

Service Advisor Training Manual



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

Home How ASR Pro Works Our Services Testimonials



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

User Name: First Initial + Last Name

Password: Employee Number

ID: SXXX

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

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.

Home ASR2 Dashboard Search Help



> 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

(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 | | | | | | | |

| (5) ASRs Pending Approval 0 total | | | | | | | |
|--|-----|---|---|----------|---------|------|------|
| RO | HAT | W | E | Customer | Advisor | Tech | Time |
| No ASRs to list | | | | | | | |

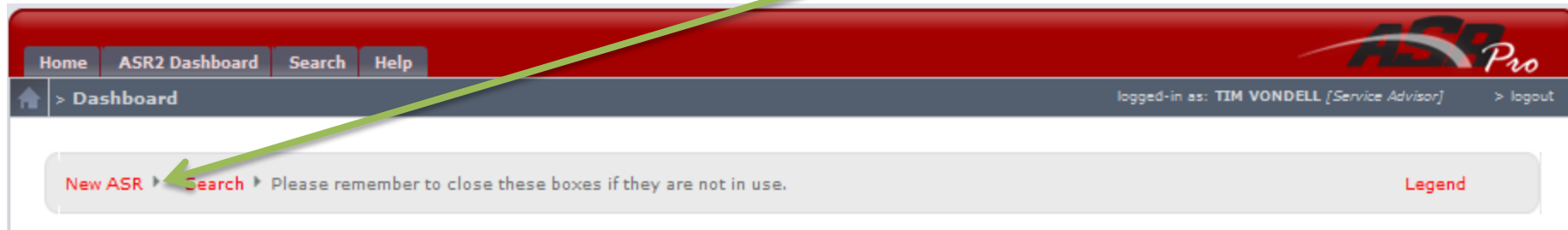
| (8) Review ASRs 4 total | | | | | | | |
|--------------------------------------|------|---|---|----------|---------|-------|-------|
| RO | HAT | W | E | Customer | Advisor | Tech | Time |
| 5256985 | test | | | | TimA | tech | 19 d |
| 656622 | test | | | | TimA | 83184 | 19 d |
| 123452 | test | | | | TimA | TimT | 03:22 |
| 9696959 | test | | | | TimA | TimT | 00:13 |

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

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.

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.

This screenshot shows the form for creating a new ASR. The form is located below the navigation bars. It contains two input fields: 'RO #' and 'Tag #'. To the right of these fields are six checkboxes arranged in two rows. The first row contains 'Express' and 'Waiter'. The second row contains 'Internal', 'Warranty', and 'CPO'. A green arrow points to the 'RO #' field, another points to the 'Express' checkbox, and a third points to the 'Internal' checkbox. Below the input fields and checkboxes is an 'Add ASR' button. The top navigation bar and user information are the same as in the previous screenshot.

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



The screenshot shows the ASP Pro dashboard interface. At the top, there is a red navigation bar with links for Home, ASR2 Dashboard, Search, and Help. The ASP Pro logo is on the right. Below this is a dark grey bar showing the user is logged in as Quinn Jaquillard [Service Advisor] with a logout link. The main content area has a light grey header with 'New ASR' and 'Search' links, and a note: 'Please remember to close these boxes if they are not in use.' A 'Legend' link is on the right. The form contains two input fields: 'RO #' and 'Tag #'. To the right of these fields are checkboxes for 'Express', 'Waiter', 'Internal', 'Warranty', and 'CPO'. At the bottom of the form is an 'Add ASR' button. A green arrow points from the instruction text above to the 'Add ASR' button.

Home ASR2 Dashboard Search Help

ASP 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 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.

The screenshot displays the ASP Pro software interface. At the top, there is a navigation bar with tabs for Home, ASR2 Dashboard, Search, and Help. The user is logged in as Quinn Jaquillard [Service Advisor]. The main area shows a form for creating a new ASR with fields for RO # (5644894) and Tag # (test), and checkboxes for Express, Waiter, Internal, Warranty, and CPO. A confirmation dialog box is overlaid on the screen, asking: "Would you like to make any further changes or add any lines that you have recommended?" with Yes, No, and Cancel buttons. The background shows three tables: (1) ASRs Being Created (0 total), (2) ASRs Awaiting Dispatch [All] [Current] (0 total), and (4) ASRs Waiting For Parts Estimate (0 total). The (4) ASRs Waiting For Parts Estimate table contains three rows of data.

| RO | Tag | W | E | Wrtly | Customer | Advisor | Tech | Time |
|----------|------|---|---|-------|----------|----------|------|-------|
| 12544554 | test | | | | quinna | quintnt | | 04:50 |
| 945566 | test | | | | quinna | testempl | | 03:48 |
| 68459 | test | | | | quinna | testempl | | 03:48 |

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.

The screenshot displays the ASR Pro software interface for a specific Repair Order (RO# 5644894, Tag# test). The interface includes a navigation bar at the top with links for Home, ASR2 Dashboard, Search, and Help. The user is logged in as Quinn Jaquillard, a Service Advisor. The main section contains fields for Advisor (Quinn Jaquillard), Tech (not assigned), Tag (test), and various checkboxes for RO Type (Express, Waiter, Internal, Warranty, CPO) and Waiting For (Customer, Warranty, Parts). There are also fields for Inspection Form (Toyota), Number, Name, Email, Phone, Promised Date, Promised Time, VIN, Vehicle, and Mileage. A summary box on the right shows Lines (sold/req): 0 / 0, Hours (sold/req): 0.0 / 0.0, Price: \$ 0.00, Shop Charges: 0.00, Tax: 0.00, and Total Price: \$ 0.00. Below these fields are buttons for 'Save ASR Info' and 'Save Customer Info'. A section titled 'All Items:' lists various actions like Email, ASR, Repair Estimate, Inspection Form, and View Inspection Form. Another section titled 'Declined Items:' lists Email, ASR, and Repair Estimate. A 'Parts:' section includes Parts Estimate Request, Pick Order, and Pick Order - Primary Lines. A 'Misc:' section includes View Parts and View Vehicle History. At the bottom, there is a 'Save Notes' button (circled in green) and a 'Save & Notify' button. Below these buttons is a table with columns: Appv, Done, Color, ASR Service Name, Notes, Int, Wnty, No Parts, Hrs, Labor, Parts, Price, Added By, and Action. The 'Notes' column is highlighted in green. Below the table is a section titled 'Additional Service Recommendations' with a '[Select Service]' dropdown menu and a 'Notes:' field with input boxes for 0.0, 0.00, 0.00, 0.00, and a green plus icon.

RO# 5644894 Tag# test

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

Advisor: Quinn Jaquillard
Tech: [not assigned]
Tag: test
RO Type: ☐ Express ☐ Waiter ☐ Internal ☐ Warranty ☐ CPO
Waiting For: ☐ Customer ☐ Warranty ☐ Parts
Inspection Form: Toyota

Number:
Name:
Email:
Phone:
Promised Date:
Promised Time:
VIN:
Vehicle:
Mileage:

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

Save ASR Info Save Customer Info

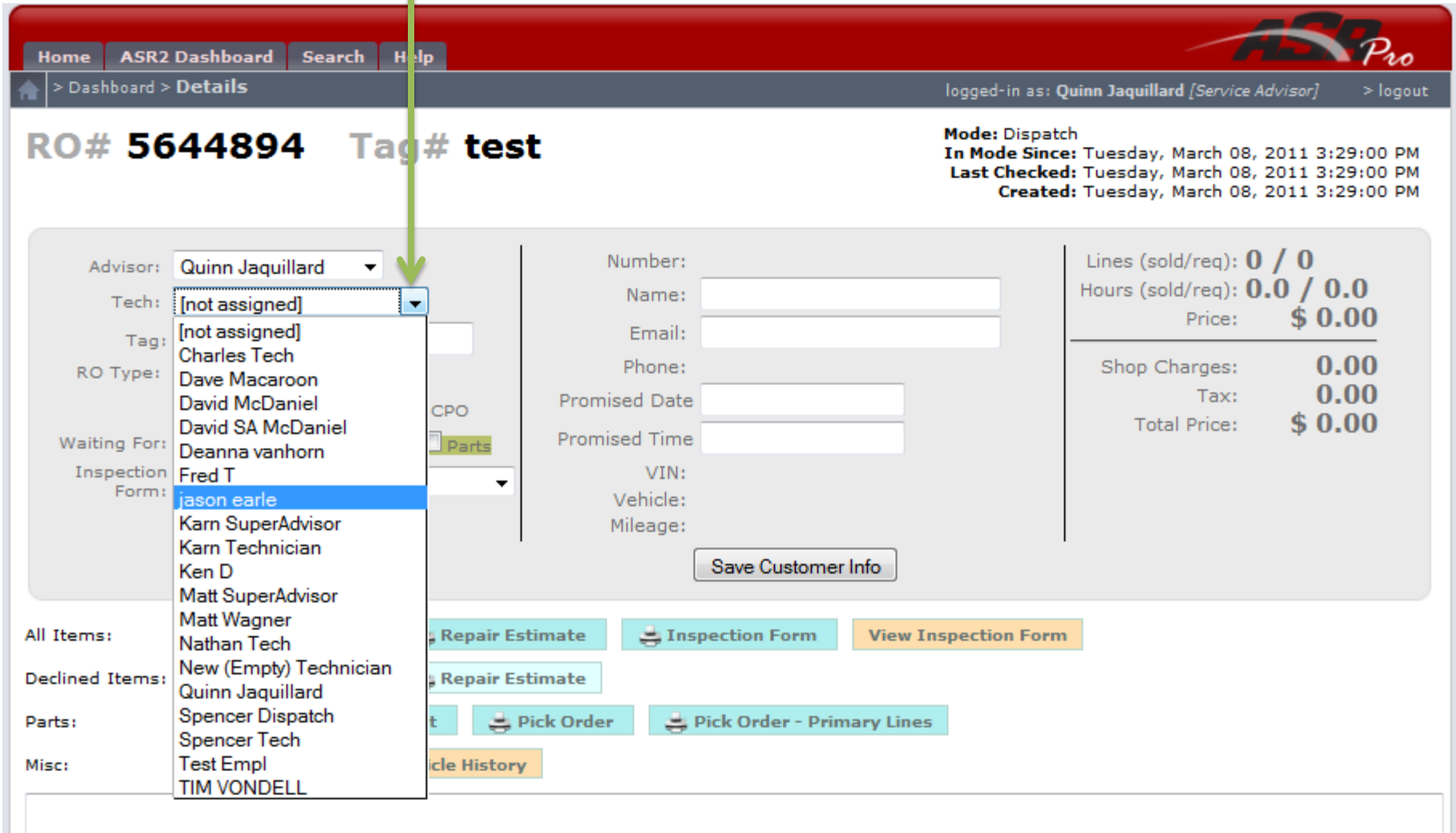
All Items: Email ASR Repair Estimate Inspection Form View Inspection Form
Declined Items: Email ASR Repair Estimate
Parts: Parts Estimate Request Pick Order Pick Order - Primary Lines
Misc: View Parts View Vehicle History

Save Notes Save & Notify

Back

| Appv | Done | Color | ASR Service Name | Notes | Int | Wnty | No Parts | Hrs | Labor | Parts | Price | Added By | Action |
|------------------------------------|------|-------|------------------|--------|-----|------|----------|------|-------|-------|-------|----------|--------|
| Additional Service Recommendations | | | | | | | | | | | | | |
| [Select Service] | | | | Notes: | 0.0 | 0.00 | 0.00 | 0.00 | | | | | |

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.



ASR Pro

Home ASR2 Dashboard Search Help

> 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 3:29:00 PM
Created: Tuesday, March 08, 2011 3:29:00 PM

Advisor: Quinn Jaquillard

Tech: [not assigned]

Tag: [not assigned]

RO Type: Dave Macaroon

Waiting For: David McDaniel

Inspection Form: David SA McDaniel

Deanna vanhorn

Fred T

jason earle

Karn SuperAdvisor

Karn Technician

Ken D

Matt SuperAdvisor

Matt Wagner

Nathan Tech

New (Empty) Technician

Quinn Jaquillard

Spencer Dispatch

Spencer Tech

Test Empl

TIM VONDELL

Number:

Name:

Email:

Phone:

Promised Date:

Promised Time:

VIN:

Vehicle:

Mileage:

Save Customer Info

Lines (sold/req): 0 / 0

Hours (sold/req): 0.0 / 0.0

Price: \$ 0.00

Shop Charges: 0.00

Tax: 0.00

Total Price: \$ 0.00

Repair Estimate

Inspection Form

View Inspection Form

Repair Estimate

Pick Order

Pick Order - Primary Lines

Vehicle History

Choose the recommended service/ repair from the list.

Service list is in alphabetical order

Form: Toyota

Save AS

All Items: Email

Declined Items: Email

Parts: Parts

Misc: View Parts

Save Notes Save & Notify

Appv Done Color ASR

Additional Service Recommendation

Complaint: Cause: Correction:

Customer Info

View Inspection Form

Order - Primary Lines

Back

| Int | Wnty | No Parts | Hrs | Labor | Parts | Price | Added By | Action |
|-----|------|----------|-----|-------|-------|-------|----------|--------|
|-----|------|----------|-----|-------|-------|-------|----------|--------|

Notes: 0.0 0.00 0.00 0.00

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

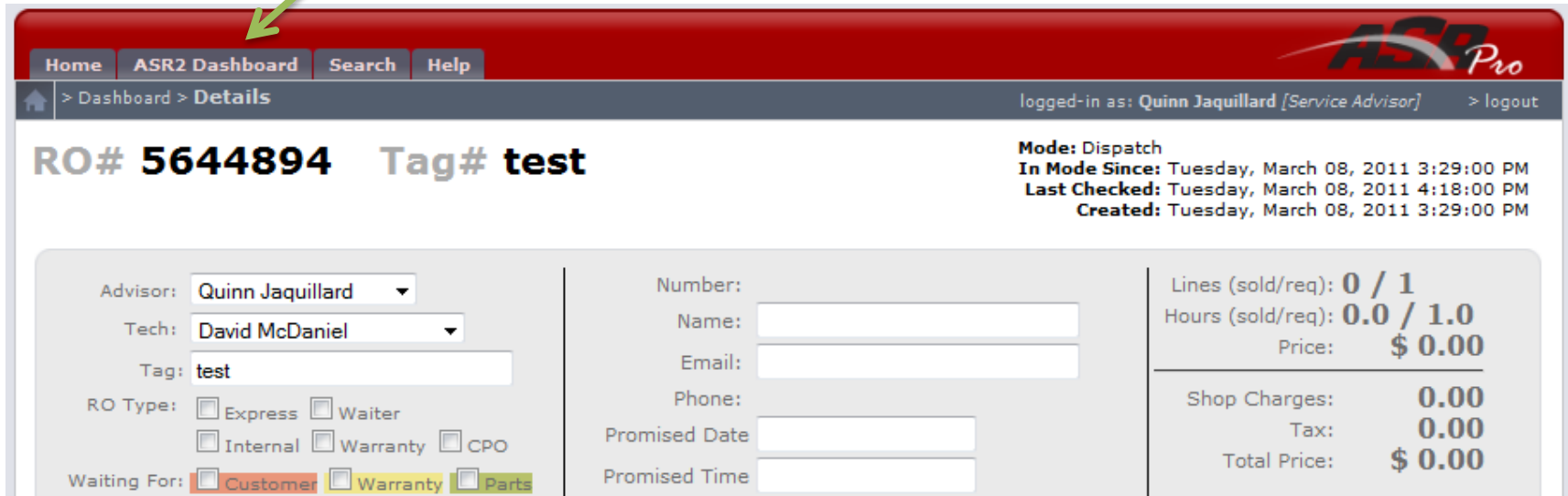
Details:

Complaint: Cause:

Notes: 1 0.00 0.00 100.00

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

> 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: <input type="checkbox"/> Express <input type="checkbox"/> Waiter <input type="checkbox"/> Internal <input type="checkbox"/> Warranty <input type="checkbox"/> CPO Waiting For: <input checked="" type="checkbox"/> Customer <input type="checkbox"/> Warranty <input type="checkbox"/> Parts | Number: Name: Email: Phone: Promised Date: Promised Time: | Lines (sold/req): 0 / 1 Hours (sold/req): 0.0 / 1.0 Price: \$ 0.00 <hr/> 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 | |

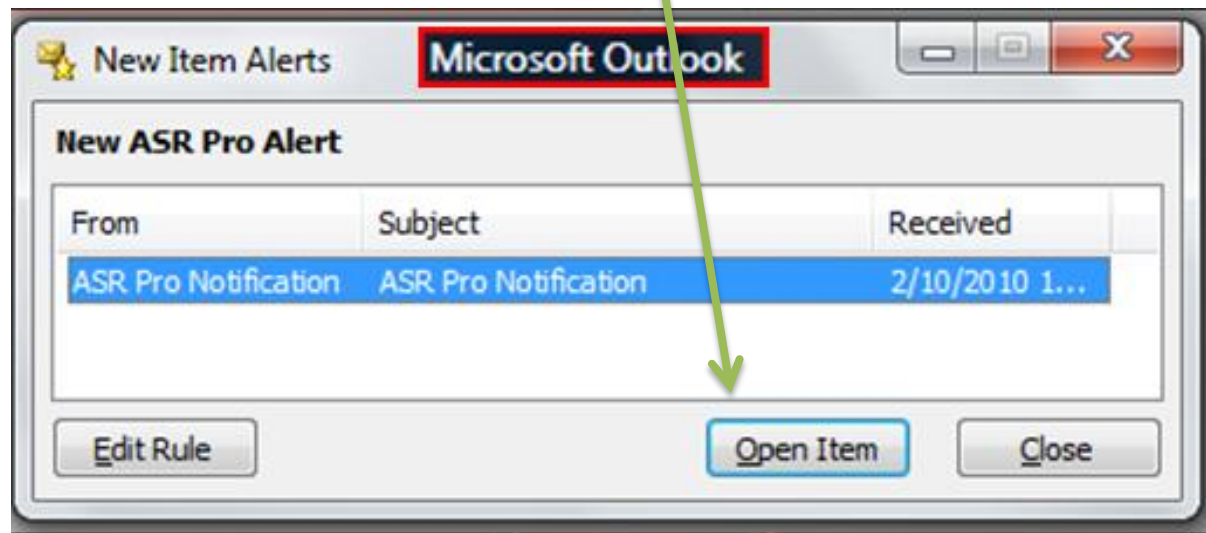
Remember to approve or decline a recommendation you must first have **Hrs and Pricing entered.*

* “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 | |
| <div>[Select Service]</div> | | | | Notes: | | | | | <div>0.0</div> | <div>0.00</div> | <div>0.00</div> | <div>0.00</div> | <div></div> | |

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

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

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.

| | | | | | | | | | | | | | | 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

[Back](#)

| Appv | Done | Color | ASR Service Name | Notes | 3C's | Int | Wnty | No Parts | Hrs | Labor | Parts | Price | Added By | Action |
|------|------|-------|--|-------|------|-----|------|----------|-----|--------|-------|--------|----------|--------|
| | | | [Primary]: Tune up | | | | | | 0.0 | 0.00 | 0.00 | 0.00 | Quinn | |
| | | | [Primary]: DBD - DIAGNOSE BODY/EXTERIOR TRIM CONCERN | | | | | | 0.0 | 0.00 | 0.00 | 0.00 | asrpro | |
| | | | ✓ AC Clutch | | | | | | 0.0 | 0.00 | 0.00 | 0.00 | Quinn | |
| | | | ✓ Brake Rotor Replacement | | | | | | 2.0 | 195.74 | 0.00 | 195.74 | Quinn | |
| | | | ✓ AC Receiver Dryer | | | | | | 0.0 | 0.00 | 0.00 | 0.00 | Quinn | |

[Select Service]

▼

Complaint:

Cause:

Notes:

Correction:

0.0

0.00

0.00

0.00

+

[Back](#)

| Appv | Done | Color | ASR Service Name | Notes | 3C's | Int | Wnty | No Parts | Hrs | Labor | Parts | Price | Added By | Action |
|------|------|-------|---|-------|------|-----|------|----------|-----|--------|-------|--------|----------|--------|
| | | | [Primary]: DBD - DIAGNOSE BODY/EXTERIOR | | | | | | 0.0 | 0.00 | 0.00 | 0.00 | Quinn | |
| | | | ✗ AC Clutch | | | | | | 0.0 | 0.00 | 0.00 | 0.00 | Quinn | |
| | | | [Primary]: Tune up | | | | | | 0.0 | 0.00 | 0.00 | 0.00 | Quinn | |
| | | | ✓ AC Receiver Dryer | | | | | | 0.0 | 0.00 | 0.00 | 0.00 | Quinn | |
| | | | ✓ Brake Rotor Replacement | | | | | | 2.0 | 195.74 | 0.00 | 195.74 | Quinn | |

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.

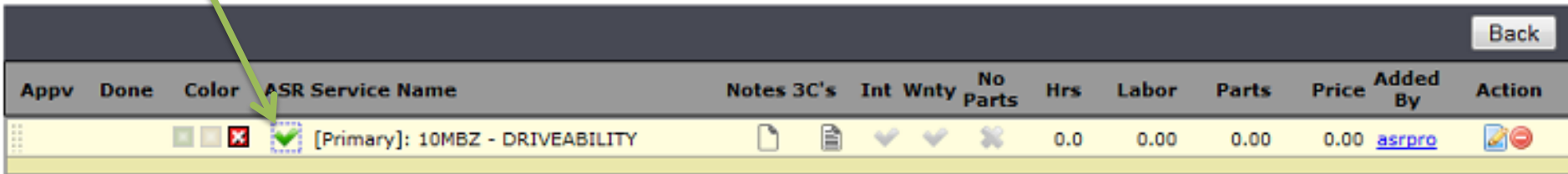
NO Parts: Click the NO Parts X if the service does not need part pricing .

| | | | | | | | | | | | | | 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 | |
| | | | ✓ 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.

| | | | | | | | | | | | | | Back |
|------|------|-------|-----------------------------|------------|-----|------|----------|-----|--------|--------|--------|----------|--------|
| 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 | |

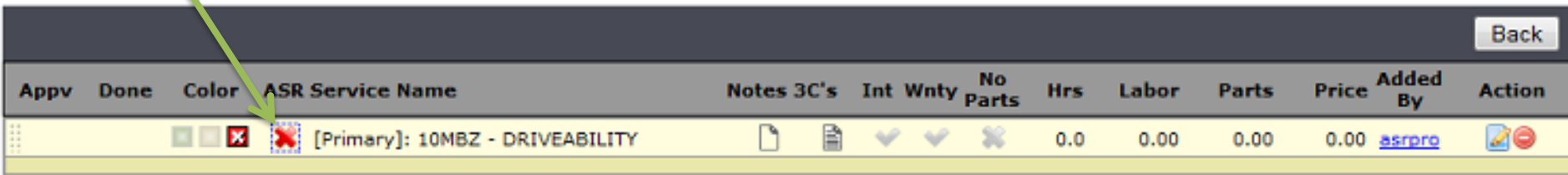
You can mark the primary line as an ASR or not. Should you desire this feature, be sure to let your support representative at ASR Pro know. In order to indicate a primary line item as an ASR, click the icon immediately to the left of the service name so that it either appears as an ✓ or X



A screenshot of the ASR Pro interface. A green arrow points from the text box above to a green checkmark icon in the 'Color' column. The table below shows a single row for a primary line item.

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

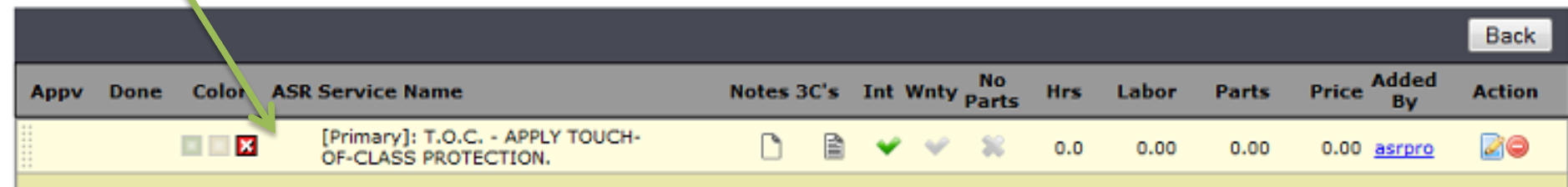
Below is an example of when a primary line item is NOT an ASR



A screenshot of the ASR Pro interface. A green arrow points from the text box above to a red X icon in the 'Color' column. The table below shows a single row for a primary line item.

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



A screenshot of the ASR Pro interface. A green arrow points from the text box above to a red X icon in the 'Color' column. The table below shows a single row for a primary line item.

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

Automobile Status Report: This booklet should be printed out and handed to each and every customer. The booklet may also be sent to the customer via email.

AUTOFAIR
Ford

AUTOMOBILE STATUS REPORT

AS9

DAVID BAXTER
Jun 16, 2010

2004 FORD F150 PICKUP
1FTRF14504N80524
96,991 miles

Service Advisor
Miguel Greiner
mgreiner@autofair.com

AutoFair Ford
1475 South Willow St. Manchester NH, 03103
603-634-1001

All Items:

Email

ASR

AUTOFAIR
Ford

AS9

NO: 303537
Customer Name: DAVID BAXTER
Created:

Advisor Name: Miguel Greiner (1126)
Technician Name: David Athless (917)

☒ Check-in Shop at this Time ☒ May Require Future Attention ☒ Requires Immediate Attention

Interior / Exterior

- Bulbs and Lights
- Windshield Washer Spray / Wiper Operation / Wiper Blade Wiper Arms / Including Rear (if applicable)
- Windshield Condition (Inspect for Cracks, Chips, or Pitting)
- Upholstery / Carpet / Floor Mats / Mirrors / Glass
- Emergency Brake Adjustment
- Horn Operation
- Fuel Tank Cap Gasket
- Air Conditioning Filter (if equipped)
- Clutch Operation (if equipped)
- Cabin/HEPA Filter (if equipped)

Under Vehicle

- Shock Absorbers / Suspension
- Steering Gear Box / Linkage and Boots / Ball Joints / Dust Covers
- Muffler / Exhaust Pipes / Hangers
- Engine Oil and/or Fluid Leaks
- Drive Shaft Boots / Constant Velocity Boots / U-Joints / Transmission Linkage (if equipped)
- Transmission / Differential / Transfer Case (Check Fluid Level, Fluid Condition and Fluid Leaks)
- Fuel Lines and Connections / Fuel Tank Band / Fuel Tank Vapor Vent System Hoses
- Inspect Nuts and Bolts on Body Chassis

Under Hood

- Fluid Levels: Oil / Coolant / Battery / Power Steering / Brake Fluid / Washer / Automatic Transmission
- Engine Air Filter
- Drive Belts (condition and adjustment)
- Engine Coolant Protection
- Cooling System Hoses / Heater Hoses / Air Conditioning Hoses and Connections
- Radiator Core / Air Conditioning Condenser (if equipped)

Battery Performance

- Battery Terminals / Cables / Mountings
- Check Condition of Battery (Storage Capacity Test if Applicable)

Tread Depth (measured in 1/32")

Abnormal Wear Patterns of Tires

Check Brake Linkage (measured in millimeters)

Signature _____ Date _____

Diagnostic: FUEL GAUGE

Item Description:
Diagnostic when referred to in an automotive sense is the various testing done on the automobile to ensure safety and proper engine functioning. These tests are done with different sensors, computers and monitoring to establish a "cause and effect" relationship between what is working and what is not working with the automobile. The forms of diagnostic can range from brake, to air conditioning, to suspension and many more.

Reason:
Diagnostic work is often needed in order to fully examine the vehicle in order to understand what is needed to fix a specific problem. Over the years, the technological advances associated with automobile diagnostics have saved individuals countless hours of such by such vehicle inspection that can now be done through the work of various computers. Diagnostic is a crucial step in the repair of any vehicle.

Details Headlight Replacement

Item Description:
An intake manifold consists of the connecting tubes between the base of the Carburetor and the Port openings in the intake valve or intake ports. The air-fuel mixture flows from the Throttle body into a chamber called the Plenum which feeds individual intake (inlet) valves which lead to the individual intake ports. Its purpose is to provide the air-fuel mixture to each cylinder.

Reason:
The intake manifold is a crucial component of a carburetor-based engine. If not repaired, the air-fuel mixture will not be able to flow from the throttle body to the plenum. This seriously affects the air-flow and combustion processes of the engine, leading to impaired or no power.

Tail Light Unit

Item Description:

Reason:

Tail light unit

AutoFair Ford Service Commitment

Excellence at every turn.....and every straight away

Our dealership primary goal is to satisfy every customer at every opportunity. You visit our service department regularly, and we have developed a number of ways to make your visit more comfortable and informative. We know that you want straight answers, and that's the only way we will deliver it to you.

We understand that your knowledge of your vehicle and its necessary repairs is probably not on par with the understanding that your technician has. In order to be sure that his findings and reporting is as clear and concise as possible, we use this Vehicle Information booklet as a tool to help us communicate your vehicles condition to you.

Our technicians are the most qualified to work on your vehicle. They have trained extensively, and partake in continuing education regularly to be sure that they are up to date on any changes and improvements handed down from the manufacturer. Our service advisors strive to make your experience with us a pleasant one. They are here to attend to your automotive needs as well as communicate effectively between your technician and you.

Please make yourself comfortable in our waiting area. Watch some TV, use your laptop with our free Wi-Fi access or just relax and enjoy the quiet. Our courtesy shuttle can take you shopping, to a movie or home if you prefer.

We appreciate your business and will continue to strive for excellence in everything we do for you.

Repair Estimate

DAVID BAXTER
NO: 303537
NO: 6038805487
NO: 6038805487
NO: 6038805487
2004 FORD F150 PICKUP
1FTRF14504N80524
NO: 6038805487
96,991 miles

Service Advisor
Miguel Greiner
mgreiner@autofair.com

| Service Name | Price |
|---|--------------------------|
| DIAGNOSTIC: BRAKE MASTER CYLINDER CONTROL | 157.00 |
| DIAGNOSTIC: CVT, HISS, THE ENGINE W/STOP | 96.00 |
| Bulb - License Plate Light | 10.00 |
| Tail Light Unit | 84.00 |
| Intake Manifold Replacement | 475.00 |
| Diagnostic: OIL SERVICE | 104.00 |
| Diagnostic: FUEL GAUGE | 96.00 |
| Instrument Cluster | 111.00 |
| | Subtotal: \$1,336.00 |
| | Shop Charge: \$40.00 |
| | Tax: \$2.00 |
| | Total: \$1,378.00 |

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.

Home

ASR2 Dashboard

Search

Help

ASR Pro

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

> Dashboard

New ASR

Search

Please remember to close these boxes if they are not in use.

Legend

(1) ASRs Being Created 11 total

| RO | HAT | W | E | Customer | Advisor | Tech | Time |
|----------------------------|------|---|---|----------|--------------------------|------|------|
| 2010042201 | r23 | | | | CharlesA | | 56 d |
| 99999009 | test | | | | | | 16 d |
| 99998787 | test | | | | | | 14 d |
| 99998988 | | | | | | | 14 d |

(2) ASRs Awaiting Dispatch 1 total

| RO | HAT | W | E | Customer | Advisor | Tech | Time |
|------------------------|------|---|---|----------|--------------------------|----------------------|------|
| 124567 | test | | | John Doe | CharlesA | TimT | 6 d |

(3) ASRs Being Inspected 2 total

| RO | HAT | W | E | Customer | Advisor | Tech | Time |
|------------------------|------|---|---|----------|--------------------------|----------------------|------|
| 995652 | test | | | | advisor | TimT | 3 d |
| 56896 | TEST | | | | CharlesA | TimT | 3 d |

(4) ASRs Waiting For Parts Estimate 0 total

No ASRs to list

(5) ASRs Pending Approval 1 total

| RO | HAT | W | E | Customer | Advisor | Tech | Time |
|-------------------------|------|---|---|----------|------------------------|------|------|
| 1234523 | test | W | | | davidc | | 2 d |

(6) ASRs Waiting to be Repaired 0 total

No ASRs to list

(7) ASRs Being Repaired 0 total

No ASRs to list

(8) Review ASRs 1 total

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

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.

The screenshot shows the ASR2 Dashboard interface. At the top, there's a navigation bar with 'Home', 'ASR2 Dashboard', 'Search', and 'Help'. Below this is a 'Dashboard' header with a 'logged-in as: TIM VONDELL [Service Advisor]' and a 'logout' link. The main content area is divided into several sections, each with a title and a '0 total' indicator. The sections are:

- (1) ASRs Being Created
- (2) ASRs Awaiting Dispatch
- (3) ASRs Being Inspected
- (4) ASRs Waiting For Parts Estimate
- (5) ASRs Pending Approval
- (6) ASRs Waiting to be Repaired
- (7) ASRs Being Repaired
- (8) Review ASRs (3 total)

Each section contains a table with columns: RO, HAT, W, E, Customer, Advisor, Tech, and Time. The (8) Review ASRs section is highlighted in green and contains three rows of data:

| RO | HAT | W | E | Customer | Advisor | Tech | Time |
|-------------------------|------|---|---|----------|----------------------|--------------------------|-------|
| 123452 | test | | | | TimA | TimT | 1 d |
| 9696959 | test | | | | TimA | TimT | 1 d |
| 898989 | test | | | | TimA | charlesT | 00:01 |

A green arrow points from the text box to the 'Close All' link in the (8) Review ASRs section.

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”.

The screenshot shows the ASP Pro dashboard with a confirmation dialog box in the center. The dialog box has an orange header with the text "Confirmation" and a close button (X). The main text of the dialog asks: "Are you sure you want to close all the ROs in Review mode? (Note that ROs with no customer data will NOT be closed.)". At the bottom of the dialog are three buttons: "Yes", "No", and "Cancel". A green arrow points from the "Close All" link in the "Review ASRs" table to the "Yes" button in the dialog.

The dashboard includes a navigation bar with links: Home, ASR2 Dashboard, Search, and Help. The user is logged in as TIM VONDELL (Service Advisor). The dashboard is divided into several sections, each with a table of ASRs:

- (1) ASRs Being Created: 0 total. Table with columns: RO, HAT, W, E, Customer, Advisor, Tech, Time. No ASRs to list.
- (2) ASRs Awaiting Dispatch: 0 total. Table with columns: RO, HAT, W, E, Customer, Advisor, Tech, Time. No ASRs to list.
- (4) ASRs Waiting For Parts Estimate: 0 total. Table with columns: RO, HAT, W, E, Customer, Advisor, Tech, Time. No ASRs to list.
- (5) ASRs Pending Approval: 0 total. Table with columns: RO, HAT, W, E, Customer, Advisor, Tech, Time. No ASRs to list.
- (7) ASRs Being Repaired: 0 total. Table with columns: RO, HAT, W, E, Customer, Advisor, Tech, Time. No ASRs to list.
- (8) Review ASRs: 3 total. Table with columns: RO, HAT, W, E, Customer, Advisor, Tech, Time. The table contains three rows of data:

| RO | HAT | W | E | Customer | Advisor | Tech | Time |
|-------------------------|------|---|---|----------|----------------------|--------------------------|-------|
| 123452 | test | | | | TimA | TimT | 1 d |
| 9696959 | test | | | | TimA | TimT | 1 d |
| 898989 | test | | | | TimA | charlesT | 00:38 |

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

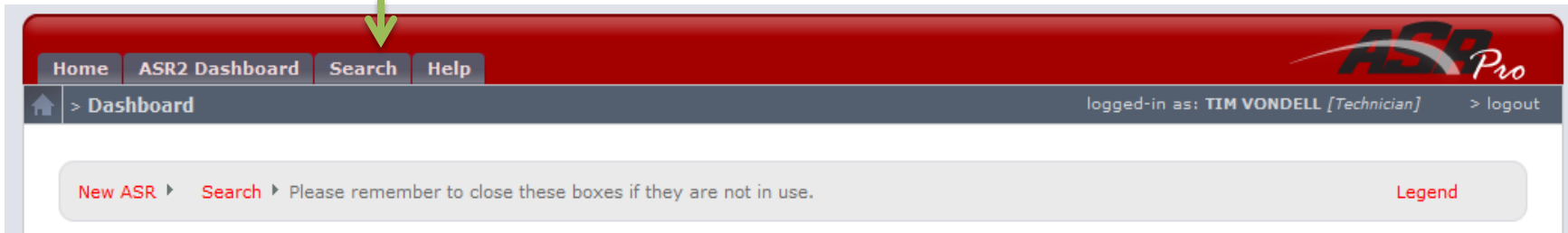
Hrs Labor

Parts Price

Added
By

Action

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



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.

The screenshot shows the 'Search Repair Orders' page in the ASP Pro system. The navigation bar at the top has tabs: Home, ASR2 Dashboard, Search (highlighted), and Help. The header bar shows 'logged-in as: Quinn Jaquillard [Technician] > logout'. The main heading is 'Search Repair Orders'. Below this is a search form with the following fields: Start Date, End Date, Mode (dropdown menu set to 'All'), RO#, Last 8 VIN, Cust. Name, Cust. ID, and Tag. A 'Search' button is located at the bottom right of the form. Below the search form is a table of repair orders.

| 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.

[Home](#) [ASR2 Dashboard](#) [Search](#) [Help](#)

ASR Pro

> Dashboard > Details

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

RO# 22222338 Tag# [not available]

Mode: Dispatch
In Mode Since: Tue Mar 08 2011 16:40:00 GMT-0500 (Eastern Standard Time)
Last Checked: Tue Mar 08 2011 16:41:00 GMT-0500 (Eastern Standard Time)
Created: Tue Mar 08 2011 16:40:00 GMT-0500 (Eastern Standard Time)

Advisor: [not assigned] ▼
Tech: [not assigned]
Tag: [not available]
RO Type: ☐ Express ☐ Waiter
☐ Internal ☐ Warranty ☐ CPO
Waiting For: ☒ Customer ☐ Warranty ☐ Parts
Inspection Form: Toyota ▼

Number: **28516**
Name: **ANN SMITH**
Email: **SERVICE@RAMCOUNTRYTO...**
Phone: **830-719-3672**
Promised Date:
Promised Time:
VIN: **5STEPX42N78Z579736**
Vehicle: 2008 TOYOTA TRUCK TACOMA
Mileage: 58,209
[Customer Search](#)

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

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

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

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.

[Home](#)
[ASR2 Dashboard](#)
[Search](#)
[Help](#)



[Dashboard](#)
logged-in as: **TIM VONDELL** [Technician] [logout](#)

[New ASR](#)
[Search](#)
Please remember to close these boxes if they are not in use.
[Legend](#)

You have overdue ROs. You must work on them first.

(1) ASRs Being Created 10 total

| RO | HAT | W | E | Customer | Advisor | Tech | Time |
|----------------------------|------|---|---|----------|--------------------------|------|------|
| 2010042201 | r23 | | | | CharlesA | | 53 d |
| 99999009 | test | | | | | | 13 d |
| 99998787 | test | | | | | | 10 d |
| 99998988 | | | | | | | 10 d |

(2) ASRs Awaiting Dispatch 1 total

| RO | HAT | W | E | Customer | Advisor | Tech | Time |
|------------------------|------|---|---|----------|--------------------------|----------------------|------|
| 124567 | test | | | John Doe | CharlesA | TimT | 3 d |

(4) ASRs Waiting For Parts Estimate 0 total

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

(3) ASRs Being Inspected 2 total

| RO | HAT | W | E | Customer | Advisor | Tech | Time |
|-------------------------|------|---|---|----------|------------------------|----------------------|-------|
| 1234567 | test | W | | | davidA | TimT | 3 d |
| 999699 | test | | | | TimA | TimT | 19:50 |

(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 0 total

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

(7) ASRs Being Repaired 2 total

| RO | HAT | W | E | Customer | Advisor | Tech | Time |
|------------------------|------|---|---|----------|----------------------|----------------------|-------|
| 123456 | test | | | | TimA | TimT | 20:40 |
| 999699 | test | | | | TimA | TimT | 18:20 |



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

| RO | HAT | W | E |
|-----------------|-----|---|---|
| No ASRs to list | | | |

(5) ASRs Pending Appro

| RO | HAT | W | E |
|------------------------|-----|---|---|
| 499554 | | | |
| 499710 | | | |
| 500246 | | | |
| 500348 | | | |

(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 |

Legend

12

12 new ROs in this mode

▶1234 RO #1234 has recently moved into this mode

1234 RO #1234 requires attention

E Express RO

I Internal RO

W Customer is waiting in store

Time How long an RO has been in current mode



Print a list of ROs in this mode



RO is waiting for customer



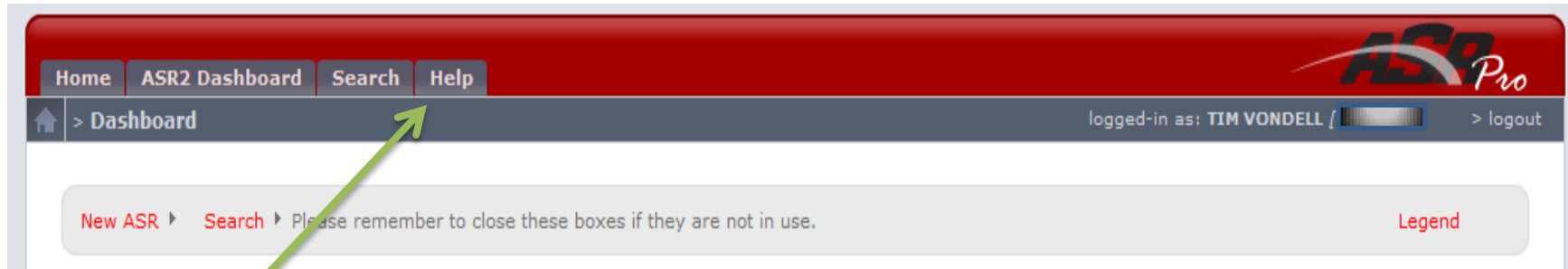
RO is waiting for warranty



RO is waiting for parts

Close

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.

A screenshot of the ASR Pro Help page. The top navigation bar is red and contains links for Home, Parts, Search, and Help. The Help link is highlighted. Below the navigation bar, there is a section titled "Manuals" with three links: [Advisor Training Manual](#), [Parts Training Manual](#), and [Technician Training Manual](#). Below this is a section titled "Support Request" with the following fields: Store: __ASR Pro Test Store 1 (1), Name: Quinn Jaquillard (quinnp), Position: Parts, Email: quinn@asrpro.com, RO Number: [input field], and Comments: [text area]. A Submit button is at the bottom.