Technician Training Manual

ASR Pro

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

ASR *Pro*

Introducing... ASR Pro

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

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

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

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

Fixed Operations Benefits

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

Client Login

Username:

Password:

ID:

Log In

User Name: First Initial + Last Name
Password: Technician 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 | ASR2 Dashboard | Search | Help |

> Dashboard

logged-in as: Owen Keller [Technician]   > logout

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

(1) ASRs Being Created — 0 total

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

(2) ASRs Awaiting Dispatch [All] [Current] — 12 total

RO	Tag	W	E	Wrty	Customer	Advisor	Tech	Time
520174	8784				TERRELL	4010		3 d
520193	E2937A				SILVA	3803		2 d
520194	PR9578A				COELHO	3803		2 d
520198	TR3873				HARROLD	3803		2 d

(4) ASRs Waiting For Parts Estimate — 0 total

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

(3) ASRs Being Inspected — 2 total

RO	Tag	W	E	Wrty	Customer	Advisor	Tech	Time
519583	5320				BEAGAN	4028	4060	01:46
519606	7038				MCCUMBER	3663		01:45

(5) ASRs Pending Approval — 0 total

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

(6) ASRs Waiting to be Repaired — 0 total

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

(8) Review ASRs — 1 — 1 total

RO	Tag	W	E	Wrty	Customer	Advisor	Tech	Time
520022	6566				LIN	4042	4060	3 d

(7) ASRs Being Repaired — 0 total

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

All the sections to the right of your screen are in GREEN; these modes are the ones that will require action by you. When a vehicle is in your possession either during inspection, waiting to be worked on, or being worked on, then the RO # will be displayed in the proper mode. When sent off for parts price and availability, or sent to your advisor for approval it will appear in the opposite modes shown in blue for your advisor, and gold for parts.

Awaiting Dispatch: This mode will hold all the opened RO's for the entire shop.
•RO's are in numerical order.

(2) ASRs Awaiting Dispatch							0 total
RO	HAT	W E	Customer	Advisor	Tech	Time
No ASRs to list							

Being Inspected: Once you have accepted the RO it will then sit in this mode while you perform the vehicles' multi –point inspection.

(3) ASRs Being Inspected							0 total
RO	HAT	W E	Customer	Advisor	Tech	Time
No ASRs to list							

Waiting to be Repaired: RO will enter this mode once "up sell" recommendations have been approved.

(6) ASRs Waiting to be Repaired							0 total
RO	HAT	W E	Customer	Advisor	Tech	Time
No ASRs to list							

Being Repaired: RO will enter this mode once you have accepted approved work.

(7) ASRs Being Repaired							0 total
RO	HAT	W E	Customer	Advisor	Tech	Time
No ASRs to list							

To accept an RO, locate the correct RO number in the dispatch section and "click" the RO# shown in the blue hyper link.

(2) ASRs Awaiting Dispatch [All] [Current]								12 total
RO	Tag	W	E	Wrty	Customer	Advisor	Tech	Time
520174	8784				TERRELL	4010		3 d
520193	E2937A				SILVA	3803		2 d
520194	PR9578A				COELHO	3803		2 d
520198	TR3873				HARROLD	3803		2 d

Once you have selected the RO you will then be brought to the RO's details page. Select **"View History"**; this will bring up the vehicle history in a separate window.

> Dashboard > Details   logged-in as: Owen Keller [Technician]   > logout

RO# 520198   Tag# TR3873

Mode: Dispatch
In Mode Since: Saturday, March 19, 2011 5:58:00 PM
Last Checked: Saturday, March 19, 2011 5:58:00 PM
Created: Saturday, March 19, 2011 5:58:00 PM

Advisor: Keith Lightbody
Tech: [not assigned]
Tag: TR3873
RO Type: ☐ Express ☐ Waiter ☐ Internal ☐ Warranty ☐ CPO
Waiting For: ☐ Customer ☐ Warranty ☐ 2nd
Inspection Form: Default w/ State Ins.

Number: 3419367
Name: GAYLE HARROLD
Email: GAYLEHARROLD@YAHOO.C...
Phone: 508-341-9367
Promised Date 03-20-2011
Promised Time 17:00
VIN: JTDBU4EE6AJ061566
Vehicle: 2010 TOYOTA COROLLA
Mileage: 6,205

Customer Search

All Items: ASR | Repair Estimate | Inspection Form | View Inspection Form
Declined Items: ASR | Repair Estimate
Parts: Pick Order | Pick Order & Email | Pick Order – Primary Lines
Misc: View Parts

Save Notes | Save & Notify

View History | Back

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

"Action Buttons": Throughout the program you will come across a number of action buttons that will allow you to send the RO to the next mode. These buttons will always be located in the same area throughout the program.

Here is an example of what will pop up when you click on "View History" button

Once you have looked over the vehicle history, the RO is accepted and will automatically remove itself from the Awaiting Dispatch mode and be placed in the ASRs Being Inspected mode.

As a note, any RO assigned to you will only be viewable to you and the applicable advisor.

History for RO # 191959

191959 *Currently Open*

Vehicle: 2002 HYUNDAI ACCENT
Mileage: 158171
VIN: KMHCG35CX2U186148

Advisor: Craig Mackay (287)
Technician: Rob Desilets (708)
Op Codes: TOW - VEHICLE TOWED IN
MISC - MISC REPAIRS DONE TO VEHICLE SEE DESCRIPTION
MPI - HYUNDAI MULTI-POINT INSPECTION AND VEHICLE WALK-AROUND, PERFORM AND PROVIDE RESULTS
MISC - MISC REPAIRS DONE TO VEHICLE SEE DESCRIPTION
MISC - MISC REPAIRS DONE TO VEHICLE SEE DESCRIPTION
RB - REPLACE REAR BRAKE PADS AND ROTORS
MB2 - MOUNT AND BALANCE TWO TIRES
MISC - MISC REPAIRS DONE TO VEHICLE SEE DESCRIPTION
AF - REPLACE AIR FILTER
TB1.6 - TIMING BELT REPLACEMENT WITH DRIVE BELTS 1.6L
MISC - MISC REPAIRS DONE TO VEHICLE SEE DESCRIPTION
4WAL - PERFORM 4 WHEEL ALIGNMENT
RENTAL - CUSTOMER IN RENTAL

191359 *05/22/2010*

Vehicle: 2002 HYUNDAI ACCENT
Mileage: 157518
VIN: KMHCG35CX2U186148

Advisor: JESSE L BRETON (1063)
Technician:
Op Codes: LOF - LUBE OIL AND FILTER CHANGE
MPI - HYUNDAI MULTI-POINT INSPECTION AND VEHICLE WALK-AROUND, PERFORM AND PROVIDE RESULTS
MISC - MISC REPAIRS DONE TO VEHICLE SEE DESCRIPTION

(2) ASRs Awaiting Dispatch [All] [Current] — 14 total

RO	Tag	W	E	Wrty	Customer	Advisor	Tech	Time
519583	5320				BEAGAN	4028	4060	7 d
519606	7038				MCCUMBER	3663		7 d
519730	TOMCZAK				TOMCZAK	4076		6 d
519835	5350				CHLUDZINSKI	4028		5 d

(3) ASRs Being Inspected — 2 total

RO	Tag	W	E	Wrty	Customer	Advisor	Tech	Time
519583	5320				BEAGAN	4028	4060	00:02
519606	7038				MCCUMBER	3663		00:01

Electronic Inspection sheet:

Once the RO goes into inspection mode, you will then be able to perform the multi-point inspection.

*This is a generic inspection sheet. Yours may look slightly different depending on the manufacturer.

Back

Appv	Done	Color	ASR Service Name	Notes 3C's	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

Complaint: Cause: Correction:

- 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 *
- Air Conditioning Filter (if equipped) *
- Clutch Operation (if equipped)
- Cabin/HEPA Filter (if equipped) *

Save

- 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

Save

- Under Hood
- Fluid Levels: Oil / Coolant / Battery / Power Steering / Brake Fluid / Washer / Automatic Transmission
- Engine Air Filter *
- Drive Belts (condition and adjustment)

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

Save

- Tread Depth (measured in 1/32")
- LF - [1] [2] [3] [4] [5] [6] [7] [8] [9] [10] [11] [12] [X]
- RF - [1] [2] [3] [4] [5] [6] [7] [8] [9] [10] [11] [12] [X]
- LR - [1] [2] [3] [4] [5] [6] [7] [8] [9] [10] [11] [12] [X]
- RR - [1] [2] [3] [4] [5] [6] [7] [8] [9] [10] [11] [12] [X]

Save

- Abnormal Wear Pattern of Tires
- LF - [Inner Wear] [Outer Wear] [Cupping] [Feathering] [X]
- RF - [Inner Wear] [Outer Wear] [Cupping] [Feathering] [X]
- LR - [Inner Wear] [Outer Wear] [Cupping] [Feathering] [X]
- RR - [Inner Wear] [Outer Wear] [Cupping] [Feathering] [X]

Save

- Check Brake Linings (measured in millimeters)
- LF - [1] [2] [3] [4] [5] [6] [7] [8] [9] [10] [11] [12] [X]
- RF - [1] [2] [3] [4] [5] [6] [7] [8] [9] [10] [11] [12] [X]
- LR - [1] [2] [3] [4] [5] [6] [7] [8] [9] [10] [11] [12] [X]
- RR - [1] [2] [3] [4] [5] [6] [7] [8] [9] [10] [11] [12] [X]

Save

- State Inspection Expiration

For an inspection to be complete you must enter the vehicle's Tread Depth and Brake measurements by selecting the correct hyperlink.

Just click the mouse on the blue measurement desired. Once you have selected the correct measurements you must click **"SAVE"** in each of the three sections.

"Tread Depth"

If any of these measurements are **"Below Spec"** you need to make sure you change the green box to either yellow or red depending on severity. Once measurements are put in place go up to the **"Select Service"** drop down list where you will find all tire & brake recommendations .

"Brake Linings"

- Tread Depth (measured in 1/32")

LF - (1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |) [X]

RF - (1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |) [X]

LR - (1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |) [X]

RR - (1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |) [X]

Save

- Abnormal Wear Pattern of Tires

LF - (Inner Wear | Outer Wear | Cupping | Feathering) [X]

RF - (Inner Wear | Outer Wear | Cupping | Feathering) [X]

LR - (Inner Wear | Outer Wear | Cupping | Feathering) [X]

RR - (Inner Wear | Outer Wear | Cupping | Feathering) [X]

Save

- Check Brake Linings (measured in millimeters)

LF - (1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |) [X]

RF - (1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |) [X]

LR - (1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |) [X]

RR - (1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |) [X]

Save

All services on the inspection sheet are Defaulted to green. Only make changes to lines that require attention.

"Select Service" table: This is where you will find over 750 different services that may can be recommended on a vehicle.

• Click the link to view services

Remember: For an inspection to be complete, you must enter the vehicle's Tread Depth and Brake measurements! If no other work is found, then enter these measurements and choose "No Work Send for Review"

No work required, send for review | Back

| Appv | Done | Color | ASR Service Name | | Notes 3C's | 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

Complaint: | Cause: | Correction:

- Exterior
- Horn operation
- Head lights / tail lights / turn signals / brake lights / hazard warning lights / exterior lamps (check for damage and operation)
- Windshield wiper and washer operation
- Windshield glass
- Fuel tank cap gasket

Save

- Interior
- Dome light / amp light / dimmer combination meter
- Cabin air filter *
- Parking brake operation

Save

- Under Hood
- Air filter
- Battery condition (cables / clamps / corrosion)
- Battery state of health
- Cooling system (leaks)
- Hoses (cracks / damage / leaks)
- Drive belts (cracks / damage / wear)
- Radiator core / air condition condenser (if equipped)

Save

+ Fluids
+ Under Vehicle

+ Tires - Pressure
- Tires - Tread Depth (measured in 1/32")
- 5 LF - [1] [2] [3] [4] [5] [6] [7] [8] [9] [10] [11] [12] [X]
- 5 RF - [1] [2] [3] [4] [5] [6] [7] [8] [9] [10] [11] [12] [X]
- 5 LR - [1] [2] [3] [4] [5] [6] [7] [8] [9] [10] [11] [12] [X]
- 5 RR - [1] [2] [3] [4] [5] [6] [7] [8] [9] [10] [11] [12] [X]

Save

+ Tires - Damage / Abnormal Wear
+ Tires - Rims / Wheels / Lug Nuts
- Brakes (measured in mm)
- 5 LF - [1] [2] [3] [4] [5] [6] [7] [8] [9] [10] [11] [12] [X]
- 5 RF - [1] [2] [3] [4] [5] [6] [7] [8] [9] [10] [11] [12] [X]
- 5 LR - [1] [2] [3] [4] [5] [6] [7] [8] [9] [10] [11] [12] [X]
- 5 RR - [1] [2] [3] [4] [5] [6] [7] [8] [9] [10] [11] [12] [X]
- Brake Lines / hoses / parking brake cable
- Disc / Drums / Calipers / Wheel Cylinders

Save

When the **"Select Service"** link has been selected, the 750 services will appear in alphabetical order. Type the first letter of the service to be recommended and you will be brought to that section. Choose the service; enter notes to describe additional information necessary for the advisor or parts department; select the + to add the line.

Form: Toyota

Vehicle:

Save AS

Customer Info

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

All Items: Email   on Form   **View Inspection Form**

Declined Items: Email

Parts: 🖨 Parts E   Order - Primary Lines

Misc: **View Parts**

Save Notes   Save & Notify

Back

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

Additional Service Recom

[Select Service]

Notes: 0.0   0.00   0.00   0.00   ⊕

Complaint: Cause: Correction:

ASR -"Additional Service Request": Every service will be defaulted to an ASR. If the service recommendation has to do with the customer's initial complaint, you need to select the √ to make it a non-ASR.

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

Warranty Box: Click on the warranty √ if the service is covered under warranty.

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

Send for parts est   Back

Additional Service Recommendations

| | | | 30,000 Mile Service | | | | | | 0.0 | 0.00 | 0.00 | 0.00 | You | |
| | | | Alignment | | | | | | 0.0 | 0.00 | 0.00 | 0.00 | You | |

Brake Drum Replacement

Details:

Complaint: Cause:

Notes:

Correction:

0.0 0.00 0.00 0.00

"Details": This is where you would distinguish between: right, left, upper, lower, etc. This is also where you could put the brand that you want priced out.

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

Note section: Any notes in this section will be used for internal use only; customers will never see them.

To open a line that has already been added click on the **"edit"** icon.

For the notes to be saved in this section you must click on the **"Save Notes"** tab. If you choose to select **"Save & Notify"** this will save the notes to the RO while also sending an alert to the advisor stating that there are notes that need to be addressed.

| Save Notes | Save & Notify |

| | | | | Send for parts est | Back |

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

Additional Service Recommendations

| ✓✗ | | ☐☐✗ | ✓ 30,000 Mile Service | ☐ | ☐ | ✓ | ✓ | ✗ | 0.0 | 0.00 | 0.00 | 0.00 | You | |
| ✓✗ | | ☐☐✗ | ✓ Alignment | ☐ | ☐ | ✓ | ✓ | ✗ | 0.0 | 0.00 | 0.00 | 0.00 | You | |

Brake Drum Replacement ▼
Details:
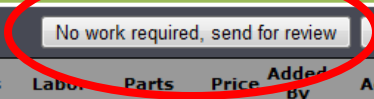Complaint: Cause:

Notes: 0.0 0.00 0.00 0.00

Correction:

*This is the icon that indicates if there are notes or not. If you add notes the icon will appear shadowed. If notes are added by someone else they will appear in blue text.
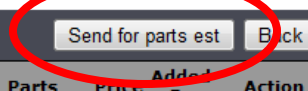
"Individual line notes": This section is where you would add notes pertaining to that specific line.

If the RO has no "Up Sell" recommendations and all measurements have been entered the system will give you the **"No work required, send for review"** option; sending the RO back to the advisor with a complete inspection.
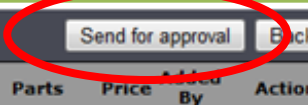
Appv	Done	Color	ASR Service Name		Notes 3C's	Int	Wnty	No Parts	Hrs	Labor	Parts	Price	Added By	Action

No work required, send for review   *Back*

Additional Service Recommendations

[Select Service]	Notes:	0.0	0.00	0.00	0.00	⊕

If the RO has "Up Sell" recommendations that need to be sent to parts for pricing, the system will give you the **"Send for Parts est."** option.

Send for parts est   *Back*

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

Additional Service Recommendations

	✔ ✖		■ ■ ☒	✔ Brake Job - Front (Replace Pads and Rotors)		✔ ✔ ✖	2.0	100.00	0.00	100.00	You	

[Select Service]	Notes:	0.0	0.00	0.00	0.00	⊕

Complaint: Cause: Correction:

If the RO has "Up Sell" recommendations that do not need part pricing and all the **X**'s under the no parts section are selected the system will give you the **"Send for approval"** option.

Send for approval   *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			✔ ✔	✖	1.0	100.00	0.00	100.00	You	
	✔ ✖	■ ■ ☒	✔	Alignment			✔ ✔	✖	1.0	100.00	0.00	100.00	You	
	✔ ✖	■ ■ ☒	✔	Diagnostic			✔ ✔	✖	0.1	10.00	0.00	10.00	You	

When RO is sent for "Parts est."
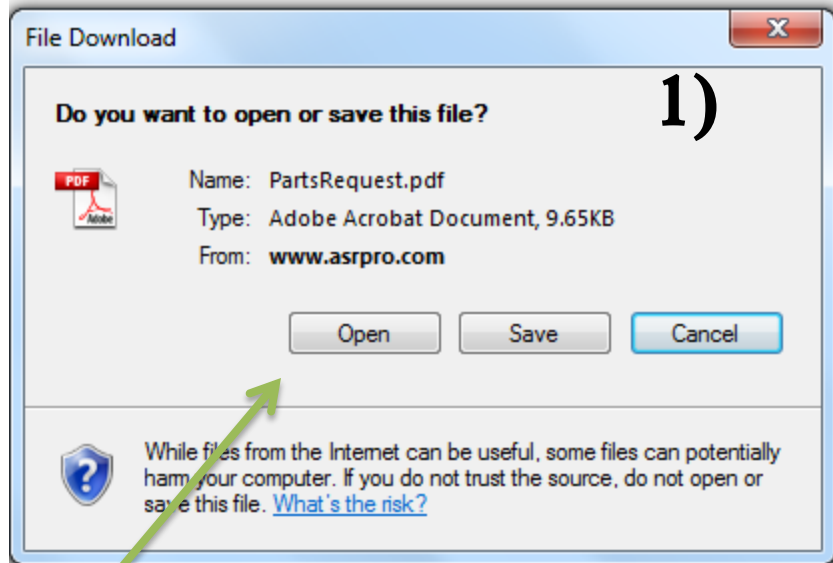
1)

File Download

Do you want to open or save this file?

PDF

Name: PartsRequest.pdf
Type: Adobe Acrobat Document, 9.65KB
From: www.asrpro.com

[Open]   [Save]   [Cancel]

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

2)

Parts Estimate Request

123452
HAT: test

Service Advisor
TIM VONDELL (TimA)

Technician
TIM VONDELL (TimT)

Service Name

30,000 Mile Service

Tires - 4: 225/45/r19 kumho

Alignment
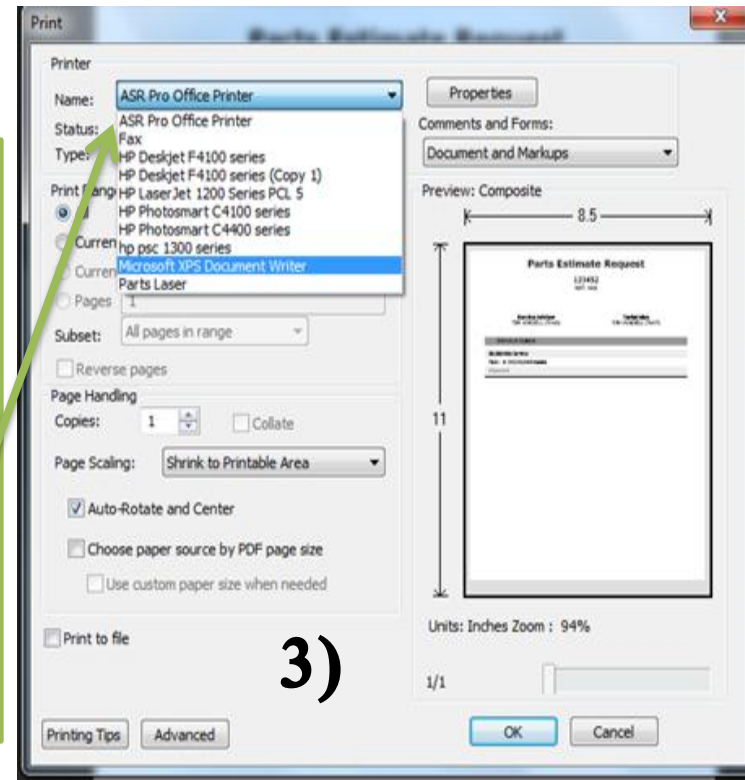
1) Select "Open" when PDF pops up

2) "Parts Estimate Request"- You are printing this to parts.

3) Select "Parts Printer" from drop down list click "OK"

3)

Print

Printer

Name: ASR Pro Office Printer   [Properties]
    ASR Pro Office Printer
Status: Fax
    HP Deskjet F4100 series
Type: HP Deskjet F4100 series (Copy 1)
    HP LaserJet 1200 Series PCL 5
Print Range HP Photosmart C4100 series
    HP Photosmart C4400 series
Curren hp psc 1300 series
    Microsoft XPS Document Writer
Curren Parts Laser
Pages 1

Subset: All pages in range

☐ Reverse pages

Page Handling
Copies: 1   ☐ Collate

Page Scaling: Shrink to Printable Area

☑ Auto-Rotate and Center

☐ Choose paper source by PDF page size

☐ Use custom paper size when needed

☐ Print to file

Comments and Forms:
Document and Markups

Preview: Composite

8.5

Parts Estimate Request
123452

11

Units: Inches Zoom : 94%

1/1

[Printing Tips] [Advanced]   [OK] [Cancel]

Technician Alerts:

RO #24567 has Approvals/ Declines

If the technician decides to have the text message alert turned on they will receive 1 message per RO.

RO #24567 has moved to Review

RO	HAT	W	E	Customer	Advisor	Tech	Time
123452	test				TimA	TimT	00:48

•Once the advisor has received all the info from parts, they will look over your recommendations and present the ASR booklet to the customer who will approve/decline any of the recommended services.
•Once the RO has approvals the advisor will send it back to you so that you may begin the repairs.

If all lines are declined by the customer, the RO will go straight to Review from Pending Approval . At this point the inspection is complete, no additional work is sold, wrap up the original repairs and get the vehicle ready for delivery.

An RO highlighted in green, tells us that some of the parts are out of stock.

Once you have opened the RO you can now: review any notes from the advisor, see what recommendations were approved, and check the availability of the parts.
•Approved work will rise to the top of the table and will be labeled in green while decline work will fall to the bottom being labeled in red.

DRIVE BELTS ARE MAKING NOISE.
FRONT WIPER BLADES ARE STREAKING. REAR IS TORN
BOTH SIDE LOWER BRAKE LIGHTS ARE OUT
LEFT REAR PLATE LIGHT IS OUT.
RECOMMEND WATER PUMP AND TIMING BELT DUE TO MILEAGE IF NOT DONE YET.
CABIN FILTER IS DIRTY AND HAS A-CORNS.

Save Notes   Save & Notify

If all parts are in stock select the **"Start Working"** tab and perform all approved services.

Start Working   Send for parts est   Keep in Waiting List

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

Customer Initial Concerns

[Primary]: AOM - PERFORM AOM CAMPAIGN. 2005-2006 AVALON, 2004-2006 HIGHLANDER (NON HYBRID) BRAKE MASTER CYLINDER SEAL UPDATE   0.0   0.00   20.83   0.00   asrpro

To View the price, availability and all of the parts data, select the **"View Parts"** Link.

You may also make recommendations in this mode if you find repairs that might have been missed the first time around. Services will be found in the **"Select Service"** drop down list.

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

```
DRIVE BELTS ARE MAKING NOISE.
FRONT WIPER BLADES ARE STREAKING. REAR IS TORN
BOTH SIDE LOWER BRAKE LIGHTS ARE OUT
LEFT REAR PLATE LIGHT IS OUT.
RECOMMEND WATER PUMP AND TIMING BELT DUE TO MILEAGE IF NOT DONE YET.
CABIN FILTER IS DIRTY AND HAS A-CORNS.
```

Save Notes   Save & Notify

Move back to waiting list   Send back for approval   Back

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

Customer Initial Concerns

Appv	Done	Color	ASR Service Name	Notes	BC's	Int	Wnty	No Parts	Hrs	Labor	Parts	Price	Added By	Action
		❌	[Primary]: AOM - PERFORM AOM CAMPAIGN. 2005-2006 AVALON, 2004-2006 HIGHLANDER (NON HYBRID) BRAKE MASTER CYLINDER SEAL UPDATE	📄	📄	✔	✔	✖	0.0	0.00	20.83	0.00	asrpro	📝➖
		❌	[Primary]: DPERF - DIAGNOSE ENGINE PERFORMANCE CONCERN	📄	📄	✔	✔	✖	0.0	0.00	0.00	0.00	asrpro	📝➖

Additional Service Recommendations

Appv	Done	Color	ASR Service Name	Notes	BC's	Int	Wnty	No Parts	Hrs	Labor	Parts	Price	Added By	Action
✔✖	✔	❌	✔ Engine Air Filter Replacement: .	📄	📄	✔	✔	✖	0.1	9.79	27.37	37.16	4051	📝➖
✔✖	✔	❌	✔ Belt: BOTH BELTS	📄	📄	✔	✔	✖	1.0	97.87	45.34	143.21	4051	📝➖
✔✖	✔	❌	✔ Water Pump Replacement	📄	📄	✔	✔	✖	1.0	97.87	182.02	279.89	4051	📝➖
✔✖	✔	❌	✔ Timing Belt Replacement	📄	📄	✔	✔	✖	5.0	489.35	52.00	541.35	4051	📝➖
✔✖		❌	✔ Alignment	📄	📄	✔	✔	❌	1.5	89.96	0.00	89.95	4060	📝➖

[Select Service] ▼	Notes:	0.0	0.00	0.00	0.00	➕
Complaint:	Cause:	Correction:				

When the "View Parts" tab is selected, you will be brought to the parts details page for that RO, where you will be able to see: price, quantity, description, availability.

If you have made any further additional recommendations once the original recommendations have been approved and have come back to you, then select the repair and send the RO either back to the parts department or straight to your advisor.

								Move back to waiting list	Send back for approval			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]: AOM - PERFORM AOM CAMPAIGN. 2005-2006 AVALON, 2004-2006 HIGHLANDER (NON HYBRID) BRAKE MASTER CYLINDER SEAL UPDATE			✔	✔	✖	0.0	0.00	20.83	0.00	asrpro	
☐☐☒		[Primary]: DPERF - DIAGNOSE ENGINE PERFORMANCE CONCERN			✔	✔	✖	0.0	0.00	0.00	0.00	asrpro	

Additional Service Recommendations

✔✖	✔	☐☐☒	✔	Engine Air Filter Replacement: .			✔	✔	✖	0.1	9.79	27.37	37.16	4051	
✔✖	✔	☐☐☒	✔	Belt: BOTH BELTS			✔	✔	✖	1.0	97.87	45.34	143.21	4051	
✔✖	✔	☐☐☒	✔	Water Pump Replacement			✔	✔	✖	1.0	97.87	182.02	279.89	4051	
✔✖	✔	☐☐☒	✔	Timing Belt Replacement			✔	✔	✖	5.0	489.35	52.00	541.35	4051	
✔✖		☐☐☒	✔	Alignment			✔	✔	✖	1.5	89.96	0.00	89.95	4060	

| [Select Service] ▼ | Notes: | 0.0 | 0.00 | 0.00 | 0.00 | |
| Complaint: | Cause: | Correction: | | | | |

Once you have selected the "Start Working" tab, your RO will automatically drop down to the next mode on the dashboard.

(7) ASRs Being Repaired							1 total
RO	HAT	W	E	Customer	Advisor	Tech	Time
9696959	test				TimA	TimT	19:21

When you are finished with all of the approved work select the √ under the done category, which will allow you to **"Send for review."**

				Send for 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]: AOM - PERFORM AOM CAMPAIGN. 2005-2006 AVALON, 2004-2006 HIGHLANDER (NON HYBRID) BRAKE MASTER CYLINDER SEAL UPDATE | 🗋 | 🗋 | ✔ | ✔ | ✖ | 0.0 | 0.00 | 20.83 | 0.00 | asrpro | 🖉⊖ |
| | | ☒ | [Primary]: DPERF - DIAGNOSE ENGINE PERFORMANCE CONCERN | 🗋 | 🗋 | ✔ | ✔ | ✖ | 0.0 | 0.00 | 0.00 | 0.00 | asrpro | 🖉⊖ |

Additional Service Recommendations

✔✖	✔	☒	✔ Engine Air Filter Replacement: .	🗋	🗋	✔	✔	✖	0.1	9.79	27.37	37.16	4051	🖉⊖
✔✖	✔	☒	✔ Belt: BOTH BELTS	🗋	🗋	✔	✔	✖	1.0	97.87	45.34	143.21	4051	🖉⊖
✔✖	✔	☒	✔ Water Pump Replacement	🗋	🗋	✔	✔	✖	1.0	97.87	182.02	279.89	4051	🖉⊖
✔✖	✔	☒	✔ Timing Belt Replacement	🗋	🗋	✔	✔	✖	5.0	489.35	52.00	541.35	4051	🖉⊖
✔✖		☒	✔ Alignment	🗋	🗋	✔	✔	✖	1.5	89.96	0.00	89.95	4060	🖉⊖

When you send the RO to the **"review"** section you will be re-directed out to your dashboard where you will now see the RO on the advisor's side of the dashboard. You are now finished with the RO in ASR Pro.

ADDITIONAL OPTIONS:

To create an ASR, select the "New ASR" link.

| Home | ASR2 Dashboard | Search | Help |

ASR Pro

> Dashboard

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

New ASR ▶ Search ▶ Please remember to close these boxes if they are not in use.   Legend
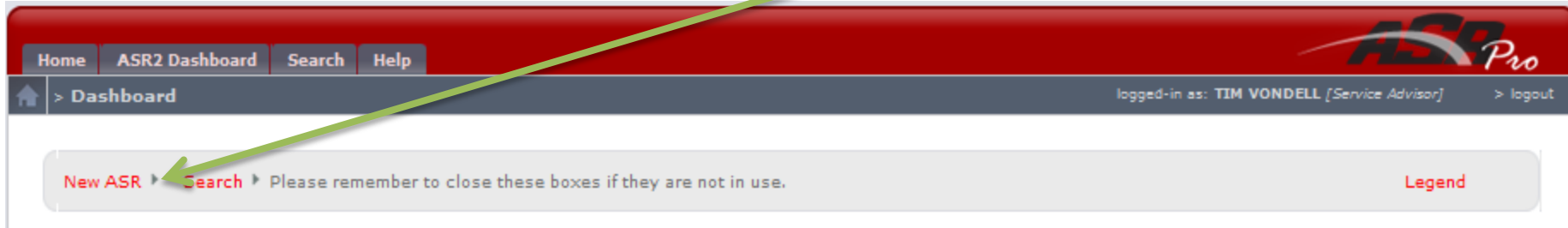
You can now enter the RO number and HAT number.

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

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

| Home | ASR2 Dashboard | Search | Help |

ASR Pro

> Dashboard

logged-in as: 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 added the ASR you will then be brought to the details page of the RO. You will not be able to start the inspection process until you assign an advisor. You can select the appropriate advisor by clicking on the drop down menu. Once assigned you will now have access to your inspection form.

RO# 24680   Tag# test

[Delete Permanently!] [TimeLine]

Mode: Dispatch ▾ <- Move To

In Mode Since: Thu Mar 10 2011 14:22:00 GMT-0500 (Eastern Standard Time)
Last Checked: Thu Mar 10 2011 14:22:00 GMT-0500 (Eastern Standard Time)
Created: Thu Mar 10 2011 12:40:00 GMT-0500 (Eastern Standard Time)

Advisor: Dave McDaniel ▾

[not assigned]
Charles Advisor
Dave McDaniel
David SA McDaniel
DeannaA vanhorn
Fred A
Fred Fordin
jason earle
jm earle
Karn Advisor
Karn SuperAdvisor
Ken D
Matt SuperAdvisor
Matt Wagner
Nathan Advisor
Quinn Jaquillard
Spencer Advisor
Tim Manager
TIM VONDELL

Tech:

Tag:

RO Type:

☐ CPO

Waiting For:

☐ Parts

Inspection Form:

Number:
Name:
Email: dave@asrpro.com
Phone:
Promised Date
Promised Time
VIN:
Vehicle:
Mileage:

Customer Search   Save Customer Info

Lines (sold/req): **0 / 5**
Hours (sold/req): **0.0 / 9.0**
Price: **$ 0.00**

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

All Items: 🖶 **Repair Estimate**   🖶 **Inspection Form**

Declined Items: 🖶 **Repair Estimate**

ASR Printed: 1
ASR Emailed: 1

Parts: 🖶 **Parts Estimate Request**   🖶 **Pick Order**   🖶 **Pick Order & Email**   🖶 **Pick Order - Primary Lines**

Misc: **View Parts**   **View Vehicle History**

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

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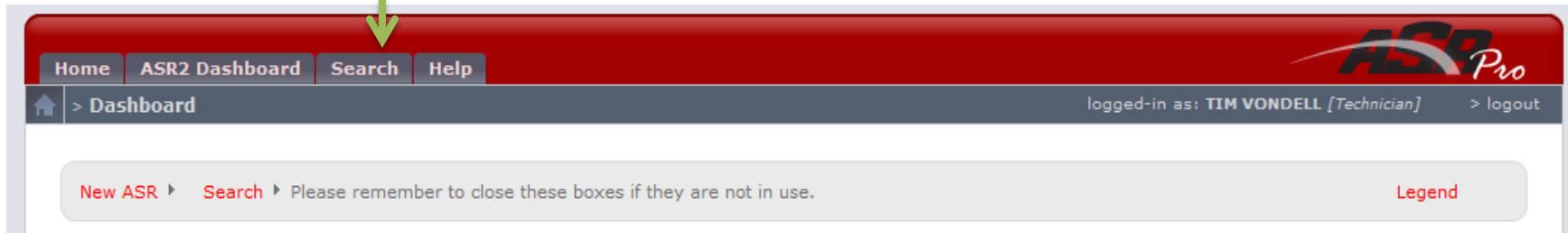
Once you have clicked on the "Search" tab you will then have the option of choosing your search criteria. Below your search options are all of the RO's that you have worked on both open and closed; starting from the newest one today, and going back to the first file you made in the system. When you click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

Home   ASR2 Dashboard   Search   Help

> Search

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

Search Repair Orders

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

You can use * as wild cards.   Search

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

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

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

Customer Search - Google Chrome

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

Customer Search

[ ] [Search] for RO #888872

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

Customer Search - Google Chrome

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

Customer Search

[jones] [Search] for RO #11111

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

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

ALAN JONES	[select] 2011 TOYOTA AVALON
(4354143)	[select] 2005 TOYOTA AVALON
ALANFJONES@COMCAST.NET	
5084354143	

ALAN JONES	
(287692)	
5084354143	

ALEXANDER JONES	[select] 2009 TOYOTA CAMRY HYBRID
(8442960)	
9788442960	

ANGELA JONES	[select] 2007 TOYOTA CAMRY
(8641354)	
6178641354	

ANNE JONES	[select] 2005 TOYOTA CAMRY
(2355019)	
5089351818	

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 addressed for a long period of time. These RO's will be highlighted in red. Open the highlighted RO's and update the details page. If this is work that has been completed then mark it done and send it off. If this is something that is being held mark "Save". Once each RO has been addressed your screen will unlock.

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

(1) ASRs Being Created — 0 total 🖨

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

(2) ASRs Awaiting Dispatch — 142 total 🖨

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

(4) ASRs Waiting For Pa...

RO	HAT	W	E
No ASRs to list			

(5) ASRs Pending Appro...

RO	HAT	W	E
499554			
499710			
500246			
500348			

Legend

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

Close

9 total 🖨

Tech	Time
4056	3 d
4029	3 d
4059	3 d
3488	08:45

11 total 🖨

Tech	Time
3274	3 d
3274	07:15
4051	01:29
3650	00:01

(8) Review ASRs — 30 total 🖨

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

(7) ASRs Being Repaired — 4 total 🖨

RO	HAT	W	E	Customer	Advisor	Tech	Time
500070				READING	4000	4051	3 d
500235				BERTRAND	4010	3980	07:03
500354				WOLF	3900	3474	04:49
500395				BANGALORE	4076	3818	02:19
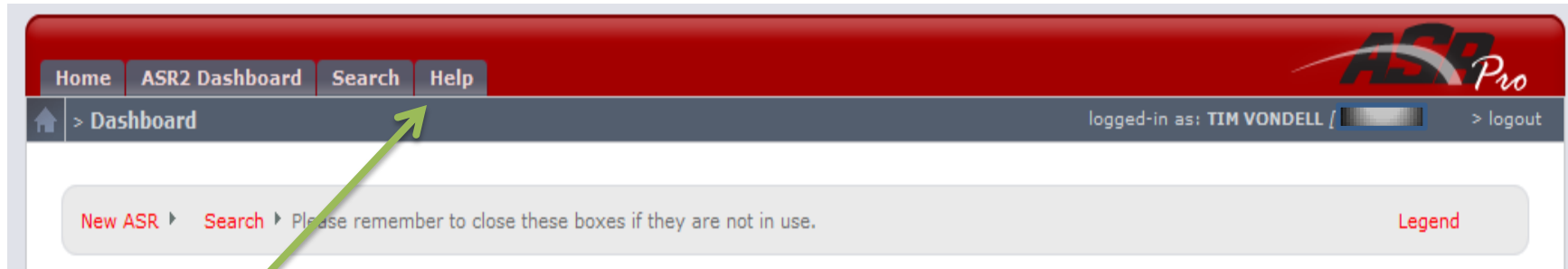
The **"Help"** tab will allow you to review the Parts user manual; it will also allow you to email ASR Pro tech support directly with any questions, comments or concerns. Please include an RO number in question if possible.