Parts   View Vehicle History

Int: Click on the Int √ if the service is an Internal Line item.

Wnty Box: Click on the warranty √ if the service is covered under warranty.
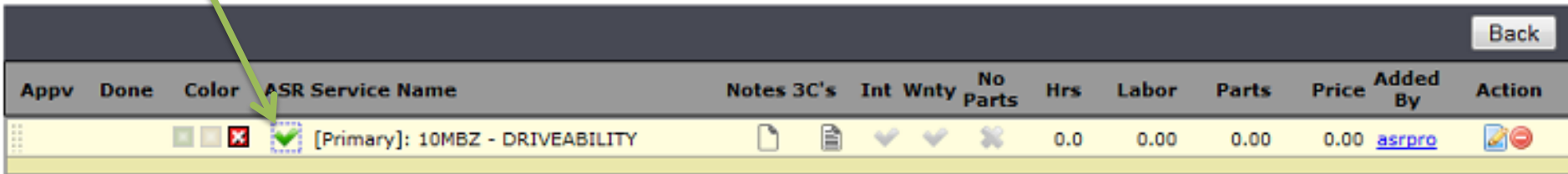
NO Parts: Click the NO Parts **X** if the service does not need part pricing.

Appv	Done	Color	ASR Service Name	Notes	3C's	Int	Wnty	No Parts	Hrs	Labor	Parts	Price	Added By	Action

Customer Initial Concerns

		☐☐✗	✔ [Primary]: Tires replaced	🗎	🗎	✔	✔	✗	1.0	100.00	0.00	100.00	quinn	✏️⊖
		☐☐✗	✔ [Primary]: Alignment	🗎	🗎	✔	✔	✗	1.0	100.00	0.00	100.00	quinn	✏️⊖
✔✗		☐☐✗	✔ 50,000 Mile Service	🗎	🗎	✔	✔	✗	1.0	25.00	0.00	0.00	quinn	✏️⊖

Warranty line items can have a zero value in the hours and price columns.

Appv	Done	Color	ASR Service Name	Notes	3C's	Int	Wnty	No Parts	Hrs	Labor	Parts	Price	Added By	Action
✔✗		☐☐✗	✔ Battery Cable Replacement	🗎	🗎	✔	✔	✗	0.0	0.00	0.00	0.00	quinna	✏️⊖
✔✗		☐☐✗	✔ 100,000 Mile Service	🗎	🗎	✔	✔	✗	5.0	120.00	480.00	600.00	quinna	✏️⊖
✔✗		☐☐✗	✔ Bulb - Back-up Light	🗎	🗎	✔	✔	✗	0.1	120.00	5.00	125.00	quinna	✏️⊖
✔✗		☐☐✗	✔ Boot - Throttle Body	🗎	🗎	✔	✔	✗	1.0	100.88	0.00	100.88	David	✏️⊖

Back
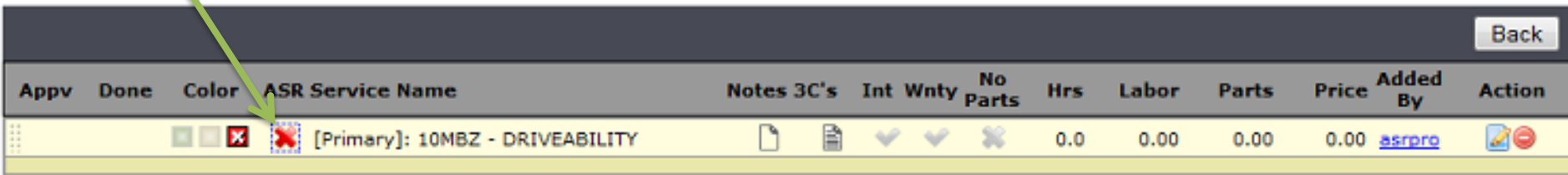
You can mark the primary line as an ASR or not. Should you desire this feature, be sure to let your support representative at ASR Pro know. In order to indicate a primary line item as an ASR, click the icon immediately to the left of the service name so that it either appears as an √ or **X**

Appv	Done	Color	ASR	Service Name	Notes	3C's	Int	Wnty	No Parts	Hrs	Labor	Parts	Price	Added By	Action
		X	✓	[Primary]: 10MBZ – DRIVEABILITY						0.0	0.00	0.00	0.00	asrpro	
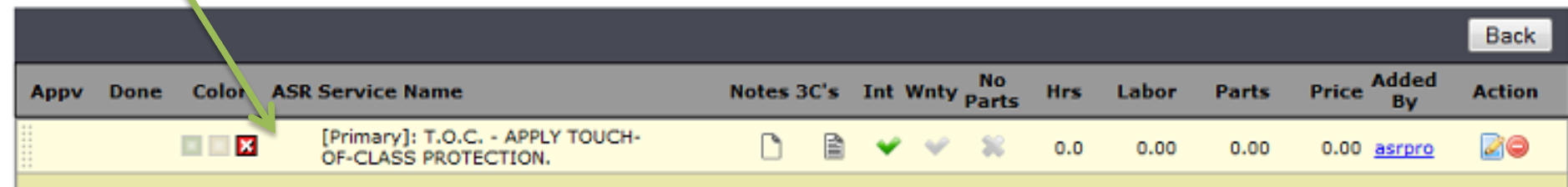
Below is an example of when a primary line item is NOT an ASR

Appv	Done	Color	ASR	Service Name	Notes	3C's	Int	Wnty	No Parts	Hrs	Labor	Parts	Price	Added By	Action
		X	✗	[Primary]: 10MBZ – DRIVEABILITY						0.0	0.00	0.00	0.00	asrpro	

Below is an example of how this screen would look with this feature not turned on

Appv	Done	Color	ASR	Service Name	Notes	3C's	Int	Wnty	No Parts	Hrs	Labor	Parts	Price	Added By	Action
		X		[Primary]: T.O.C. – APPLY TOUCH-OF-CLASS PROTECTION.			✓			0.0	0.00	0.00	0.00	asrpro	

All Items: Email   🖶 ASR

After you have presented the ASR booklet to the customer and they have approved or declined the recommended lines you then need to mark the lines as approved or declined in ASR Pro.
To do this every line must have "Hours" and "Price" entered. For approved lines select the √, to decline a line select the X. If any of the Lines are approved the system will tell you to **"Send to technician".**

												Send to technician	Back
Appv	**Done**	**Color**	**ASR Service Name**	**Notes**	**3C's**	**Int**	**Wnty**	**No Parts**	**Hrs**	**Labor**	**Parts**	**Price**	**Added By**	**Action**

Customer Initial Concerns

| | | ■ ■ ☒ | [Primary]: WASH - WASH OUTSIDE OF VEHICLE | | | ✔ | ✔ | ✖ | 0.0 | 0.00 | 0.00 | 0.00 asrpro | |

Additional Service Recommendations

| ✔ ✖ | ✔ | ■ ■ ☒ ✔ | Brake Job - Front (Replace Pads/Resurface Rotors): BRAKES 3 MM 8 | I NEED THE SHIM A... | | ✔ | ✔ | ✖ | 2.0 | 195.74 | 200.00 | 395.74 3650 | |
| ✔ ✖ | ✔ | ■ ■ ☒ ✔ | Tires - 4 | | | ✔ | ✔ | ✖ | 1.6 | 80.00 | 0.00 | 80.00 3650 | |

If all lines are declined, the system will tell you to **"Send to Review"**.

												Send to Review	Back
Appv	**Done**	**Color**	**ASR Service Name**	**Notes**	**3C's**	**Int**	**Wnty**	**No Parts**	**Hrs**	**Labor**	**Parts**	**Price**	**Added By**	**Action**

Customer Initial Concerns

| | | ■ ■ ☒ | [Primary]: WASH - WASH OUTSIDE OF VEHICLE | | | ✔ | ✔ | ✖ | 0.0 | 0.00 | 0.00 | 0.00 asrpro | |

Additional Service Recommendations

| ✔ ✖ | | ■ ■ ☒ ✔ | Brake Job - Front (Replace Pads/Resurface Rotors): BRAKES 3 MM 8 | I NEED THE SHIM A... | | ✔ | ✔ | ✖ | 2.0 | 195.74 | 200.00 | 395.74 3650 | |
| ✔ ✖ | | ■ ■ ☒ ✔ | Tires - 4 | | | ✔ | ✔ | ✖ | 1.6 | 80.00 | 0.00 | 80.00 3650 | |

If a technician performs an inspection on a vehicle and does not find any additional work they will be prompted to send the RO to the **"Review"** section. If the RO bypasses the **pending approval** mode and goes straight to **review** , there are no recommendations needing approval, you can now close out this RO.

When a technician finishes an RO it will be sent to the **"Review"** section. Here it will stay until you close the RO when the vehicle leaves the lot.

To close an RO you can either select the **"Close All"** hyper link ,which will close every RO in the **"Review mode"** or enter an individual RO and select close.

If you choose the "Close All" link you will then be asked **"Are you sure you want to close all RO's in Review mode?" (Note RO's with no customer data will not be closed.)** If this is what you want select **"Yes".**

To close one RO at a time, select the RO to be closed; click **"Close".**

RO# 520180   Tag# 6588

Mode: Review
In Mode Since: Saturday, March 19, 2011 3:54:00 PM
Last Checked: Tuesday, March 22, 2011 12:31:00 PM
Created: Saturday, March 19, 2011 3:22:00 PM

Advisor: Courtney Melo

Tech: **Mike O**

Tag: 6588

RO Type: ☐ Express ☐ Waiter ☐ Internal ☐ Warranty ☐ CPO

Waiting For: ☐ Customer ☐ Warranty ☐ Parts

Inspection Form: Default w/ State Ins.

Number: **8797292**
Name: ANIL KODALI
Email: ANILKODALI@HOTMAIL.COM
Phone: **508-879-7292**
Promised Date 03-19-2011
Promised Time 17:00
VIN: **2T1BR38E74C249617**
Vehicle: 2004 TOYOTA COROLLA
Mileage: 95,974

Lines (sold/req): **0 / 2**
Hours (sold/req): **0.0 / 0.0**
Price: **$ 0.00**

Shop Charges: **0.00**
Tax: **0.00**
Total Price: **$ 0.00**

[Save ASR Info]   [Customer Search]   [Save Customer Info]

All Items: [Email] [ASR] [Repair Estimate] [Inspection Form] [View Inspection Form]

Declined Items: [Email] [ASR] [Repair Estimate]

Parts: [Parts Estimate Request] [Pick Order] [Pick Order & Email] [Pick Order - Primary Lines]

Misc: [View Parts] [View Vehicle History]

[Save Notes] [Save & Notify]

[Close] [Back]

Appv	Done	Color	ASR Service Name	Notes 3C's	Int	Wnty	No Parts	Hrs	Labor	Parts	Price	Added By	Action

To search for an RO, select the **"Search"** tab at the top of your dashboard.

> Dashboard

logged-in as: **TIM VONDELL** [Technician]   > logout

New ASR ▶   Search ▶ Please remember to close these boxes if they are not in use.   Legend
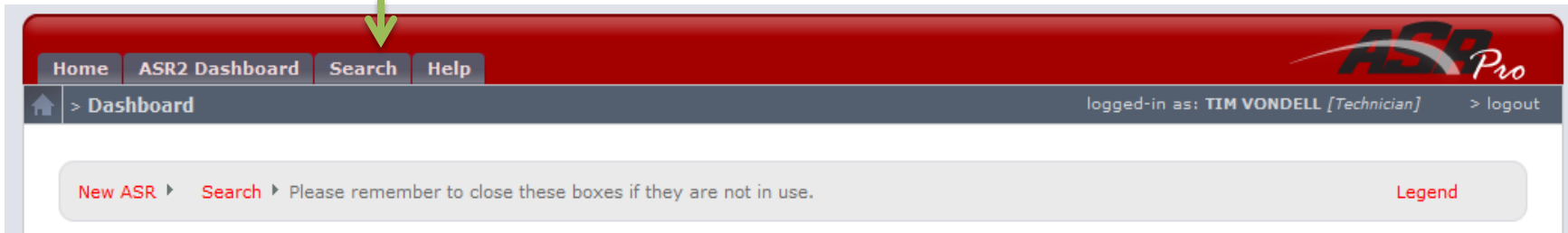
Once you have clicked on the "Search" tab you will then have the option of choosing your search criteria. Below your search options are all of the RO's that you have worked on both open and closed; starting from the newest one today, and going back to the first file you made in the system. When you click on an RO number you will have full access to view all of the details of the original RO, the booklet, inspection sheet and estimate. Once an RO is "Closed", you will not be able to make any changes to it.

Home | ASR2 Dashboard | Search | Help

> Search

logged-in as: Quinn Jaquillard [Technician]   > logout

Search Repair Orders

Start Date:		End Date:		Mode: All
RO#:		Last 8 VIN:		
Cust. Name:		Cust. ID:		
Tag:				

You can use * as wild cards.   Search

RO #	Mode	Customer	VIN	Tag	Adv	Tech	Open	Closed
5644894	Inspection			test	quinna	quinnt	03-08-2011	
68459	PartsEstimate			test	quinna	testempl	03-08-2011	
465997	Waiting			test	quinna	timt	03-08-2011	
945566	Inspection			test	quinna	quinnt	03-08-2011	
12544554	PartsEstimate			test	quinna	quinnt	03-08-2011	
11030301	PartsEstimate			r45	quinna	testempl	03-04-2011	
887766	Closed	Je,		TEST	11111	83184	02-23-2011	

You may also search for a customer by clicking on the "Customer Search" button in the RO details page.

Once you click on the "Customer Search" button, a window will pop up for you to enter either the customer name, phone number, email or VIN number.

Customer Search - Google Chrome

test.asrpro.com/ASR2/CustomerSearch.aspx?RONumber=888872

Customer Search

[Search] for RO #888872

You can search by name, phone, email, or VIN.
Phone, email, and VIN must be exact.

Customer Search - Google Chrome

test.asrpro.com/ASR2/CustomerSearch.aspx?Query=jones&RONumber=11111

Customer Search

jones [Search] for RO #11111

You can search by name, phone, email, or VIN.
Phone, email, and VIN must be exact.

Your search has returned more than 50 results.
You can narrow your search by providing more information such as first name and last name.Or you can try searching by phone, email, or VIN.

ALAN JONES
(4354143)
ALANFJONES@COMCAST.NET
5084354143

[select] 2011 TOYOTA AVALON
[select] 2005 TOYOTA AVALON

ALAN JONES
(287692)

5084354143

ALEXANDER JONES
(8442960)

9788442960

[select] 2009 TOYOTA CAMRY HYBRID

ANGELA JONES
(8641354)

6178641354

[select] 2007 TOYOTA CAMRY

ANNE JONES
(2355019)

5089351818

[select] 2005 TOYOTA CAMRY

Once you find the customer info you are looking for, you can click on the blue "Select" link that will then auto-fill the customers information into the RO details page.

If you log into ASR PRO and the top of your screen reads **"You have overdue RO's. You must work on them first",** then you have RO's that have not been touched in 8 hrs, these RO's will be highlighted in red. Open the highlighted RO's and select "Save". Once each RO has been saved your screen will unlock.

New ASR ▸   Search ▸ Please remember to close these boxes if they are not in use.   Legend

(1) ASRs Being Created — 0 total 🖨

RO	HAT	W	E	Customer	Advisor	Tech	Time
No ASRs to list							

(2) ASRs Awaiting Dispatch — 142 total 🖨

RO	HAT	W	E	Customer	Advisor	Tech	Time
500492				SOOHOO	4010		00:26
500490				PALENCIA	4010		00:46
500485							01:16
							01:16

(4) ASRs Waiting For Pa... — 9 total 🖨

RO	HAT	W	E		Tech	Time
No ASRs to list					4056	3 d
					4029	3 d
					4059	3 d
					3488	08:45

Legend

12	12 new ROs in this mode	🖨 Print a list of ROs in this mode
▸1234	RO #1234 has recently moved into this mode	🟧 RO is waiting for customer
1234	RO #1234 requires attention	🟨 RO is waiting for warranty
E	Express RO	🟩 RO is waiting for parts
I	Internal RO	
W	Customer is waiting in store	
Time	How long an RO has been in current mode	

Close

(5) ASRs Pending Appro... — 11 total 🖨

RO	HAT	W	E		Tech	Time
499554					3274	3 d
499710					3274	07:15
500246					4051	01:29
500348					3650	00:01

(8) Review ASRs — 30 total 🖨

RO	HAT	W	E	Customer	Advisor	Tech	Time
500489				SHERMAN	4076	3987	00:18
500487				COLONNA	4076	3795	00:15
500491				MARQUES	3900	3274	00:13
500461				NDEAGE	4076	4077	00:06

(7) ASRs Being Repaired — 4 total 🖨

RO	HAT	W	E	Customer	Advisor	Tech	Time
500070				READING	4000	4051	3 d
500235				BERTRAND	4010	3980	07:03
500354				WOLF	3900	3474	04:49
500395				BANGALORE	4076	3818	02:19

HELP TAB:

The **"Help"** tab will allow you to review the Parts user manual; it will also allow you to email ASR Pro tech support directly with any questions, comments or concerns. Please include an RO number in question if possible.