



# ASR Pro

*Advisor Training Manual*

Log in at [asrpro.com](http://asrpro.com) or use the quick launch icon on your desktop.



Welcome to **ASR Pro**

The login form is a blue rectangle containing three white input fields. The first field is labeled 'Username' with a person icon, the second is labeled 'Password' with a lock icon, and the third is labeled 'ID' with a lock icon. Below the fields, there is a link 'Can't login? Contact [support@asrpro.com](mailto:support@asrpro.com)' and an orange 'Log In' button. Red lines connect the fields to a box below: the first line connects the Username field to the 'Username' text in the box; the second line connects the Password field to the 'Password' text; and the third line connects the ID field to the 'ID' text.

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

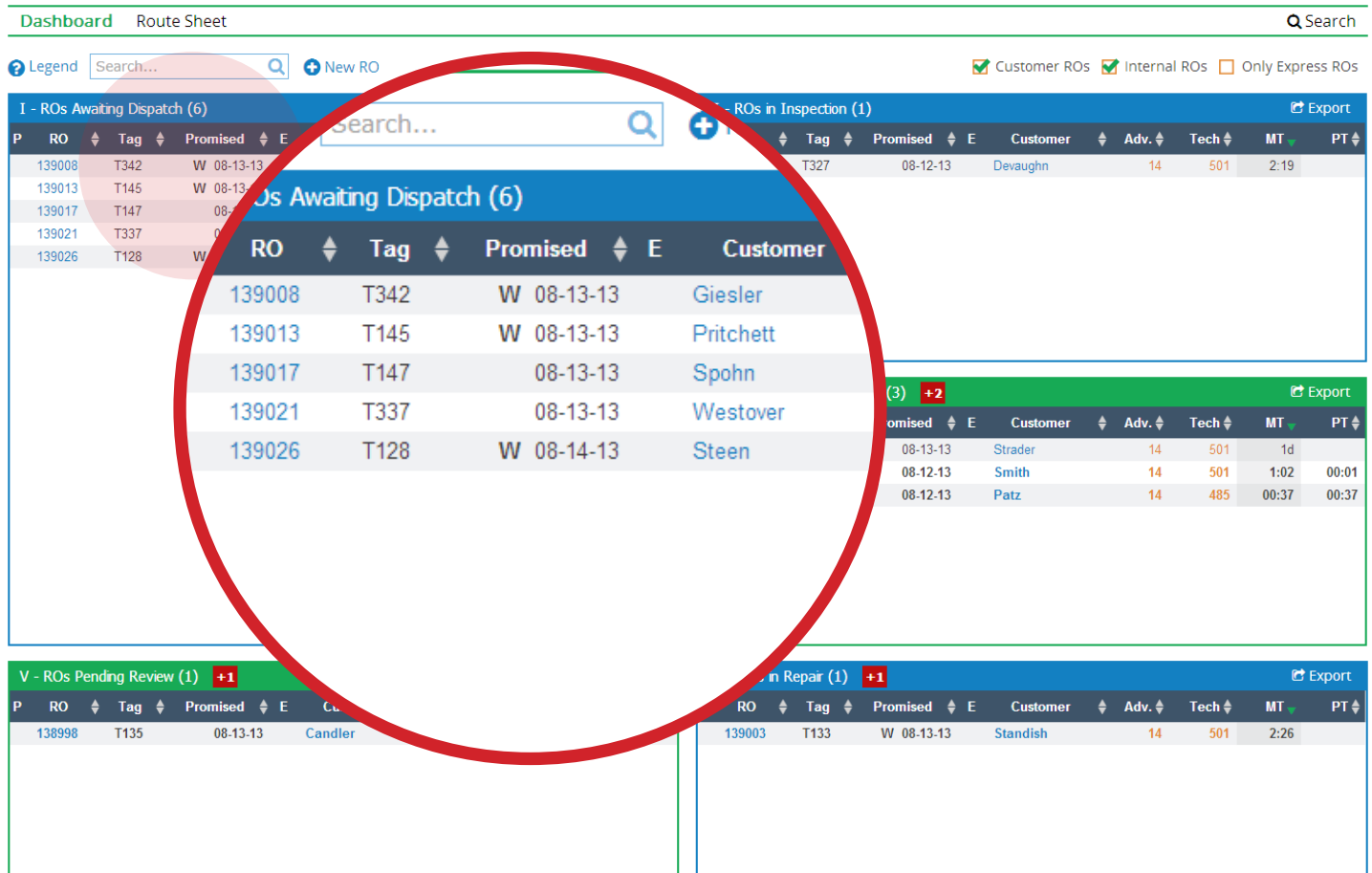
888-927-7770 | [info@asrpro.com](mailto:info@asrpro.com)

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

Do not share your password with anyone.

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.



The screenshot shows the ASR Pro Dashboard with a red circle highlighting the 'ROs Awaiting Dispatch' section. The dashboard includes a top navigation bar with 'Dashboard' and 'Route Sheet' tabs, a search bar, and a legend. Below the navigation bar, there are four main sections: 'ROs Awaiting Dispatch (6)', 'ROs in Inspection (1)', 'ROs Pending Review (1)', and 'In Repair (1)'. Each section contains a table of data. The 'ROs Awaiting Dispatch' section is the largest and is highlighted by a red circle. It lists RO numbers, tags, promised times, and customer names. The 'ROs in Inspection' section lists RO numbers, tags, promised times, and customer names. The 'ROs Pending Review' section lists RO numbers, tags, promised times, and customer names. The 'In Repair' section lists RO numbers, tags, promised times, and customer names.

P	RO	Tag	Promised	E	Customer
	139008	T342	W 08-13-13		Giesler
	139013	T145	W 08-13-13		Pritchett
	139017	T147	08-13-13		Spohn
	139021	T337	08-13-13		Westover
	139026	T128	W 08-14-13		Steen

P	RO	Tag	Promised	E	Customer	Adv.	Tech	MT	PT
	T327		08-12-13		Devaughn	14	501	2:19	

P	RO	Tag	Promised	E	Customer	Adv.	Tech	MT	PT
	138998	T135	08-13-13		Candler				

P	RO	Tag	Promised	E	Customer	Adv.	Tech	MT	PT
	139003	T133	W 08-13-13		Standish	14	501	2:26	

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/promise time or express status, and hat or tag number.

The timer indicating how long it has been in this mode will also be displayed.

If a technician performs an inspection on a vehicle and does not find any additional work, they will move the RO to **'In Repair'**. 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.

Dashboard

Route Sheet

Search

Legend

Search...

New RO

Customer ROs

Internal ROs

Only Express ROs

I - ROs Awaiting Dispatch (6)

Export

P	RO	Tag	Promised	E	Customer	Adv.	Tech	MT	PT
	139008	T342	W 08-13-13		Giesler	14		1d	
	139013	T145	W 08-13-13		Pritchett	14		1d	
	139017	T147	08-13-13		Spohn	14		1d	
	139021	T337	08-13-13		Westover	14		1d	
	139026	T128	W 08-14-13		Steen	14		1d	

II - ROs in Inspection (1)

Export

P	RO	Tag	Promised	E	Customer	Adv.	Tech	MT	PT
	138993	T327	08-12-13		Devaughn	14	501	2:19	

III - ROs Pending Approval (3)

+2

Export

P	RO	Tag	Promised	E	Customer	Adv.	Tech	MT	PT
	139030	T151	08-13-13		Strader	14	501	1d	
	138963	T316	08-12-13		Smith	14	501	1:02	00:01
	138981	T321	08-12-13		Patz	14	485	00:37	00:37

V - ROs Pending Review (1)

+1

Export

P	RO	Tag	Promised	E	Customer	Adv.	Tech	MT	PT
	138998	T135	08-13-13		Candler	14	501	2:20	

IV - ROs in Repair (1)

+1

Export

P	RO	Tag	Promised	E	Customer	Adv.	Tech	MT	PT
	139003	T133	W 08-13-13		Standish	14	501	2:26	

Dashboard Route Sheet Search

Legend Search... New RO Customer ROs Internal ROs Only Express ROs

**I - ROs Awaiting Dispatch (6)** Export

P	RO	Tag	Promised	E	Customer	Adv.	Tech	MT	PT
139008	T342	W 08-13-13	Giesler	14		2d			
139013	T145	W 08-13-13	Pritchett	14		2d			
139017	T147	08-13-13	Spohn	14		2d			
139021	T337	08-13-13	Westover	14		2d			
139026	T128	W 08-14-13	Steen	14		2d			
0						2d			

**II - ROs in Inspection (1)** Export

P	RO	Tag	Promised	E	Customer	Adv.	Tech	MT	PT
138993	T327	08-12-13	Devaughn	14	501	1d			

You must be in **'Pending Review'** to close an RO.

**V - ROs Pending Review (2)** +2 Export

P	RO	Tag	Promised	E	Customer	Adv.	Tech	MT	PT
138998	T135	08-13-13	Candler	14	501	1d			
138963	T135	08-12-13	Smith	14	501	08-13-13			

**IV - ROs in Repair (1)** +1 Export

P	RO	Tag	Promised	E	Customer	Adv.	Tech	MT	PT
139003	T133	W 08-13-13	Standish	14	501	1d			

To close an RO you will need to enter an individual RO and click the **'Close'** button in the action bar.

**Inspection Form** Default Acura OEM AAS

**Interior / Exterior**

- ☒ Headlights (check high/low beam) / Taillights / Brake light
- ☒ Windshield washer spray / Wiper operation
- ☒ Horn operation
- ☒ Rear-view camera operation
- ☒ Defroster / Rear defogger / Blower operation
- ☒ Water condition

Close RO

Print/Email
GP&L
View Parts
Close RO

Once the RO has been closed, it will automatically be archived for future reference.

To search the ASR archives use the **'Search'** field to the right of your screen.

Dashboard Route Sheet

Legend Search... New RO

Customer Express ROs

**I - ROs Awaiting Dispatch (6)** Export

P	RO	Tag	Promised	E	Customer	Adv.	Tech	MT	PT
139008	T342	W	08-13-13		Giesler	14		2d	
139013	T145	W	08-13-13		Pritchett	14		2d	
139017	T147		08-13-13		Spohn	14		2d	
139021	T337		08-13-13		Westover	14		2d	
139026	T128	W	08-14-13		Steen	14		2d	
0								2d	

**II - ROs in Inspection (1)** Export

P	RO	Tag	Promised	E	Customer	Adv.	Tech	MT	PT
138993	T327		08-12-13						

**III - ROs Pending Approval (2) +1** Export

P	RO	Tag	Promised	E	Customer	Adv.	Tech	MT	PT
139030	T151		08-13-13		Strader	14	501	2d	
138981	T321		08-12-13		Patz	14	485	1d	1d

**V - ROs Pending Review (1) +1** Export

P	RO	Tag	Promised	E	Customer	Adv.	Tech	MT	PT
138998	T135		08-13-13		Candler	14	501	1d	

**IV - ROs in Repair (1) +1** Export

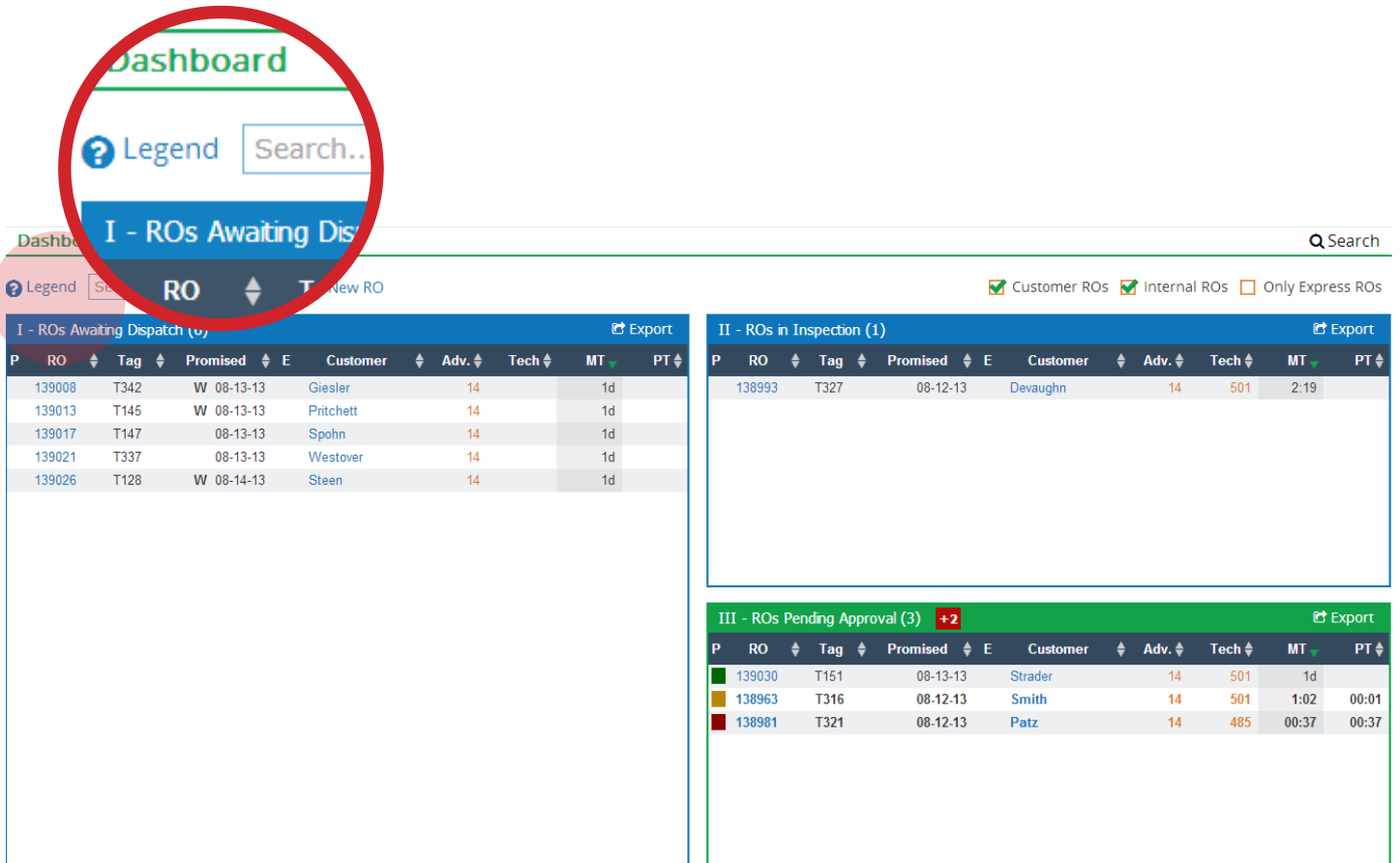
P	RO	Tag	Promised	E	Customer	Adv.	Tech	MT	PT
139003	T133	W	08-13-13		Standish	14	501	1d	

Search

Only Express ROs

Export

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



**Dashboard**

**I - ROs Awaiting Dispatch (6)**

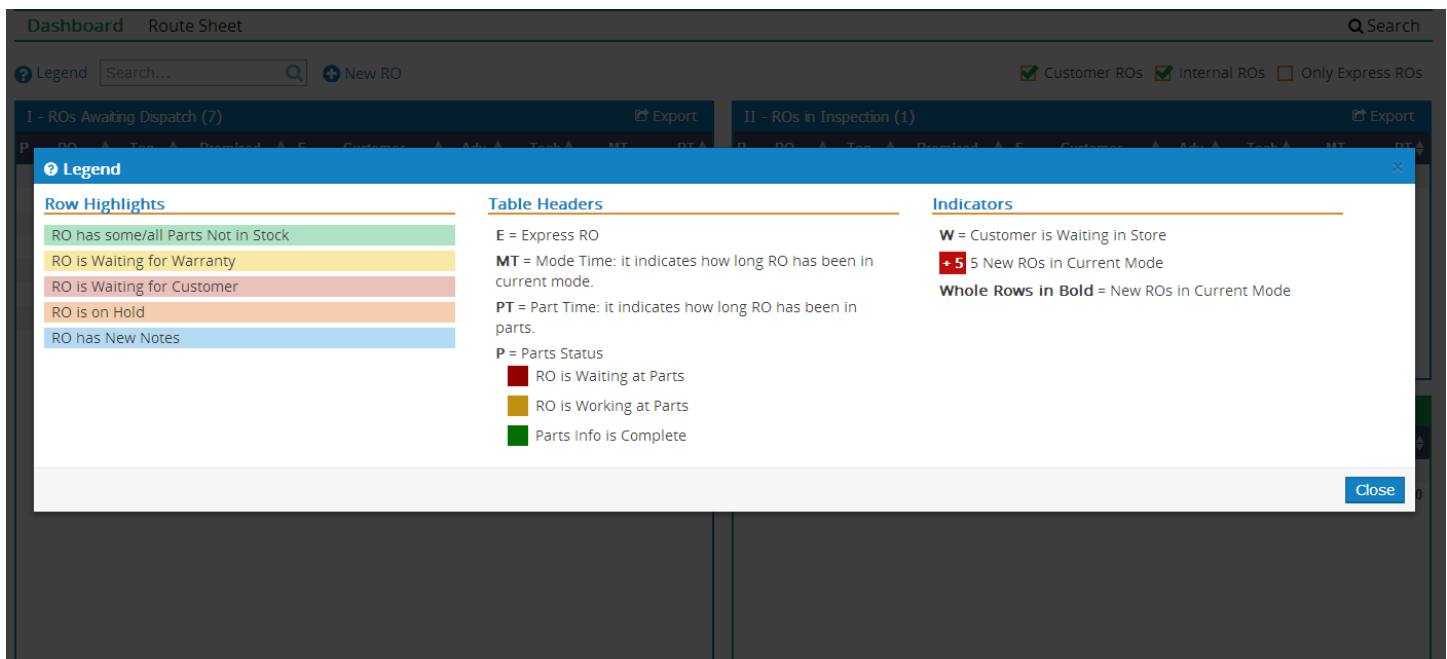
P	RO	Tag	Promised	E	Customer	Adv.	Tech	MT	PT
139008	T342	W	08-13-13		Giesler	14		1d	
139013	T145	W	08-13-13		Pritchett	14		1d	
139017	T147		08-13-13		Spohn	14		1d	
139021	T337		08-13-13		Westover	14		1d	
139026	T128	W	08-14-13		Steen	14		1d	

**II - ROs in Inspection (1)**

P	RO	Tag	Promised	E	Customer	Adv.	Tech	MT	PT
138993	T327		08-12-13		Devaughn	14	501	2:19	

**III - ROs Pending Approval (3) +2**

P	RO	Tag	Promised	E	Customer	Adv.	Tech	MT	PT
139030	T151		08-13-13		Strader	14	501	1d	
138963	T316		08-12-13		Smith	14	501	1:02	00:01
138981	T321		08-12-13		Patz	14	485	00:37	00:37



**Dashboard** Route Sheet

**Legend**

**Row Highlights**

- RO has some/all Parts Not in Stock
- RO is Waiting for Warranty
- RO is Waiting for Customer
- RO is on Hold
- RO has New Notes

**Table Headers**

- E = Express RO
- MT = Mode Time: It indicates how long RO has been in current mode.
- PT = Part Time: It indicates how long RO has been in parts.
- P = Parts Status
  - RO is Waiting at Parts
  - RO is Working at Parts
  - Parts Info is Complete

**Indicators**

- W = Customer is Waiting in Store
- +5 5 New ROs in Current Mode
- Whole Rows in Bold = New ROs in Current Mode

Close

**'Pending Approval'** and **'Review'** are the two primary modes that you will be working in.

If an RO enters **'Pending Approval'** your technician has notified you that there is work to be sold.

III - ROs Pending Approval (3) <span>+2</span> <span>Export</span>										
P	RO	Tag	Promised	E	Customer	Adv.	Tech	MT	PT	
<span style="color: green;">■</span>	139030	T151	08-13-13		Strader	14	501	1d		
<span style="color: gold;">■</span>	138963	T316	08-12-13		Smith	14	501	1:02	00:01	
<span style="color: red;">■</span>	138981	T321	08-12-13		Patz	14	485	00:37	00:37	

**Parts Status**

- RO has been completed
- RO is being worked on
- RO waiting in parts

MT - Time the RO has been in the individual mode

PT - Time the RO has spent in the parts department

Pay Attention to your parts flags. Sometimes an RO will make a stop in parts for a complete quote when **'Pending Approval'**.

III - ROs Pending Approval (3) <span>+2</span> <span>Export</span>										
P	RO	Tag	Promised	E	Customer	Adv.	Tech	MT	PT	
<span style="color: green;">■</span>	139030	T151	08-13-13		Strader	14	501	1d		
<span style="color: gold;">■</span>	138963	T316	08-12-13		Smith	14	501	1:02	00:01	
<span style="color: red;">■</span>	138981	T321	08-12-13		Patz	14	485	00:37	00:37	

Enter the ticket by clicking on the RO number



Once inside the RO you will be able to see all of the customer and vehicle information.

Dashboard
Route Sheet

Q Search

RO#
138963

Tag#
T316

☐ Waiter
☐ Express
☐ Internal

Dispatch
Inspection
Approval
Repair
Review
Closed

Working

Service Details

Tag Number:
T316

Advisor:
Charles Fordin (14)

Technician:
Alan Sanderson (501)

Parts Emp:

Waiting On:

☒ Parts

☐ Customer Approval

☐ Warranty Approval

☐ On Hold

Promise Date:
8/12/2013

Promise Time:
17:00

Customer & Vehicle Info

First Name:
John

Last Name:
Smith

Email:
Customer@ASRPro.com

Work Phone:
555-555-5555

View Customer Info

VIN:
JF2SHADC5CH460418

Vehicle:
2012 Subaru FORESTER

Mileage:
12865

View Vehicle History

Chat

(11:27 AM) Charles Fordin: Internal Note Section

(11:27 AM) Charles Fordin: This section should be used as a communication tool between the technician, advisor, and the parts department

# 138993			
Date	Advisor	Technician	
August 13, 2013	Fordin (14)	Sanderson (501)	
May 1, 2013	DONALD GASPARINO (1640)	ADAM HALL (6154)	<p><b>Declined</b></p> <p>No declined link</p> <p><b>Undecided Link</b></p>
3026	March 12, 2013	KEITH ROBERTS (2091)	JEREMY RUBINO (2116)
129998	December 18, 2012	DONALD GASPARINO (1640)	FRANCISCO FERNANDEZ (6081)
37	August 16, 2012	DONALD GASPARINO (1640)	ADAM HALL (6154)
	March 31, 2012	DONALD GASPARINO (1640)	VICTOR VARGAS (5231)

You will also have access to the chat window which can be seen by anyone who enters the RO. The chat window will be used for internal use only. The customer will never have access to the information provided.

If you continue to scroll through the details page, you will be able to view the entire multipoint inspection form filled out by the technician.


Inspection Form		Default Acura OEM AAS													
<b>Interior / Exterior</b>															
<input type="checkbox"/>	Headlights (check high/low beam) / Taillights / Brake lights / Hazard warning lights / Turn signals / Exterior lamps														
<input type="checkbox"/>	Windshield washer spray / Wiper operation / Wiper blades / Windshield condition														
<input type="checkbox"/>	Horn operation														
<input type="checkbox"/>	Rear-view camera operation														
<input type="checkbox"/>	HVAC system operation / Defroster / Rear defogger / Blower motor / Recirculation														
<input type="checkbox"/>	Parking brake operation														
<input type="checkbox"/>	Seat belt operation														
<input type="checkbox"/>	Dust and pollen filter condition														
<b>Advanced Technology Inspection</b>															
<input type="checkbox"/>	Verify operation of systems warning lights - VSA / ABS / MIL / TPMS / SRS / Cluster bulb check														
<input type="checkbox"/>	Side mirror reverse tilt and operation														
<input type="checkbox"/>	Sunroof auto reverse and operation														
<input type="checkbox"/>	Power window auto reverse and operation														
<input type="checkbox"/>	Navigation system operation														
<input type="checkbox"/>	Voice command system operation *														
<b>Under Hood</b>															
<input type="checkbox"/>	Check fluid levels: Coolant / Washer / Power steering / Brake* / Clutch / Auto transmission														
<input type="checkbox"/>	Drive belts and coolant hoses – cracking or damage														
<input type="checkbox"/>	Engine air filter condition														
<b>Tire Condition</b>															
<input type="checkbox"/>	6	LF	1	2	3	4	5	6	7	8	9	10	11	12	Clear
<input type="checkbox"/>	6	RF	1	2	3	4	5	6	7	8	9	10	11	12	Clear
<input type="checkbox"/>	7	LR	1	2	3	4	5	6	7	8	9	10	11	12	Clear
<input type="checkbox"/>	7	RR	1	2	3	4	5	6	7	8	9	10	11	12	Clear
<b>Tire Pressure</b>															
<input type="checkbox"/>		LF	Clear												
<input type="checkbox"/>		RF	Clear												
<input type="checkbox"/>		LR	Clear												
<input type="checkbox"/>		RR	Clear												
<b>Brake Condition</b>															
<input type="checkbox"/>	4	LF	1	2	3	4	5	6	7	8	9	10	11	12	Clear
<input type="checkbox"/>	4	RF	1	2	3	4	5	6	7	8	9	10	11	12	Clear
<input type="checkbox"/>	7	LR	1	2	3	4	5	6	7	8	9	10	11	12	Clear
<input type="checkbox"/>	7	RR	1	2	3	4	5	6	7	8	9	10	11	12	Clear
<b>Battery Performance (see attached ED-18 printout)</b>															
<input type="checkbox"/>	Battery Performance														
<b>Under Vehicle</b>															
<input type="checkbox"/>	Brake lines / Brake hoses / Brake cables / Fuel lines														
<input type="checkbox"/>	Exhaust system – check for damage and leaks														
<input type="checkbox"/>	Inspect suspension components and steering gear components for damage or leaks														
<input type="checkbox"/>	Inspect rubber dust seals for cracks or tears														
<input type="checkbox"/>	Inspect drive axle boots for cracks or tears														
<input type="checkbox"/>	Inspect rear differential fluid level and condition														

Once inside the RO 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.


### Services

Customer Initial Concerns

WB	Done	Color	Name	Notes	Pay Type	No P&A	Hours	Labor	Parts	Total	Added By	Actions
	✓		[Primary]: LOF - LUBE, OIL AND FILTER CHANGE, TOP OFF WASHER FLUID, TIRE INSPECTION, INSPECT FOR FLUID LEAKS AND BRAKE PAD INSPECTION.	3C	✓		0	13.30	52.04	65.34	Pro	

### Additional Service Recommendations

WB	Done	Color	Name	Notes	Pay Type	No P&A	Hours	Labor	Parts	Total	Added By	Actions
	✓		Tire Balance								Sanderson	
			Horn Unit Replacement								Sanderson	
	✓		Brake Job - Front (Replace Pads/Resurface R								Sanderson	



To adjust **Hours, Price, Notes** or any other fields in the line click the  button to open the line.

When finished editing, click the **"Save"** button to close the line.

### Additional Service Recommendations

WB	Done	Color	Name	Notes	Pay Type
	✓		Tire Balance		
			Horn Unit Replacement		
	✓		Brake Job - Front (Replace Pads/Resurface Rotors)		

### - Service Summary

	Hour	Labor	Parts	Total
	2.4	307.20	65.95	\$373.15
				\$73.40


### Inspection Form


Default Acura OEM AAS


Interior / Exterior


Headlights (check high/low beam) / Taillights / Brake lights / Hazard warning lights / Turn signals / Exterior lamps

Windshield washer spray / Wiper operation / Wiper blades / Windshield condition

 Print/Email


 GP&L


 View Parts


 Actions


### Advanced Technology Inspection

Verify









+ Service Summary

Add

"View parts" will show you a break down of parts and availability.

The '**Parts Details**' page will show you a break down of each service line with a part number, description, location, and individual price.

View Current Parts

Additional Service Recommendations

Tire Balance

Parts

No P&A

Pick Up Save Add

Est	Sold	Quality	Quantity	Part Number	Src	Bin	Description	Location	Price/Item	Ord	Pckd
Parts information for this service is unavailable.											

Brake Job - Front (Replace Pads/Resurface Rotors)

Parts

No P&A

Pick Up Save Add

Est	Sold	Quality	Quantity	Part Number	Src	Bin	Description	Location	Price/Item	Ord	Pckd
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1 / 2	26296SC011	100	504D	PAD KIT FRONT	In Stock	109.95	<input type="checkbox"/>	<input type="checkbox"/>

Horn Unit Replacement

Parts

No P&A

Pick Up Save Add

Est	Sold	Quality	Quantity	Part Number	Src	Bin	Description	Location	Price/Item	Ord	Pckd
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1 / 0	82501AG070	100	510D	HORN ASSY	Out of Stock	28.08	<input type="checkbox"/>	<input type="checkbox"/>

Close

Windshield washer spray / Wiper operation / Wiper blades / Windshield condition

Horn operation



Rear-view camera operation

HVAC system operation / Defroster / Rear defogger / Blower motor / Recirculation

Service Summary





Hour	Labor	Parts	Total
0.0	0.00	0.00	\$0.00

Before speaking to the customer about any additional service items be sure to prioritize all recommendations.

















To move services up or down place your cursor over the  to the left of the  hold the left mouse button to drag the item where you want.

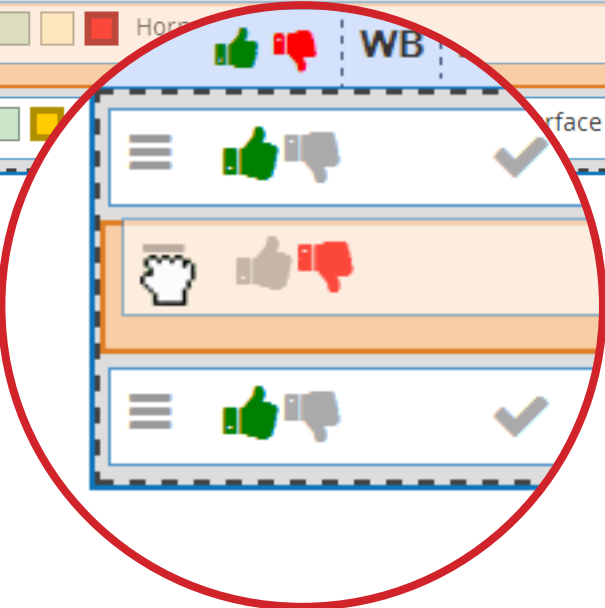
Services

Customer Initial Concerns

	WB	Done	Color	Name	Notes	Pay Type	No P&A	H
				[Primary]: LOF - LUBE, OIL AND FILTER CHANGE, TOP OFF WASHER FLUID, TIRE INSPECTION, INSPECT FOR FLUID LEAKS AND BRAKE PAD INSPECTION.	3C			

Additional Service Recommendations

	WB	Done	Color	Name	Notes	Pay Type	No P&A	H
 				Tire Balance				
 				Horizontal Rotors		WB		
 				Vertical Rotors (Surface Rotors)				



If a technician missed a recommendation or you would like to add your own, use the **"Add Service"** option at the top of your screen.

Pay Type	No P&A	Hours	Labor	Parts	Total	Added By	Actions
	✓	0	13.30	52.04	65.34	Pro	

**Add Service**

Service:

Details: 

- Balance Tires
- Tires - 1
- Tires - 2
- Tires - 3
- Tires - 4
- Tires - Rotate & Balance
- Wheels & Tires

Notes:

☒ Requires Inspection ☐ May Require Parts

Hours:  Labor:  Parts:  Price:

Complaints:

Cause:

Correction:

**Add** **Cancel**

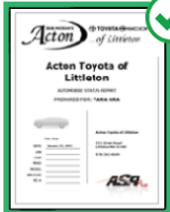
When you are ready to present to the customer, select the **"Print/Email"** option at the bottom left of your screen. This will give you all of the print & email options available for the RO.

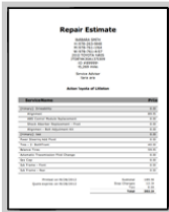



Print & Email

Please select a report from the list:


**Services**


  
ASR Booklet


  
Repair Estimate

  
Inspection Form


**Parts**


  
Parts Estimate Request


  
Pick Order

  
Pick Order - Primary Lines


Please select items you want to include in the report:


  
All Services

  
Declined Services

  
Approved Services

Please select a language for the report:

  
English

  
Español

Note to Customer

Print Email Close

## Automobile Status Report

This booklet should be printed out and handed to each and every customer.

It 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.

# Fordin Subaru

AUTOMOBILE STATUS REPORT

PREPARED FOR: **JOHN SMITH**



John Smith  
123 Main St  
Anywhere Usa 12345

DATE	August 28, 2013
VIN	JF2SHADC5CH460418
YEAR	2012
MAKE	SUBARU
MODEL	FORESTER
MILEAGE	12865
RO #	138963

**Fordin Subaru**

**Fordin Subaru**

Charles Fordin  
charles@asrpro.com

6120 Saint Giles St  
Raleigh NC 27612

888-555-1234



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



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.

## **FORDIN SUBARU SERVICE COMMITMENT**

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### **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.

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.

Acura Multi-Point Vehicle Inspection Checklist			
		ACCELERATED SERVICE	
R/O NUMBER 138963		DATE 8/12/2013 7:20:00 AM	MILEAGE 12865
VIN JF2SHADC5CH460418		TAG# T316	
SERVICE CONSULTANT Charles Fordin		TECH TEAM Alan Sanderson	
<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="display: flex; align-items: center;"> <div style="width: 15px; height: 15px; background-color: green; margin-right: 5px;"></div> S = Satisfactory </div> <div style="display: flex; align-items: center;"> <div style="width: 15px; height: 15px; background-color: yellow; margin-right: 5px;"></div> A = Requires Attention </div> <div style="display: flex; align-items: center;"> <div style="width: 15px; height: 15px; background-color: red; margin-right: 5px;"></div> P = Priority Item </div> </div>			
<b>Interior / Exterior</b>		<b>Tire Condition</b>	
Headlights (check high/low beam) / Taillights / Brake lights / Hazard warning lights / Turn signals / Exterior lamps		TP Front TP	
Windshield washer spray / Wiper operation / Wiper blades / Windshield condition		Left Tire Tread Right Tire Tread	
Horn operation		Left Brake Right Brake	
Rear-view camera operation		TP Rear TP	
HVAC system operation / Defroster / Rear defogger / Blower motor / Recirculation		Left Tire Tread Right Tire Tread	
Parking brake operation		Left Brake Right Brake	
Seat belt operation			
Dust and pollen filter condition			
<b>Advanced Technology Inspection</b>		<b>Battery Performance (see attached ED-18 printout)</b>	
Verify operation of systems warning lights - VSA / ABS / MIL / TPMS / SRS / Cluster bulb check		Replace Good	
Side mirror reverse tilt and operation			
Sunroof auto reverse and operation		<b>Under Vehicle</b>	
Power window auto reverse and operation		Brake lines / Brake hoses / Brake cables / Fuel lines	
Navigation system operation		Exhaust system – check for damage and leaks	
Voice command system operation		Inspect suspension components and steering gear components for damage or leaks	

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 **Alan S** 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.**

### Horn Unit Replacement

#### Item Description

A horn is a device for sounding an alarm. On some entry level vehicles, a single horn makes a high pitch beep. On more expensive vehicles, the sound is made with two or more horns. The sound is made by an electrical charge which activates and deactivates a Coil. The sound is then magnified by the shape of the horn.

#### Reason

Horns are used to alert other drivers of instant emergency situations. If not repaired, a vehicle without an operating horn unit is left vulnerable. Without a horn unit, the driver is unable to alert other drivers of these situations.



Horn Unit

### Tire Balance

#### Item Description

Balancing the vehicles tires are necessary to make sure the proper weight of the vehicle is distributed to the proper tire.

#### Reason

If not properly balanced, a vehicle's tires can



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.

## Repair Estimate

John Smith  
W: 555-555-5555  
2012 SUBARU FORESTER  
JF2SHADC5CH460418  
RO #138963  
12,865 miles



Service Advisor  
Charles Fordin  
charles@asrpro.com

**Fordin Subaru**































Service Name	Price
[Primary]: LOF - LUBE, OIL AND FILTER CHANGE, TOP OFF WASHER FLUID, TIRE INSPECTION, INSPECT FOR FLUID LEAKS AND BRAKE PAD INSPECTION.	65.34
Tire Balance	51.20
Horn Unit Replacement	73.40
Brake Job - Front (Replace Pads/Resurface Rotors)	321.95

Printed on 08/28/2013  
Quote expires on 08/28/2013

Subtotal	511.89
Shop Charges	14.36
Tax	10.71
<b>Total</b>	<b>536.96</b>

After presenting the **ASR booklet** to the customer click the  to approve a recommendation or the  to decline the service.

If all lines are approved click on the main thumbs at the header to approve or to decline all lines.


Services									
Customer Initial Concerns									
 	WB	Done	Color		Name	Notes	Pay Type	No P8	
					[Primary]: LOP - LUBE, OIL AND FILTER CHANGE, TOP OFF WASHER FLUID, TIRE INSPECTION, INSPECT FOR FLUID LEAKS AND BRAKE PAD INSPECTION.	3C			
Additional Service Recommendations									
 	WB	Done	Color		Name	Notes	Pay Type	No P8	
  			  		Tire Balance				
  			  		Horn Unit Replacement				
  			  		Brake Job - Front (Replace Pads/Resurface Rotors)				


Once you have approved or declined the recommended services use your action button to send the RO back to the technician.

### Inspection Form

Default Acura OEM AAS

Interi

 Get Parts Quote

 Send to Technician

high/low beam) / Taillights

or spray / Wiper operation /

Print/Email

GP&L

View Parts

Actions

Send to Technician

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

138963

Tag: T316

08/29/2013 09:51 AM

**John Smith**

**3474060101**

2012 SUBARU FORESTER

JF2SHADC5CH460418

12,865 miles

**Service Advisor**

Charles Fordin (14)  
charles@asrpro.com

**Part Personnel**

1313

**Technician**

Alan Sanderson (501)

Waiter - Express

NEW

**Brake Job - Front (Replace Pads/Resurface Rotors) [Is ASR]**

No Parts Selected

**Tire Balance [Is ASR]**

No Parts Selected



For stores that have the **‘Write Back’** feature enabled, the approved and declined lines will automatically write back to the RO when the ASR has been approved and declined and sent back to the technician.

RO STATUS: VEH. DISABLED		PROMISED: 01DEC11 17:00		OPENED TIME: 12:55	
REMARKS:				WAR EXP DATE:	
REPAIR ORDER #155749 DETAIL					
LC DESCRIPTION	STA	TECH.	LTYPE	ACT	SOLD SALE AMT
P2 99366-21040-83 BELT					1 32.95
D [OTHER]: AFTERMARKET REMOTE STARTER W I91					
L1 DECLINED [OTHER]: AFTERMARKET REMO	140	CH		0.00	0.00 0.00
E [OTHER]: AFTERMARKET TRAILER HITCH (8 I91					
L1 APPROVED [OTHER]: AFTERMARKET TRAI	140	CH		0.00	1.00 105.00
F BATTERY NEW: . FAILED TEST (8040677) I91					
L1 APPROVED BATTERY NEW: . FAILED TES	140	CH		0.00	0.50 52.50
P1 31500-SD4-100M BATTERY (24F/550A					1 103.17
G TIRES - 4: 4 TIRES DRY ROTTED BADLY ( I91					
L1 DECLINED TIRES - 4: 4 TIRES DRY RO	140	CH		0.00	0.00 0.00
H ALIGNMENT (8041411) I91					
L1 DECLINED ALIGNMENT (8041411)	140	CH		0.00	0.00 0.00

Declined line

Approved line

Once you have clicked on the **'Search'** tab you will then have the option of choosing your search criteria.

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.

Dashboard

Route Sheet

Q Search

Search by Customer:

Customer

Search by RO/Tag/VIN:

RO Number

Tag Number

Vehicle VIN (Last 8)

Q Search

Q Please type in any keyword you want to search in the form.

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[www.ASRPro.com](http://www.ASRPro.com)

6120 St. Giles St, Suite 260  
Raleigh, NC 27612  
Support: (888) 927-7770



The **'Help'** tab will allow you to review the ASR users 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.

Charles Fordin - Advisor

?

DashboardRoute Sheet

Search

Support

Support Request

Name

Charles Fordin

Email

charles@asrpro.com

Phone

Repair Order #

Description

Request Priority

Routine: 24 business hour response time.

Request Category

General Request: Error / Bug Report

File Upload

Choose File

Send

Manuals

Training Manual

Advisor

?

Advisor

Advisor (no write-backs)

Technician

Training Video

ASR Demo

Release 60

Release 64

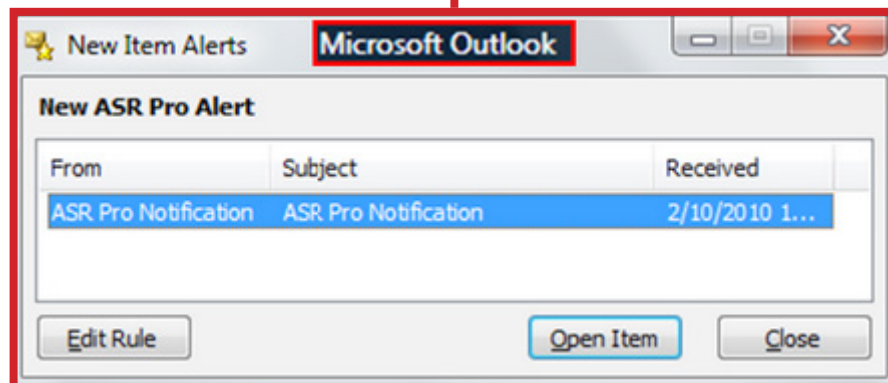
When an RO enters the '**ASRs Pending Approval**' mode you will be alerted thorough email or text message within about one minute that there is an ASR that needs your attention.

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.



Text Message Notification

Email Notification



## Route Sheet

Search field will allow you to **'Search'** the archives for old RO's

Quick Filter will allow you to sort your route sheet using the information you provided

Dashboard **Route Sheet**

Q Search

? Legend

Route Sheet (12)										Quick Filter...	Advanced	Export
RO	Tag	Promised	Model	Year	Customer	Email	Phone	Tech	Mode			
138998	T135	01-01-13	LEGACY SEDAN	2009	Candler	customer@asrpro.com	555-555-1234	501	Review			
139003	T133	W 01-01-13	OUTBACK	2012	Standish	customer@asrpro.com	555-555-1234	501	Repair			
139008	T342	W 01-01-13	OUTBACK	2008	Giesler	customer@asrpro.com	555-555-1234		Dispatch			
139013	T145	W 01-01-13	FORESTER	2005	Pritchett	customer@asrpro.com	555-555-1234		Dispatch			
139017	T147	01-01-13	LEGACY OUTBAC	2006	Spohn	customer@asrpro.com	555-555-1234		Dispatch			
139021	T337	01-01-13	OUTBACK	2011	Westover	customer@asrpro.com	555-555-1234		Dispatch			
139026	T128	W 01-01-13	LEGACY WAGON	2007	Steen	customer@asrpro.com	555-555-1234		Dispatch			
139030	T151	01-01-13	OUTBACK	2007	Strader	customer@asrpro.com		501	Approval			
138963	T316	01-01-13	FORESTER	2012	Smith	customer@asrpro.com	555-555-5555	501	Approval			
138981	T321	01-01-13	FORESTER	2009	Patz	customer@asrpro.com	555-555-1234	485	Approval			
138993	T327	01-01-13	LEGACY SEDAN	2009	Devaughn	customer@asrpro.com	555-555-1234	501	Inspection			

All customer and vehicle information will be available on your route sheet.

The route sheet will show you exactly where all of your RO's are as they go through the ASR process.

You will also be able to see any hold that are on the RO; for example the parts hold that we see here highlighted in GREEN.