




Service Advisor Training Manual with Parts and Labor Pricing Guide



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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:

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.

Home

Dashboard

Search

Help

ASR Pro

logged-in as: Gregory Harris [Service Advisor]

New ASR

Search

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

Legend

(1) ROs Awaiting Dispatch [All] [Current]

6 total

P	RO	Tag	W	E	Wty	Customer	Advisor	Tech	Time
	664858	T6038	W			SHIRLEY	3743		00:14
	664795	T5844	W			VAHUE	3743		00:13
	664810	T4827	W			GOTTLIEB	3743		00:12
	664848	T1303	W			LEOFFLER	3743		00:11
	664830	T2228	W			OREGAN	3743		00:10
	664815	T02077				TRACY	3743		00:03

(2) ASRs Being Inspected

0 total

P	RO	Tag	W	E	Wty	Customer	Advisor	Tech	Time
No ASRs to list									

(3) ASRs Pending Approval

0 total

P	RO	Tag	W	E	Wty	Customer	Advisor	Tech	Time
No ASRs to list									

(4) ROs Being Repaired

0 total

P	RO	Tag	W	E	Wty	Customer	Advisor	Tech	Time
No ASRs to list									

Your dashboard will display all of the RO’s that you write in the DMS. They will import immediately and will be displayed in the ‘RO’s Awaiting Dispatch’ mode . You will see the RO#, customer name, waiter or express status, and hat or tag number. The timer indicating how long it has been in this mode will also be displayed.

Other Dashboard Indicators & Features

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

Legend

Legend

12

12 new ROs in this mode

▶1234 RO #1234 has recently moved into this mode

1234 RO #1234 requires attention

Wrtty Warranty RO

Time How long an RO has been in current mode

Dispatch Show all ROs in Dispatch

All

Dispatch Show current ROs in Dispatch

Current

Print a list of ROs in this mode

RO has new notes

RO is on hold

RO is waiting for customer

RO is waiting for warranty

RO has Some/All Parts Not In Stock

E Express RO

I Internal RO

W Customer is waiting in store

P Parts Status

RO is retrieving parts information

RO is waiting at parts

RO is working at parts

Parts info is completed

The system uses a series of highlights to show the status of the RO and the status of what information parts has completed.

Close

All the sections in **GREEN** are the sections the advisor is responsible for performing actions in. When an RO is in a mode where the tech is working on it such as 'Inspection' or 'Repair', it will be displayed on the dashboard in a **BLUE** mode.

(3) ASRs Pending Approval 1 1 total									
P	RO	Tag	W	E	Wty	Customer	Advisor	Tech	Time
	▶664858	T6038	W			SHIRLEY	3743	222	00:00

Pending Approval: An RO will be sent to you by the technician. The parts department will be represented by a FLAG to the left of the RO# on the dashboard. Once in the 'Pending Approval' mode you will now be able to see all additional recommendations.

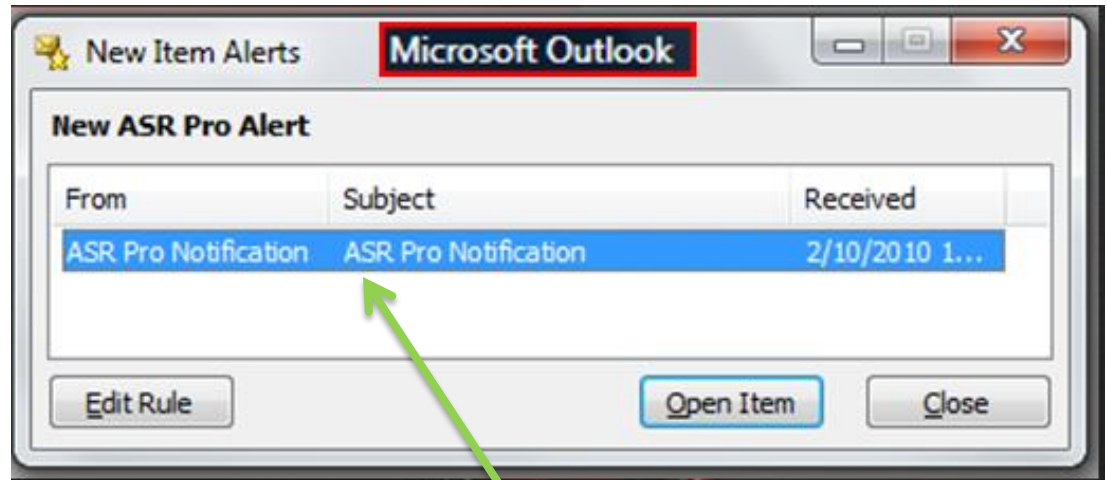
The number displayed in red at the top of each mode represents how many ROs are new in each mode.

(5) Review ASRs 2 4 total [Close All]									
P	RO	Tag	W	E	Wty	Customer	Advisor	Tech	Time
	▶664858	T6038	W			SHIRLEY	3743	222	01:47
	664790	T9358	W			HARRIS	3743	222	01:46
	▶664801	TT107	W			GREENSPUN	3743	5452	01:45
	664860	T0535	W			POWERS	3743	3020	01:45

Review ASR's: The Review section will list all your finished RO's. RO's should stay in this mode until the customer has picked up the vehicle.

The red arrow to the left of the RO# in each mode represents ROs that have not been viewed by you.

When an RO enters the **'ASRs Pending Approval'** mode you will be alerted thorough email or text message within about one minute that there is an ASR that needs your attention. You can then either open the alert to see which RO it is or you can go straight to the ASR dashboard to view the RO.





























Email Notification

Text Message Notification

When an RO has entered the 'ASRs Pending Approval' review the recommendations and adjust any needed pricing. The [Primary] lines may also need adjusting to reflect the correct pricing. When all needed adjustments have been made, print or email the *Automobile Status Report* (ASR) to present the recommended work to the customer.

(3) ASRs Pending Approval 1 total									
RO	Taq	W	E	Wty	Customer	Advisor	Tech	Time	
▶664858	T6038	W			SHIRLEY	3743	222	00:00	

**To adjust Hours, price, notes or any other fields in the line click the  button to open the line. When finished editing, click the  button to save and close the line.

															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, hold the left mouse button to drag the item where you want.

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]

Notes:

Complaint:

Cause:

Correction:

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	

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

The 'Repair Estimate' button prints just the final sheet of the ASR with only the pricing.

Inspection Form: Here you have the choice to either quick view the vehicle inspection form or to 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 & Email](#) [Pick Order - Primary Lines](#)

Misc: [Get Parts & Labor](#) [Check Parts Inventory](#) [View Parts](#) [View Vehicle History](#)

[Save Notes](#) [Save & Notify](#) [Print Notes](#)

[Send to Parts](#)

[Accept](#) [Back](#)

Appv	Write Back	Done	Color	ASR	Service Name	Notes	3C's	Int	Wty	No P&A	Hrs	Labor	Parts	Price	Added By	Action
------	------------	------	-------	-----	--------------	-------	------	-----	-----	--------	-----	-------	-------	-------	----------	--------

Customer Initial Concerns

...	▼	■	■	■	[Primary]: MB1 - MOUNT & BAL.1 TIRE	📄	📄	♥	♥	✖	0.0	25.00	0.00	25.00	asrprc	🔍
...	▼	■	■	■	[Primary]: TMA999 - MAINT.MISC	📄	📄	♥	♥	✖	0.0	0.00	0.00	0.00	asrprc	🔍
...	▼	■	■	■	[Primary]: RBS - ROTATE AND BALANCE SPECIAL	📄	📄	♥	♥	✖	0.0	49.95	0.00	49.95	asrprc	🔍
...	▼	■	■	■	[Primary]: EL10 - REPLACE BATTERY	📄	📄	♥	♥	✖	0.0	20.00	63.81	83.81	asrprc	🔍

If you have attempted to contact the customer but have not received a decision regarding the recommended lines, click the box labeled *Waiting For: 'Customer'* and then click 'Save ASR Info'. This will then highlight the RO on the dashboard to show the technician assigned to the RO that you have called the customer and are waiting to hear back from them.

RO# **1060962** Tag# **T7378**

Mode: **Pending Approval**

In Mode Since: Wed Nov 16 2011 15:21:00 GMT-0500 (Eastern Standard Time)
Last Checked: Wed Nov 16 2011 15:21:00 GMT-0500 (Eastern Standard Time)
Created: Tue Nov 08 2011 07:28:00 GMT-0500 (Eastern Standard Time)

Advisor: Kevin Archie Tech: j tech Tag: T7378 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 <input type="checkbox"/> RO Is On Hold Inspection Form: Alexandria Toyota Save ASR Info	Number: 1088529 Name: RON DARNELL Email: Phone: 301-292-3677 Promised Date: Promised Time: VIN: 5TEUU42N27Z467291 Vehicle: 2007 TOYOTA TACOMA Mileage: 37534 Customer Search Save Customer Info	Lines (sold/req): 0 / 3 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:	Get Parts & Labor	Check Parts Inventory	View Parts	View Vehicle History	

If waiting on an approval from a warranty company either manufacturer or aftermarket, select the box labeled *Waiting for: 'Warranty'*. This will then highlight the RO on the dashboard to show the technician assigned to the RO that you are waiting on warranty approval.

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

Wnty: Column
Click on the warranty ✓ if the service is covered under warranty.

NO Parts: Column
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. All other items must have the hours imputed in order to approve or decline.

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	

Additional Service Recommendations

					Drive Belt						1.0	110.00	39.22	149.22	SBurg		
					Brake Job - Rear (Replace Pads and Rotors)						2.5	275.00	283.75	558.75	SBurg		

Any lines that parts has marked out of stock will be highlighted **Green**. To see availability, select the '**View Parts**' tab.

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: [Get Parts & Labor](#) [Check Parts Inventory](#) [View Parts](#) [View Vehicle History](#)


Selecting view parts will show you all the part information. For any items that were out of stock, the '**Location**' will show you when they will be available.

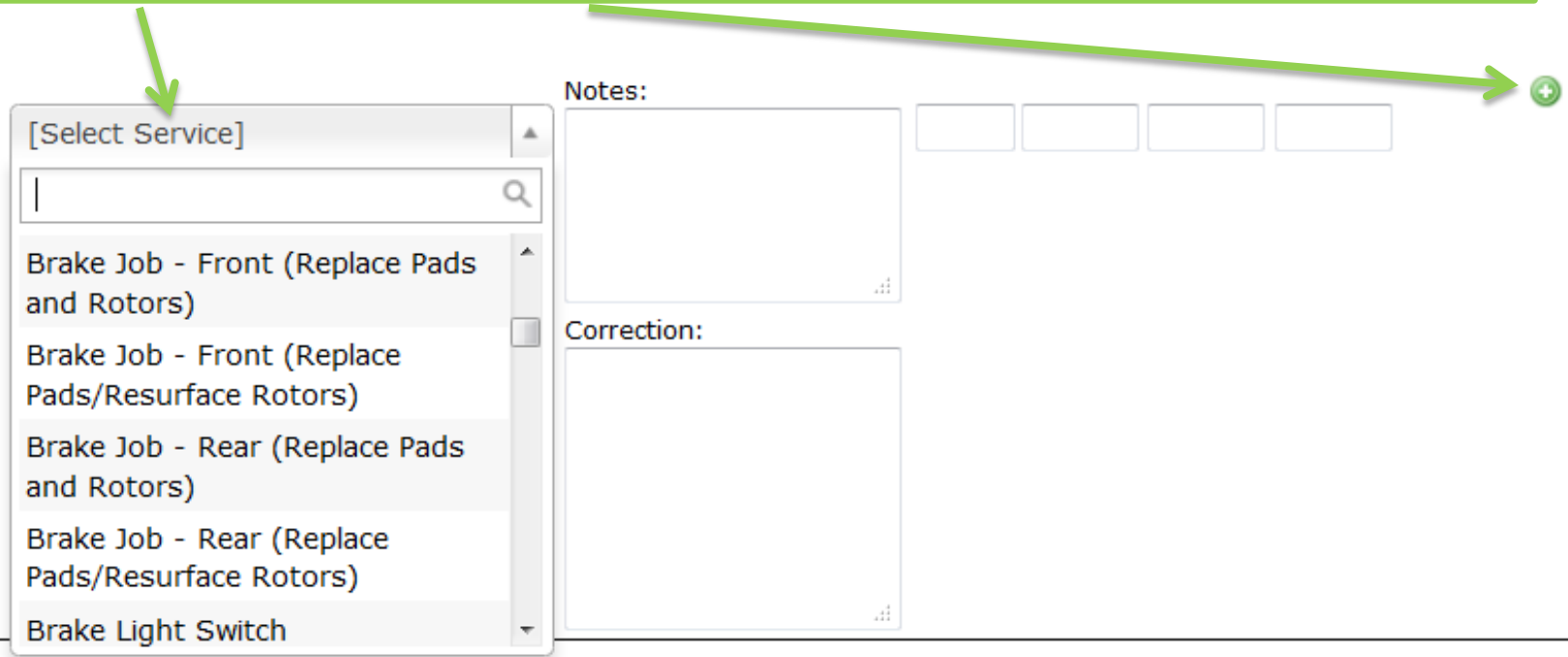
Drive Belt

Dsp	Quality	Quantity	Part Number	Src	Bin	Description	Location	Price/Item	Ord	Pckd	Del
<input checked="" type="checkbox"/>	----	1 / 2	90916A2010	14	213E7	BELT, V-RIBBED	Tomorrow	39.22	<input type="checkbox"/>	<input type="checkbox"/>	

Brake Job - Rear (Replace Pads and Rotors)

Dsp	Quality	Quantity	Part Number	Src	Bin	Description	Location	Price/Item	Ord	Pckd	Del
<input checked="" type="checkbox"/>	----	1 / 8	0446606030	15	186C2	PAD KIT, DISC BRAKE	In Stock	56.17	<input type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	----	2 / 3	4243106051	15	209B2	DISC, RR	In Stock	113.79	<input type="checkbox"/>	<input type="checkbox"/>	

If the advisor needs to add any additional services, use the '[Select Service]' menu. Choose the service and click the  icon to add the line. Adjust pricing accordingly.



The screenshot shows a software interface for adding services. On the left, a dropdown menu labeled '[Select Service]' is open, displaying a list of services: 'Brake Job - Front (Replace Pads and Rotors)', 'Brake Job - Front (Replace Pads/Resurface Rotors)', 'Brake Job - Rear (Replace Pads and Rotors)', 'Brake Job - Rear (Replace Pads/Resurface Rotors)', and 'Brake Light Switch'. A green arrow points from the text above to this menu. To the right of the menu is a 'Notes:' section with a text area and four small input boxes. Below the notes is a 'Correction:' section with a larger text area. A green arrow points from the text above to a green plus icon located to the right of the notes section.

For stores that have the 'Parts and Labor Guide' activated, once you have added new lines, use the 'Get Parts & Labor' tab to retrieve part information.



The screenshot shows the bottom navigation bar of the application. It is divided into two sections: 'Parts:' and 'Misc:'. The 'Parts:' section contains four buttons: 'Parts Estimate Request', 'Pick Order', 'Pick Order & Email', and 'Pick Order - Primary Lines'. The 'Misc:' section contains three buttons: 'Get Parts & Labor', 'View Parts', and 'View Vehicle History'. A green arrow points from the text above to the 'Get Parts & Labor' button.

Air Fuel Sensor - Front

(231) Oxygen Sensor

<input checked="" type="checkbox"/>	1	8946534140	Oxygen Sensor - Front - Right
<input type="checkbox"/>		8946534150	Oxygen Sensor - Front - Left
<input type="checkbox"/>		8946509170	Oxygen Sensor - Rear

- ☒ 0.900 hrs Replace: One
☐ 1.200 hrs Replace: Both

Save and Close this window.

Cancel.

When in the '**Get Parts & Labor**' screen you can select the specific part you want pricing on and the labor time(s) associated with the service.

Enter the quantity needed and check the box next to the desired quantity. When finished selecting, click '**Save and Close this window**'.

This will take you back to the RO details page.

Once back in the details page, select the '**Check Parts Inventory**' tab to retrieve the part information automatically. While the system is checking, you will see both the '**Retrieving part info from the DMS**' flag and the '**Checking Parts Inventory**' tab.

RO# 1062295 Tag# T2029

Mode: Pending Approval
Retrieving part info from DMS ■

In Mode Since: Tuesday, December 06, 2011 11:04:00 AM
Last Checked: Tuesday, December 06, 2011 4:32:00 PM
Created: Monday, November 14, 2011 5:59:00 PM

Advisor: j adv	Number: 1092212	Lines (sold/req): 0 / 3
Tech: j tech	Name: MIKE MAVES	Hours (sold/req): 0.0 / 1.6
Tag: T2029	Email: EMAVES15@AOL.COM	Price: \$ 0.00
RO Type: <input type="checkbox"/> Express <input type="checkbox"/> Waiter	Phone: 312-420-1100	Shop Charges: 0.00
<input type="checkbox"/> Internal <input type="checkbox"/> Warranty <input type="checkbox"/> CPO	Promised Date:	Tax: 0.00
Waiting For: <input checked="" type="checkbox"/> Customer <input type="checkbox"/> Warranty <input type="checkbox"/> Parts	Promised Time:	Total Price: \$ 0.00
<input type="checkbox"/> RO Is On Hold	VIN: 5TDBK22C48S011100	
Inspection Form: Alexandria Toyota	Vehicle: 2008 TOYOTA SIENNA	
Mileage: 51452		
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:

Get Parts & Labor

Checking Parts Inventory

View Parts

View Vehicle History

If anything comes back out of stock, the '**Waiting in Parts**' flag will appear in the top right hand corner. Parts will then be alerted to fill out availability.

Mode: Pending Approval
Waiting in Parts ■

When all pricing is correct and ready to be presented to the customer, use the '**ASR**' tab to generate the Automobile Status Report for that specific RO.



To email the Automobile Status Report as a .PDF file, use the '**Email**' tab. ***This sends the file immediately so review the ASR booklet before sending.*

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.

******This is the cover sheet of the presentation.

Notice all of your customer's contact and vehicle information on the left side. We even feature an actual silhouette of the vehicle with the year, make, and model listed.

All of the stores information and the advisor's contact information is located on the right.



Boch Honda

AUTOMOBILE STATUS REPORT

PREPARED FOR: **DANIEL SHAUGHNESSY**



Daniel Shaughnessy
1234 Main St. Anytown, USA
(123) 456-7890

DATE	November 15, 2011
VIN	1HSCM15648106813A4
YEAR	2007
MAKE	HONDA
MODEL	ACCORD
MILEAGE	83195
RO #	664762

BOCH | HONDA

Boch Honda
Shannon Davis

279 Boston/Providence Hwy
Norwood MA 02062
(123) 456-7890



The second page of the
*'Automobile Status
Report'* is a service
commitment to your
customer. This can be
customized from store
to store to express our
strive for excellence
and our sincere
gratitude to our
customers as they take
the time to look over
their report.

BOCH HONDA SERVICE COMMITMENT

Excellence at every turn... and every straightaway

Our dealership's 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 vehicle's 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.



MULTI-POINT INSPECTION FORM



RO#: 664762

Customer Name: DANIEL SHAUGHNESSY

Created: 11/14/2011 09:44:00 AM

Advisor Name: Gregory Harris

Technician Name: George H

☒ Checked & Okay at this Time

☒ May Require Future Attention

☒ Requires Immediate Attention

Interior / Exterior

- ☒ Bulbs and Lights
- ☒ Windshield Washer Spray / Wiper Operation / Wiper Blades 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
- ☒ 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 / Mountings
- ☒ 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

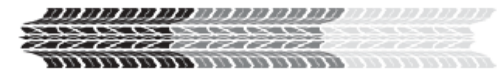
Under Hood

- ☒ Fluid Levels: Oil / Coolant / Battery / Power Steering / Brake Fluid / Washer
- ☒ 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")



- ☒ LF - 9
- ☒ RF - 9
- ☒ LR - 9
- ☒ RR - 9

Abnormal Wear Pattern of Tires

- ☒ LF - --
- ☒ RF - --
- ☒ LR - --
- ☒ RR - --

Check Brake Linings (measured in millimeters)

- ☒ LF - 2
- ☒ RF - 2
- ☒ LR - 8
- ☒ RR - 8

The third page is the inspection form completed by the technician who worked on the vehicle. At the top of the page the customer, technician, advisor, and RO information is displayed. This form can also be printed individually.

The following pages are picture and descriptions of the parts and services recommended by the technician. It is separated by recommendations associated to the customers initial concerns and other additional service recommendations. These descriptions also describe if the recommendation is in the **RED** status [if in need of attention immediately], or **YELLOW** status [if the repair is in need of attention soon]. The services are prioritized to show recommendations that are associated with primary concerns first, followed by red recommendations, followed last by yellow recommendations. If you have dragged and dropped the lines for the order you want, the order will reflect this.

In the process of inspecting your vehicle for safety and reliability, your technician **George H** made the following observations and recommends that you do the necessary repairs to resolve these issues.

Red: requires immediate attention.

Yellow: in need of attention soon.

Brake Job - Front (Replace Pads/Resurface Rotors)

Item Description

Brake pads are the parts of a car's braking system that actually take the brunt of the frictional force necessary to stop the car. In a disc brake system, the brake pedal activates a hydraulic line which squeezes calipers against the rotors of the car's tires. Brake pads are positioned between the calipers and the rotors to absorb the energy and heat, and then provide enough grip to stop the car. Brake pad material wears out over time. Brake pads should be periodically inspected for wear, which is highly variable depending on vehicle weight and driver habits.

Reason

Brake pads must be replaced before the friction material is worn away completely. If it isn't, metal-to-metal contact will occur between the brake rotor and the worn-out brake pad. If metal-to-metal contact occurs, the brake rotor will be damaged, and it will need to be resurfaced or replaced. When the pads are replaced, the rotor must be resurfaced smooth to allow the new pads to have an even contact surface to work with. Only a small amount of material can be machined off of a rotor before it becomes unusable and must be replaced.



brakes

Timing Belt Replacement - 4cyl -

Item Description

The timing belt drives the camshaft which controls the opening and closing of the engine valves.

Reason

If not replaced, a timing belt, e.g., a loose, noisy, or broken timing belt, can have disastrous consequences. Repairs can range from simple timing belt to major engine repairs for damaged pistons and bent valves.



Timing Belt

Repair Estimate

Carla Frank
H: 1234567890
2007 TOYOTA Corolla
2T1BR32E87C767779
RO #1062162
141,663 miles

Service Advisor
Michael Smith
MSmith@toyota.com

Alexandria Toyota

The final page is the 'Repair Estimate'. Your customer will only see the total price of each line. We do not show the customer the breakdown of parts and labor. The system will total the breakdown of parts and labor and adds shop charges and taxes accordingly to be displayed on this page. Also, if the Good, Better, & Best option has been used for an item like tires, the estimate will show three different totals.

Service Name	Price
[Primary]: 5K - 5,000 MILE / 6 MONTH SERVICE INTERVAL	80.00
[Primary]: DIAG999 - MISC DIAGNOSES CUST STATES SHE THINKS THERE WAS WORK FROM HER LAST VISIT THAT NEEDS TAKEN CARE OF BUT SHE CANNOT REMEMBER WHAT IT WAS	0.00
Windshield Wiper Entire Blade Replacement	68.22
Brake Flush	139.95
Went Service by Toyota	49.95
Tires - 4: 195/65/15	100.00
	Kumho 603.20
	Michelin 671.00
	Goodyear 732.80



Printed on 12/02/2011
Quote expires on 01/01/2012

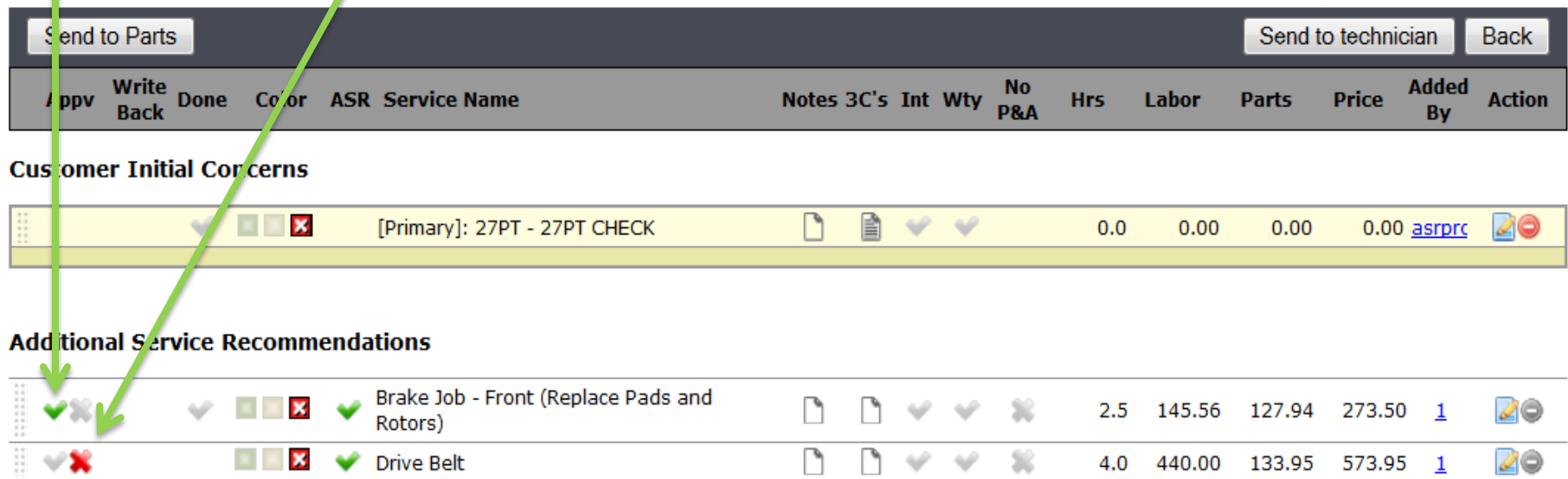
Kumho
Subtotal 1041.32
Shop Charges 25.00
Tax 33.97
Total 1100.29

Michelin
Subtotal 1109.12
Shop Charges 25.00
Tax 37.36
Total 1171.48

Goodyear
Subtotal 1170.92
Shop Charges 25.00
Tax 40.45
Total 1236.37




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 . Once you have approved and declined all lines, select ‘Send to technician’.













The screenshot displays the ASR Pro interface. At the top, there are buttons for 'Send to Parts', 'Send to technician', and 'Back'. Below these is a header row with columns: Appv, Write Back, Done, Color, ASR, Service Name, Notes, 3C's, Int, Wty, No P&A, Hrs, Labor, Parts, Price, Added By, and Action.

Customer Initial Concerns

Appv	Write Back	Done	Color	ASR	Service Name	Notes	3C's	Int	Wty	No P&A	Hrs	Labor	Parts	Price	Added By	Action
					[Primary]: 27PT - 27PT CHECK						0.0	0.00	0.00	0.00	asrprc	 

Additional Service Recommendations

Appv	Write Back	Done	Color	ASR	Service Name	Notes	3C's	Int	Wty	No P&A	Hrs	Labor	Parts	Price	Added By	Action
					Brake Job - Front (Replace Pads and Rotors)						2.5	145.56	127.94	273.50	1	 
					Drive Belt						4.0	440.00	133.95	573.95	1	 

After you send the ASR back to the technician, the system will prompt you to open the **'Pick Order'**. The **'Pick Order'** will only have the approved lines listed. Print this directly to parts. This will alert parts to pull and or order the parts for the lines that have been approved. This way, parts can begin pulling at the same time or even before the technician sees what has been approved.

Pick Order

1062286

Tag: T2002

OSCAR JASSO VALDEZ

1064835

2006 CHEVROLET Silverado 1500

2GCEK13Z461310617

139,600 miles

Service Advisor

j adv (2)

jason@asrpro.com

Part Personnel

Technician

j tech (1)

tom@asrpro.com

Waiter - Express

NEW

Brake Job - Front (Replace Pads and Rotors) [Is ASR]								
Dsp	Quality	Qty	Part #	Bin	Description	Location	Price	Pckd
	-1	1	CMDN7765		PADS	In Stock	60.00	<input type="checkbox"/>
	-1	2	DJU7709		ROTORS	In Stock	40.00	<input type="checkbox"/>

If a technician performs an inspection on a vehicle and does not find any additional work, once they have finished working on the original or [Primary] lines, 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 additional recommendations needing approval.

Home

Dashboard

Search

Help

ASRPro

> Dashboard

logged-in as: Gregory Harris [Service Advisor]

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

(1) ROs Awaiting Dispatch [All] [Current] 4 total

P	RO	Tag	W	E	Wty	Customer	Advisor	Tech	Time
	664830	T2228	W			OREGAN	3743		00:12
	664848	T1303	W			LEOFFLER	3743		00:12
	664810	T4827	W			GOTTLIEB	3743		00:12
	664795	T5844	W			VAHUE	3743		00:13

(2) ASRs Being Inspected 1 total

P	RO	Tag	W	E	Wty	Customer	Advisor	Tech	Time
	664801	TT107	W			GREENSPUN	3743	5452	00:07

(3) ASRs Pending Approval 0 total

P	RO	Tag	W	E	Wty	Customer	Advisor	Tech	Time
No ASRs to list									

(4) ROs Being Repaired 1 total

P	RO	Tag	W	E	Wty	Customer	Advisor	Tech	Time
	664832	T6984	W			HOYLE	3743	5452	00:07

(5) Review ASRs [Close All] 4 total

P	RO	Tag	W	E	Wty	Customer	Advisor	Tech	Time
	▶664790	T9358	W			HARRIS	3743	222	00:09
	▶664815	T02077				TRACY	3743		00:09
	▶664860	T0535	W			POWERS	3743	3020	00:10
	▶664858	T6038	W			SHIRLEY	3743	222	00:11

Home

Dashboard

Search

Help

ASRPro

logged-in as: Gregory Harris [Service Advisor]

New ASR

Search

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

Legend

(1) ROs Awaiting Dispatch [All] [Current]

4 total

P	RO	Tag	W	E	Wty	Customer	Advisor	Tech	Time
	664830	T2228	W			OREGAN	3743		00:12
	664848	T1303	W			LEOFFLER	3743		00:12
	664810	T4827	W			GOTTLIEB	3743		00:12
	664795	TS844	W			VAHUE	3743		00:13

(2) ASRs Being Inspected

1 total

P	RO	Tag	W	E	Wty	Customer	Advisor	Tech	Time
	664801	TT107	W			GREENSPUN	3743	5452	00:07

(3) ASRs Pending Approval

0 total

No ASRs to list

(5) Review ASRs [Close All]

4 total

P	RO	Tag	W	E	Wty	Customer	Advisor	Tech	Time
	664790	T9358	W			HARRIS	3743	222	00:09
	664815	T02077				TRACY	3743		00:09
	664860	T0535	W			POWERS	3743	222	00:10
	664858	T6038	W			SHIRLEY	3743	222	00:11

(4) ROs Being Repaired

1 total

P	RO	Tag	W	E	Wty	Customer	Advisor	Tech	Time
	664832	T6984	W			HOYLE	3743	5452	00:07

When the technician has finished working on the [Primary] lines, he will check them off and send the RO from '**Being Repaired**' to '**Review**' to notify you the vehicle is finished.

When a technician finishes an RO it will be moved to the “**Review**” section. It will stay in this mode until the vehicle leaves the lot, then you close the RO.

To close an RO you can either select the ‘**Close All**’ link which will close every RO in the ‘**Review mode**’ or enter an individual RO and click the ‘**Close**’ button in the action bar.

Home Dashboard Search Help

Dashboard logged-in as: Gregory Harris [Service Advisor]

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

(1) ROs Awaiting Dispatch [All] [Current] 4 total

P	RO	Tag	W	E	Wty	Customer	Advisor	Tech	Time
	664830	T2228	W			OREGAN	3743		00:12
	664848	T1303	W			LEOFFLER	3743		00:12
	664810	T4827	W			GOTTLIEB	3743		00:12
	664795	T5844	W			VAHUE	3743		00:13

(2) ASRs Being Inspected 1 total

P	RO	Tag	W	E	Wty	Customer	Advisor	Tech	Time
	664801	TT107	W			GREENSPUN	3743	5452	00:07

(3) ASRs Pending Approval 0 total

No ASRs to list

(5) Review ASRs [Close All] 4 total

P	RO	Tag	W	E	Wty	Customer	Advisor	Tech	Time
	664790	T9358	W			HARRIS	3743	222	00:09
	664815	T02077				TRACY	3743		00:09
	664860	T0535	W			POWERS	3743	3020	00:10
	664858	T6038	W			SHIRLEY	3743	222	00:11

(4) ROs Being Repaired 1 total

P	RO	Tag	W	E	Wty	Customer	Advisor	Tech	Time
	664832	T6984	W			HOYLE	3743	5452	00:07

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 ASRPro dashboard interface. At the top, there's a navigation bar with 'Home', 'Dashboard', 'Search', and 'Help'. The user is logged in as Gregory Harris [Service Advisor]. Below the navigation bar, there's a section for 'New ASR' and 'Search'. The main content area displays several tables of work items:

- (1) ROs Awaiting Dispatch [All] [Current]**: 4 total. Table with columns: P, RO, Tag, W, E, Wty, Customer, Advisor, Tech, Time. Data rows include OREGAN, LEOFFLER, GOTTLIEB, and VAHUE.
- (2) ASRs Being Inspected**: 1 total. Table with columns: P, RO, Tag, W, E, Wty, Customer, Advisor, Tech, Time. Data row includes GREENSPUN.
- (3) Approval**: 0 total. Table with columns: E, Wty, Customer, Advisor, Tech, Time.
- (4) ROs Being Repaired**: 1 total. Table with columns: P, RO, Tag, W, E, Wty, Customer, Advisor, Tech, Time. Data row includes HOYLE.
- (5) Review ASRs [Close All]**: 4 total. Table with columns: P, RO, Tag, W, E, Wty, Customer, Advisor, Tech, Time. Data rows include HARRIS, TRACY, POWERS, and SHIRLEY.

A confirmation dialog is displayed in the center, asking: "Are you sure you want to close all the ROs in Review mode? (Note that ROs with no customer data will NOT be closed.)". The dialog has three buttons: Cancel, No, and Yes. A green arrow points from the 'Close All' link in the 'Review ASRs' table header to the 'Yes' button in the confirmation dialog.

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To close one RO at a time, select the RO to be closed, enter the details page and click the 'Close' button that will be located in the action bar.

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

[Dashboard](#) > [Details](#) logged-in as: Gregory Harris [Service Advisor]

RO# 664790 **Tag# T9358** **W** Mode: **Review**

In Mode Since: Thursday, December 01, 2011 2:19:00 PM
Last Checked: Thursday, December 01, 2011 2:19:00 PM
Created: Tuesday, November 15, 2011 2:47:00 AM

Advisor: Gregory Harris
Tech: George H
Tag: T9358
RO Type: ☐ Express ☒ Waiter ☐ Internal ☐ Warranty ☐ CPO
Waiting For: ☐ Customer ☐ Warranty ☐ Parts ☐ RO Is On Hold
Inspection Form: Default

Number: 200095
Name: CHRISTLEY HARRIS
Email: CHRISTOPHER.HARRIS@MSN.
Phone: 617-527-6074
Promised Date: 11-14-2011
Promised Time: 12:45
VIN: 1HGCP2F8XBA029353
Vehicle: 2011 HONDA ACCORD
Mileage: 9422

Lines (sold/req): 0 / 3
Hours (sold/req): 0.0 / 1.0
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](#)

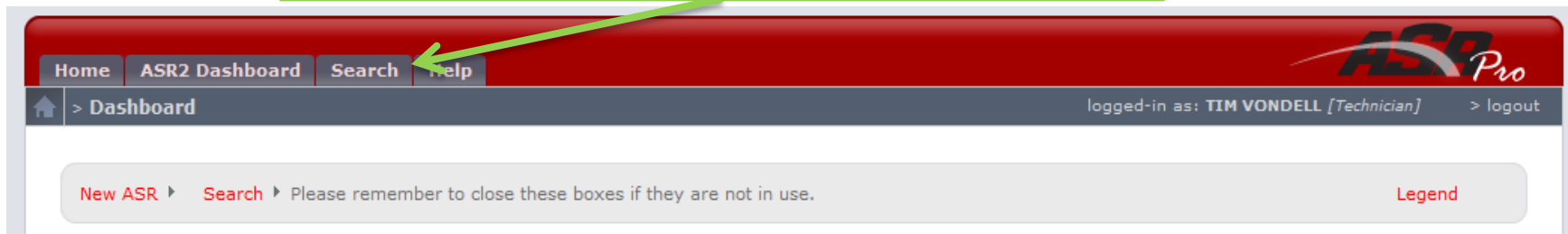
Misc: [Get Parts & Labor](#) [Check Parts Inventory](#) [View Parts](#) [View Vehicle History](#)

[Save Notes](#) [Save & Notify](#) [Print Notes](#)

[Close](#) [Back](#)

Appv	Write Back	Done	Color	ASR	Service Name	Notes	3C's	Int	Wty	No P&A	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 both open and closed, starting from the newest one today, and going back to the first file that was 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 without a manager re-opening it.

The screenshot shows the 'Search Repair Orders' page. The navigation bar is the same as the previous screenshot, but the 'Search' tab is active. The page title is 'Search Repair Orders'. Below the title, there are search criteria fields: Start Date, End Date, Mode (dropdown menu), RO#, Last 8 VIN, Cust. Name, Cust. ID, and Tag. A 'Search' button is located at the bottom right of the search criteria section. Below the search criteria, there is a table of search results.

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 customer information by clicking on the 'Customer Search' tab in the RO details page. This is used to manually load the customer information located above the tab on the details page.

RO# **1062190** Tag# **T2171**

Mode: **Dispatch**

In Mode Since: Mon Nov 14 2011 10:47:00 GMT-0500 (Eastern Standard Time)
Last Checked: Mon Nov 14 2011 10:47:00 GMT-0500 (Eastern Standard Time)
Created: Mon Nov 14 2011 10:47:00 GMT-0500 (Eastern Standard Time)

Advisor: [not assigned] ▼

Tech: [not assigned] ▼

Tag: **T2171**

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

Waiting For: ☒ Customer ☐ Warranty ☐ Parts
☐ RO Is On Hold

Inspection Form: Alexandria Toyota ▼

Number: **1095478**

Name: **CHRIS OUTLAW**

Email: [not available]

Phone: **443-994-3808**

Promised Date 11-14-2011

Promised Time 16:00

VIN: **3A4FY48B76T236506**

Vehicle: 2006 CHRYSLER PT CRUISER

Mileage: 39100

Customer Search

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**

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:

Get Parts & Labor

Check Parts Inventory

View Parts

View Vehicle History

Save Notes

Save & Notify

Print Notes

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.

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

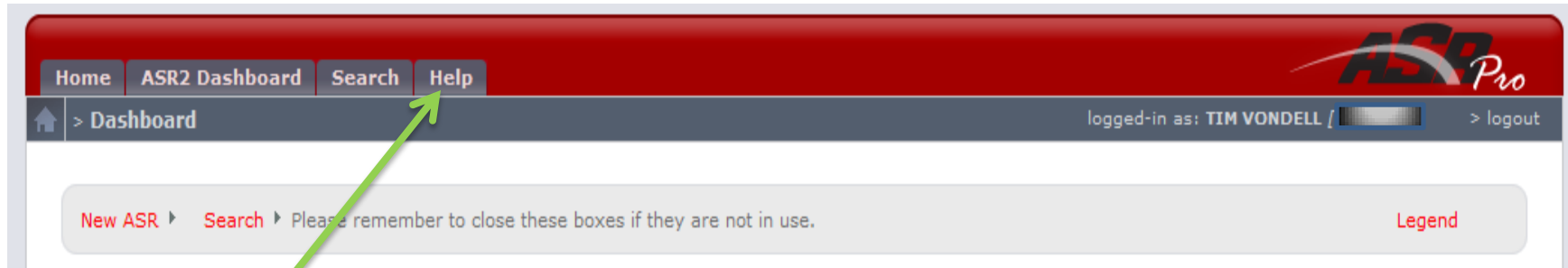
You can search by name, phone, email, or VIN.
Phone, email, and VIN must be exact.

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 and vehicle 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.

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 the RO number in question if possible.

A screenshot of the ASR Pro Support Request form. The top navigation bar is red and contains links for Home, Parts, Search, and Help. The form is titled 'Support Request' and includes fields for Store, Name, Position, Email, RO Number, and Comments. A green arrow points from the text box in the previous image to the RO Number field. A 'Submit' button is at the bottom.

Home Parts Search Help

Manuals

- [Advisor Training Manual](#)
- [Parts Training Manual](#)
- [Technician Training Manual](#)

Support Request

Store: __ASR Pro Test Store 1 (1)

Name: Quinn Jaquillard (quinnp)

Position: Parts

Email:

RO Number:

Comments:

Submit