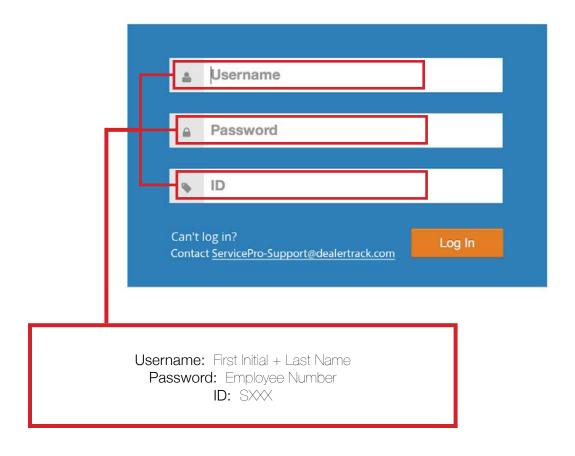


Log in at asrpro.com or use the quick launch icon on your desktop.



877.357.8725 | ServicePro-Support@dealertrack.com

You will be prompted to change your password the first time you log in.

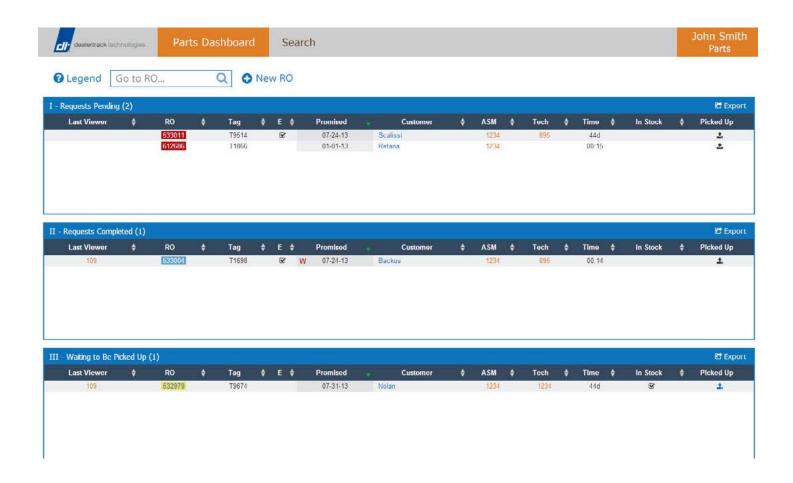
Do not share your password with anyone.

This is your 'Parts Dashboard'.

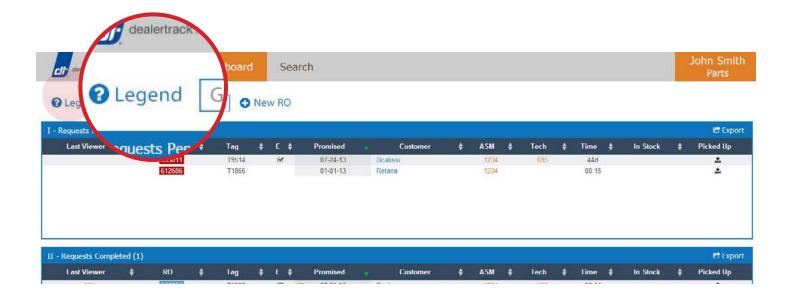
This will be considered the Home Page of the Service Pro system for all Parts users.

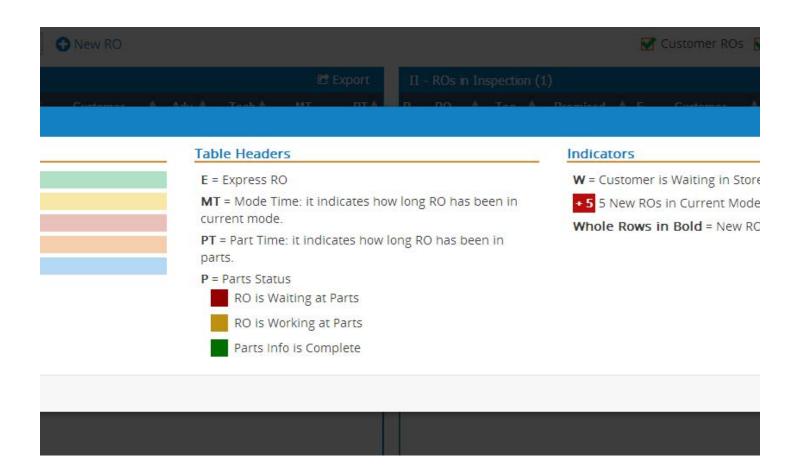
There are three separate modes that you will be dealing with:

'Request Pending', 'Request Completed', and 'Waiting to be Picked Up'.



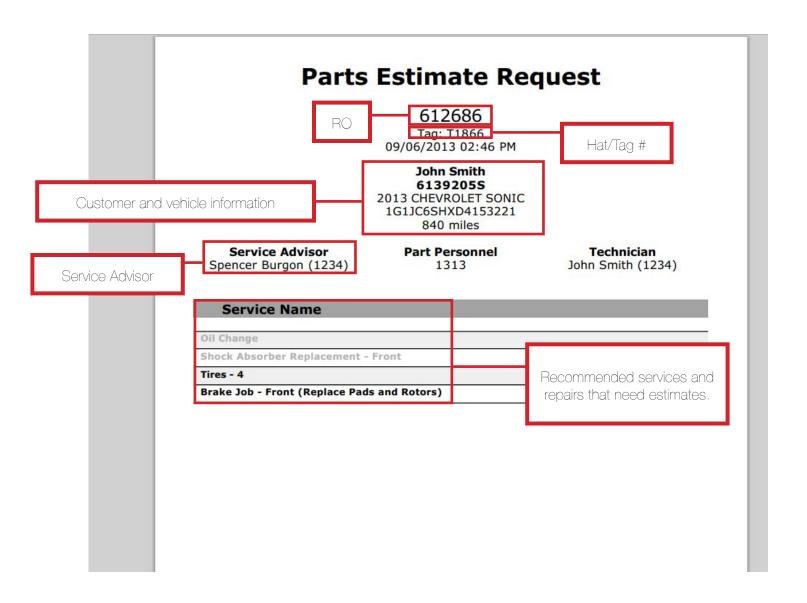
The legend will show the different symbols used as indicators throughout the dashboard.





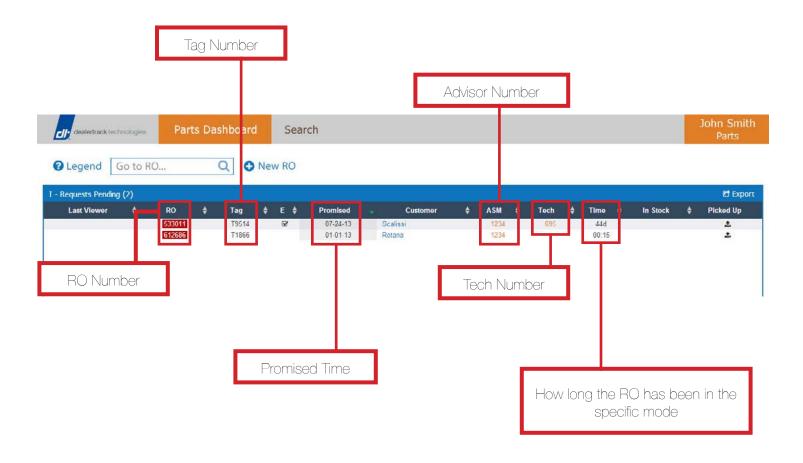
When an RO enters the 'Request Pending' section, the technicians will submit a 'Parts Estimate Request' sheet.

This piece of paper will print in the parts department alerting you of the proper RO to work on in Service Pro.



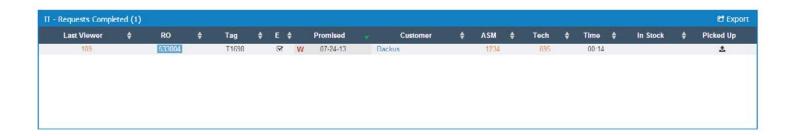
When a technician has finished the electronic inspection on a vehicle, they will then submit it to the parts department if part pricing is needed.

The RO will now show up in the 'Requests Pending' section on your dashboard.



When you have finished the estimate for an RO it will then be sent to the service advisor.

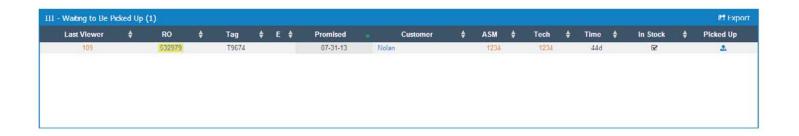
The RO will stay in the 'Request Completed' section until the advisor views the finished quote.



If any of the services or recommendations are approved the RO will move from the 'Request Completed' section to the 'Waiting to be Picked Up' section.

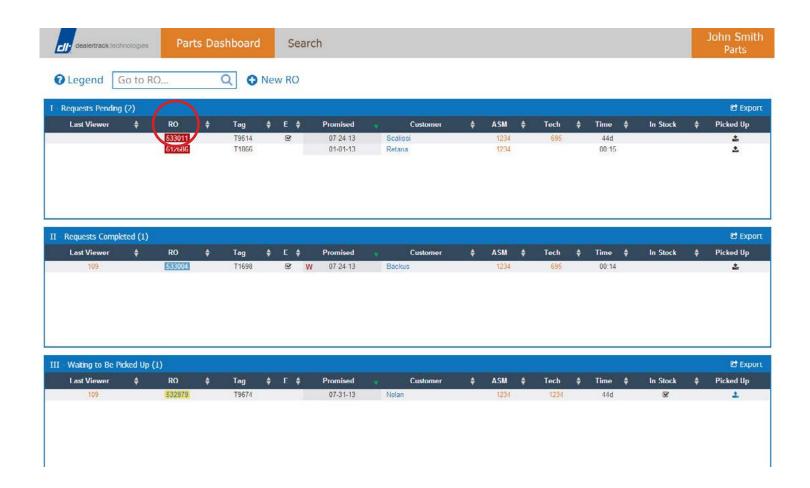
You will also be alerted of this by another print out called a 'Pick Order'.

If an RO does not enter the 'Waiting to be Picked Up' section then all work has been declined and no further parts attention is needed.



To work on the RO, select it by clicking on the RO# and you will enter the parts details page.

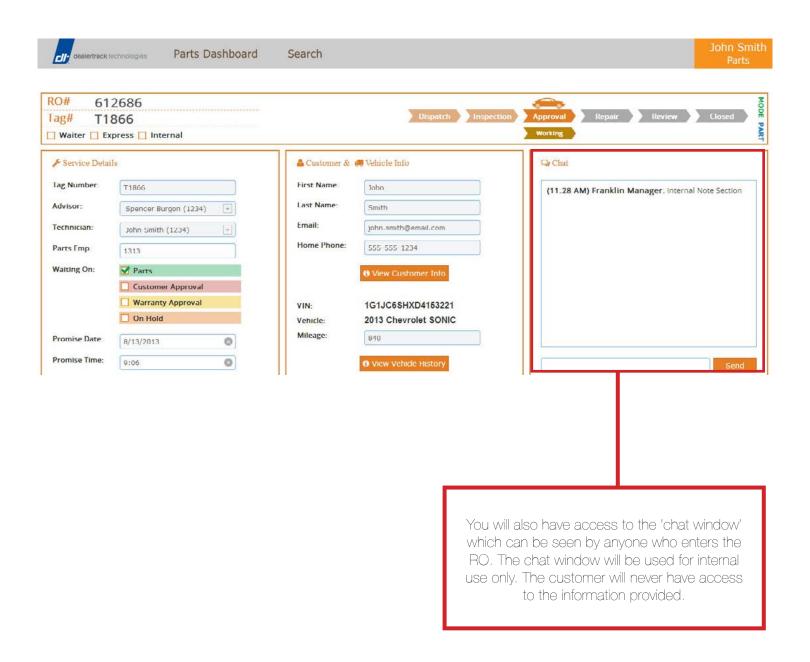
A RED highlight refers to an RO that is new in that section and has not yet been viewed.

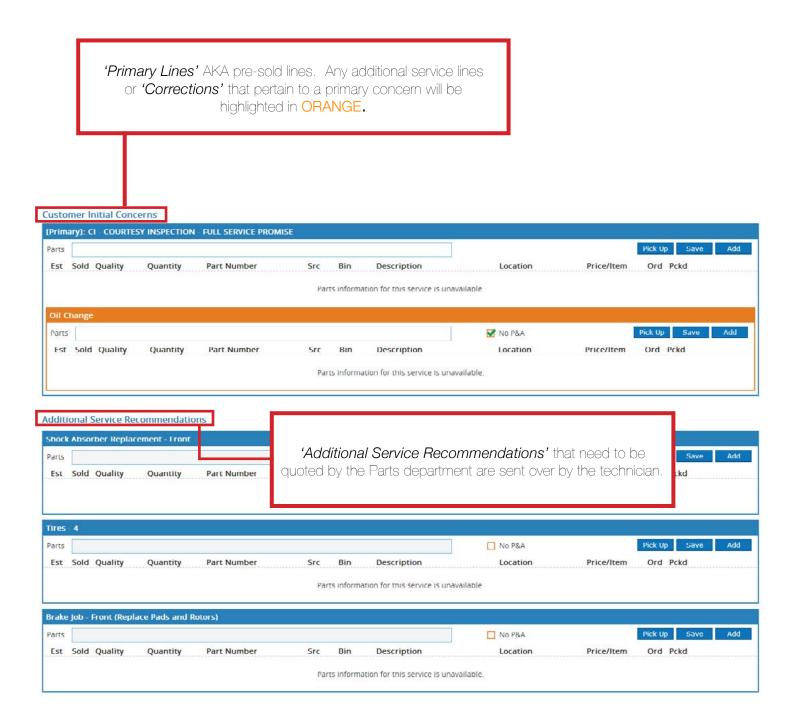


This is the RO Details page.

Inside the details page you see the RO, customer, and vehicle information.

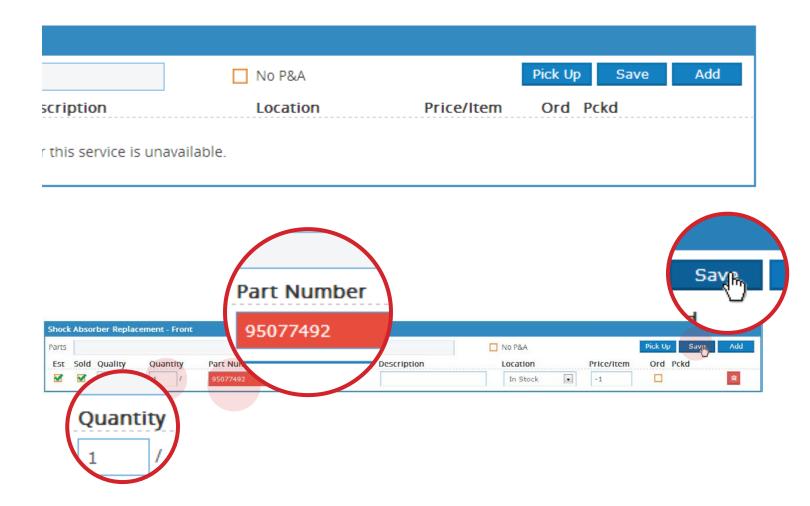
To the right of your screen you will also have the 'Chat Window' that will allow you to communicate internally to the technician and advisor assigned to the RO.





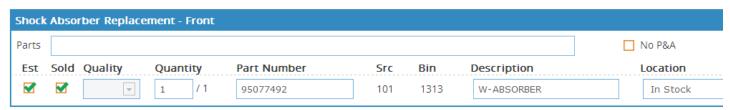
To add part information to a recommended line click 'Add' which will give you a line to add data to.

Enter 'Quantity', and a 'Part Number', hit save and let Service Pro do the rest.



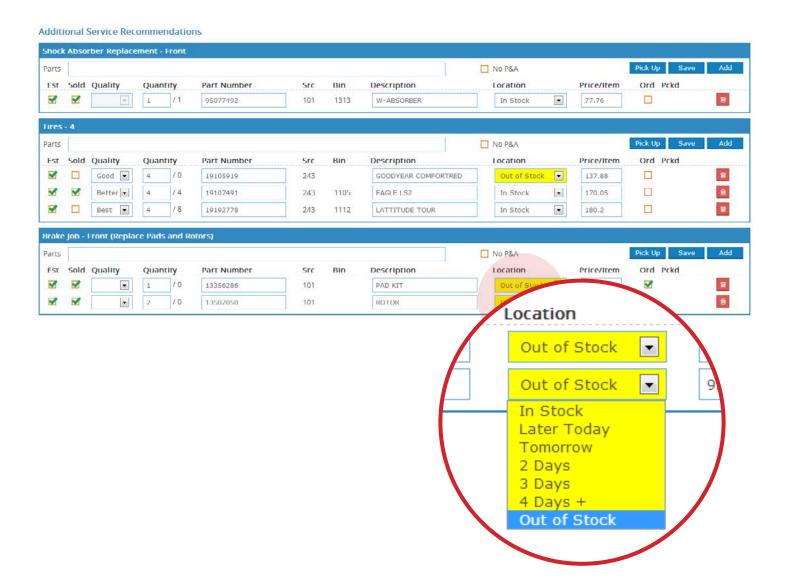
When either the 'Save' or 'Add' button are clicked and a part number has been entered Service Pro will pull the rest of the information from your stores DMS instantly.

#### **Additional Service Recommendations**



Additional Service Recommendations will be highlighted 'Blue' while any lines associated with primary concerns will be 'Orange'.

#### **Customer Initial Concerns** [Primary]: CI - COURTESY INSPECTION - FULL SERVICE PROMISE Parts Est Sold Quality Quantity Part Number Src Bin Description Location Parts information for this service is unavailable Oil Change Parts No P&A Est Sold Quality Quantity Part Number Src Bin Description Location If an item is 'menu priced' or is a service which is strictly labor then the 'No P&A' box will be checked. If a service **Additional Service Recommendations** is strictly labor and the technician forgets to check the Shock Absorber Replacement - Front box you also have the ability to check the section. Parts Sold Quality Quantity Part Number Bin Description Location Est Src 95077492 1313 W-ABSORBER In Stock • 101 Tires - 4 ■ No P&A Parts Est Sold Quality Quantity Part Number Src Bin Description Location $\mathbf{A}$ Good • / 0 19105919 243 GOODYEAR COMFORTRED Out of Stock - $\mathbf{V}$ $\mathbf{V}$ /4 Better ▼ 4 19107491 243 1105 EAGLE LS2 In Stock • Best • /8 19192778 243 1112 LATTITUDE TOUR In Stock • Brake Job - Front (Replace Pads and Rotors) Parts No P&A Sold Quality Part Number Description Est Quantity Src Bin Location / 0 13356286 101 PAD KIT Out of Stock



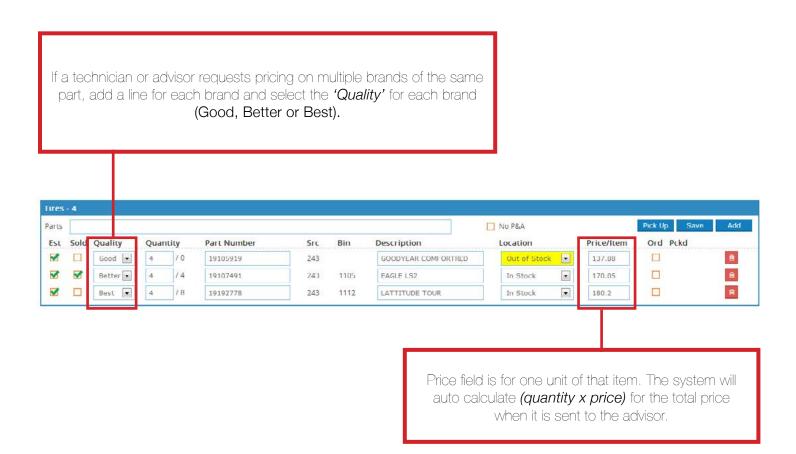
If parts show up 'Out of Stock', run a parts locator to give a time frame for availability.

Then choose an option from the dropdown list.

If a part number is highlighted in *RED*, the part number is not in the DMS and must be looked up manually.

#### Additional Service Recommendations

Shock Absorber Replacement - Front									
Parts									
Est	Sold	Quality	Quantity	Part Number	Src	Bin	Descrip		
☑	$\checkmark$	•	1 /1	95077492	101	1313	W-ABS		
<b>☑</b>		▼	1 /	320774					

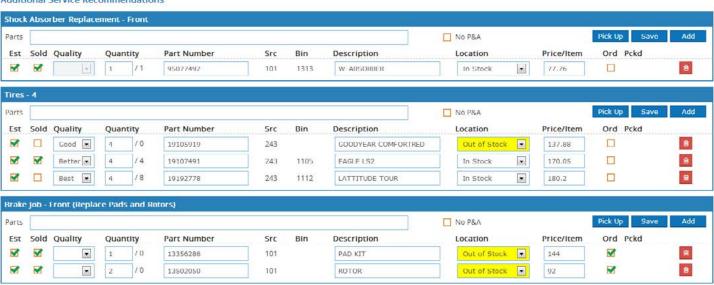


When you have completed the ticket, click on the 'Estimate' button in the action bar to send your completed estimate to the advisor.

#### **Customer Initial Concerns**



#### Additional Service Recommendations





When work is approved by the advisor a 'Pick Order' will be printed in the parts department.

The pick order will only contain approved work.

All items on the pick order are ready to be pulled and/or ordered.

### **Pick Order**

612686

Tag: T1866 09/09/2013 02:23 PM

John Smith 6139205S 2013 CHEVROLET SONIC

1G1JC6SHXD4153221 840 miles

Service Advisor Spencer Burgon (1234) Part Personnel 1313 Technician John Smith (1234)

Waiter - Express

Brake Job - Front (Replace Pads and Rotors) [Is ASR]							
Sold	Quality	Qty	Part #	Bin	Description	Location	Price
V		0	13356286		PAD KIT	4 Days	144.00
V		0	13502050		ROTOR	3 Days	92.00

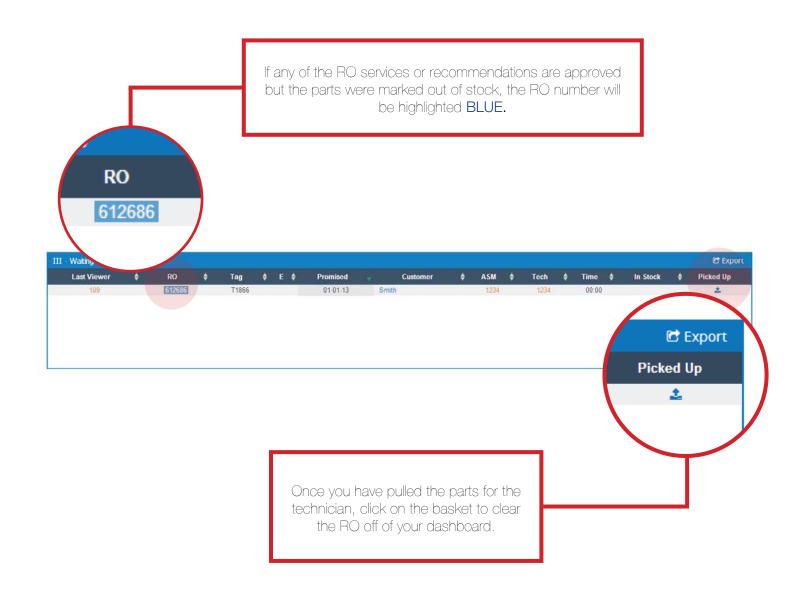
#### Oil Change

No Parts Selected

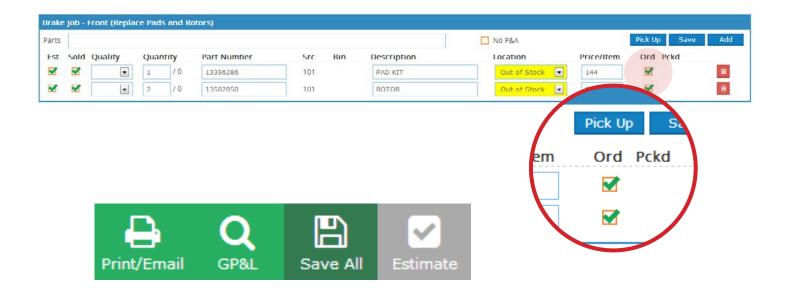
Shock Absorber Replacement - Front [Is ASR]								
Sold	Quality	Qty	Part #	Bin	Description	Location	Price	
4		1	95077492	1313	W-ABSORBER	In Stock	77.76	

Tires - 4 [Is ASR]									
Sold	Quality	Qty	Part #	Bin	Description	Location	Price		
V	Better	0	19107491	1105	EAGLE LS2	In Stock	170.05		

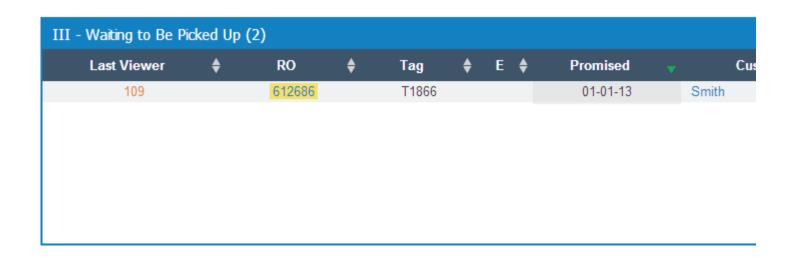
After work has been approved, the RO will move to the 'Waiting to be Picked Up' section.



When parts have been ordered, go into the RO and check the 'Ord' checkbox and 'Save All'.



Now on the dashboard, the RO will be highlighted YELLOW.



The 'Help' tab will allow you to review the Service Pro users manual. It will also allow you to email Service Pro tech support directly with any questions, comments or concerns.

Please include the RO number in question if possible.

