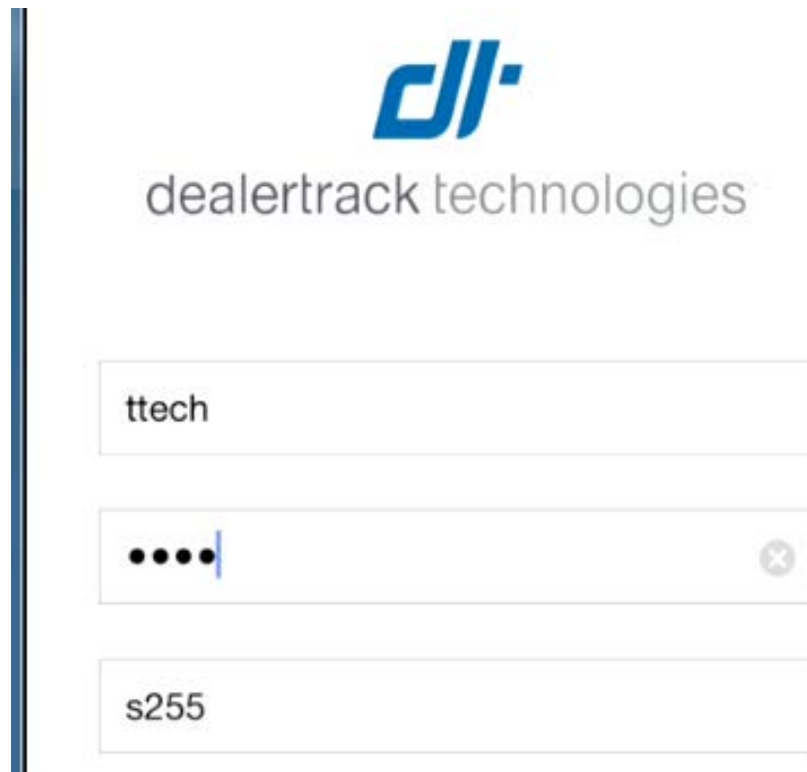




Service Pro Mobile Mechanic

Login



Your login credentials are identical to the desktop version of Service Pro.

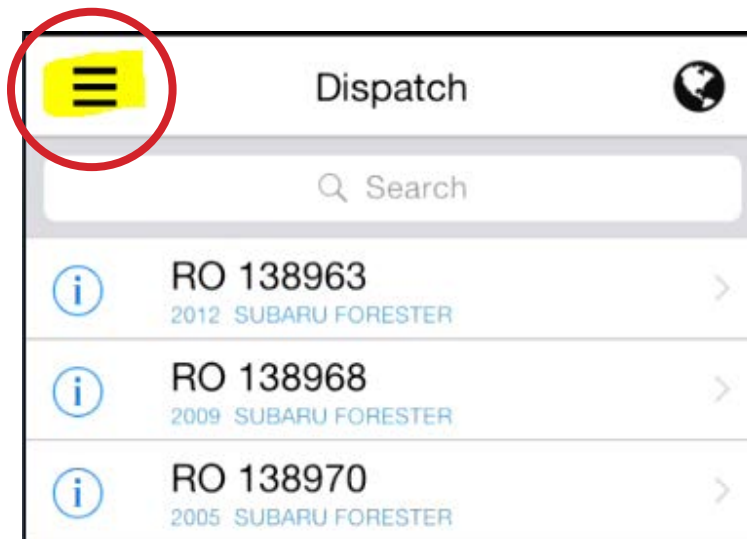
Standard format:

First initial followed by last name (case irrelevant, no spaces)

Employee ID

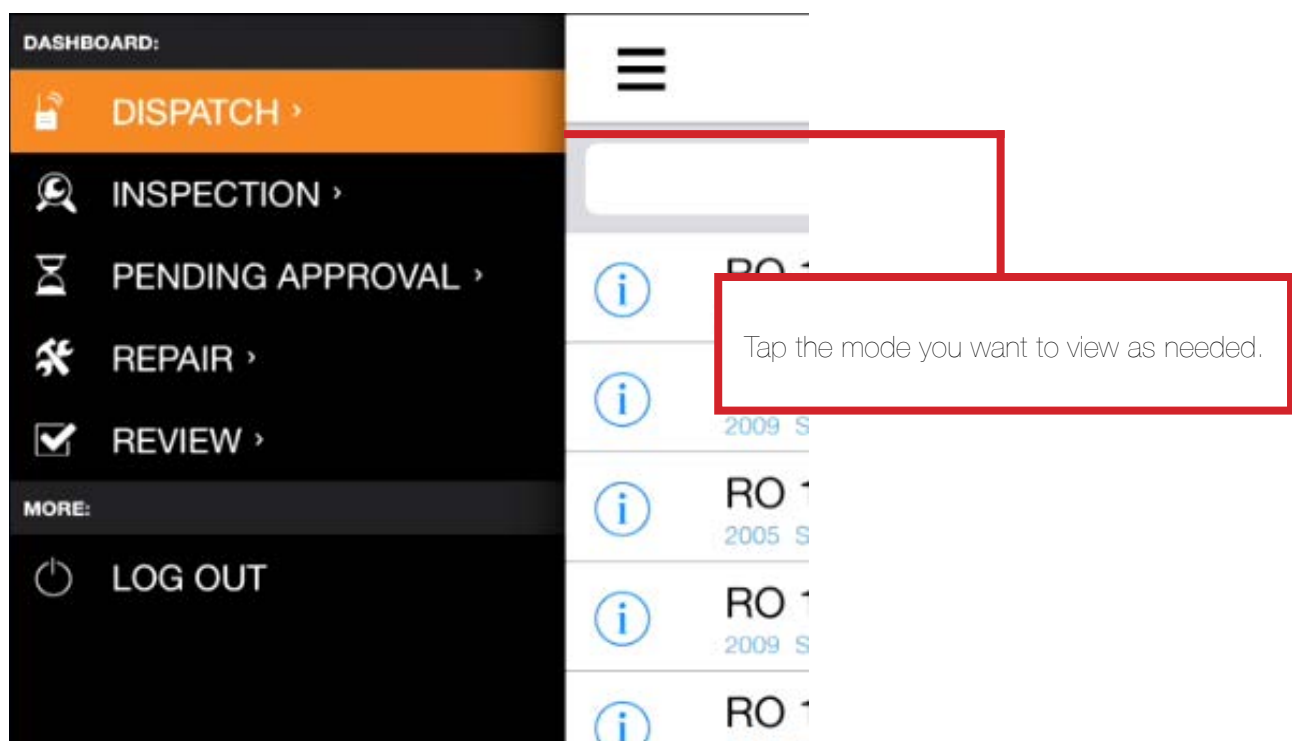
sXXX (where XXX is your store number for Service Pro)

Dashboard

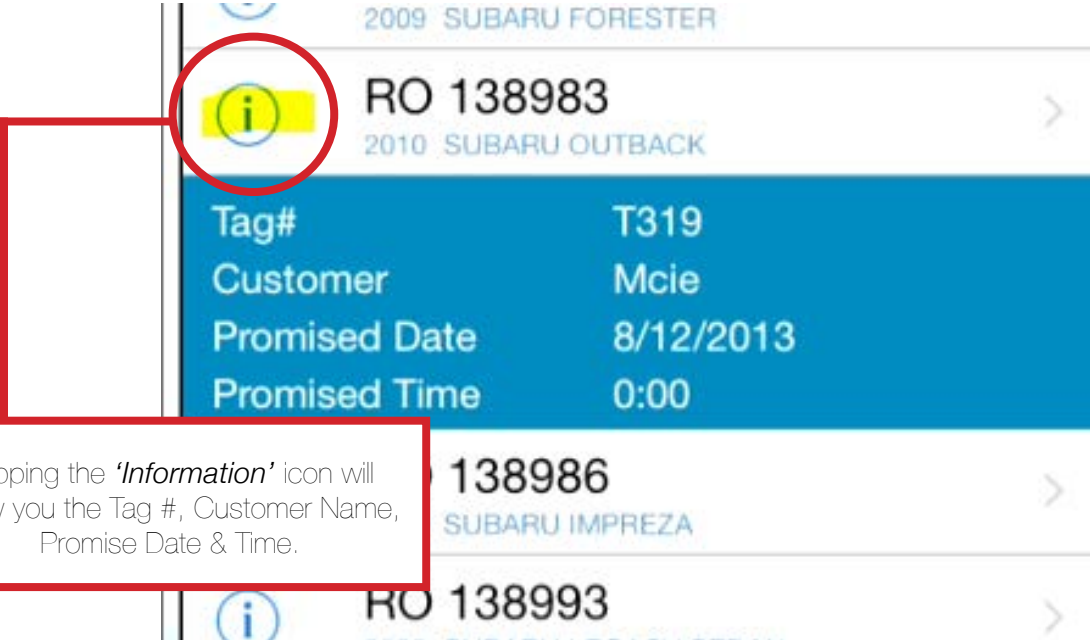


You will have access to one mode at a time in Mobile Mechanic. Notice the highlighted icon in the top left of the screen. This allows you to access the other modes. Swiping to the right will perform the same function. In any menu in Mobile Mechanic, you may drag down to refresh the list of ROs.

Dashboard- Menu



RO Info



2009 SUBARU FORESTER

RO 138983

2010 SUBARU OUTBACK

Tag#	T319
Customer	Mcie
Promised Date	8/12/2013
Promised Time	0:00

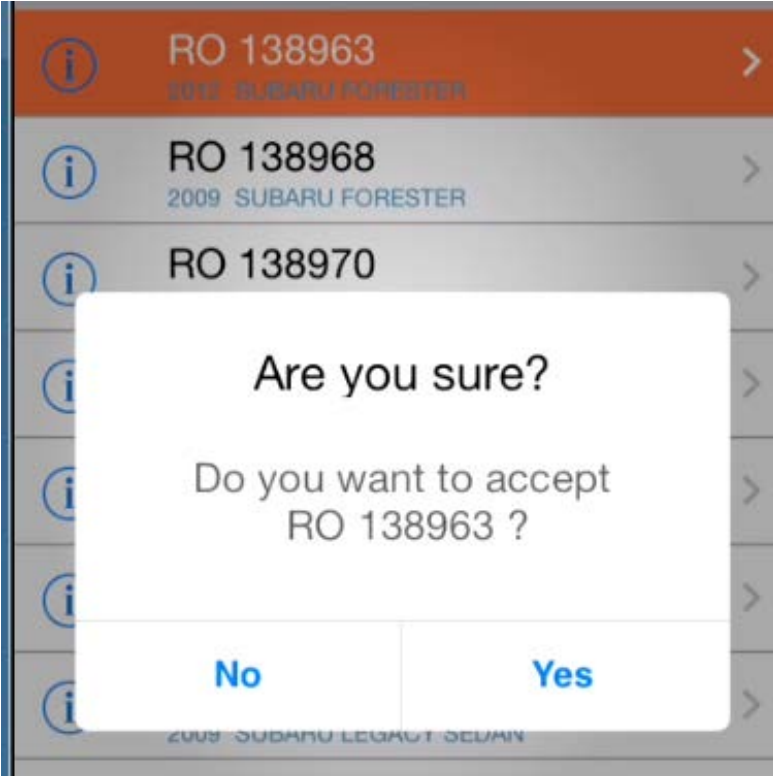
138986

SUBARU IMPREZA

RO 138993

Tapping the **'Information'** icon will show you the Tag #, Customer Name, Promise Date & Time.

Accept an RO



RO 138963

2012 SUBARU FORESTER

RO 138968

2009 SUBARU FORESTER

RO 138970

Are you sure?

Do you want to accept RO 138963 ?

No Yes

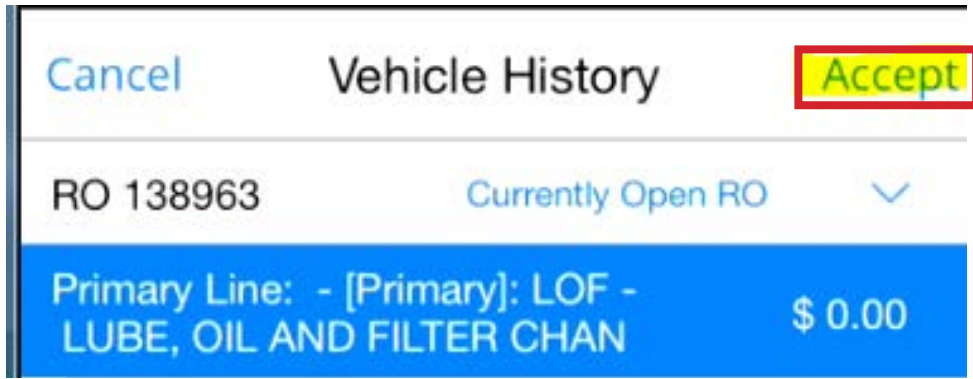
2009 SUBARU LEGACY SEDAN

Tap an RO # and you will be asked to confirm if you wish to accept the RO.

Tap Yes.

Vehicle History

You are now in Vehicle History. Tap **'Accept'** to begin the inspection.

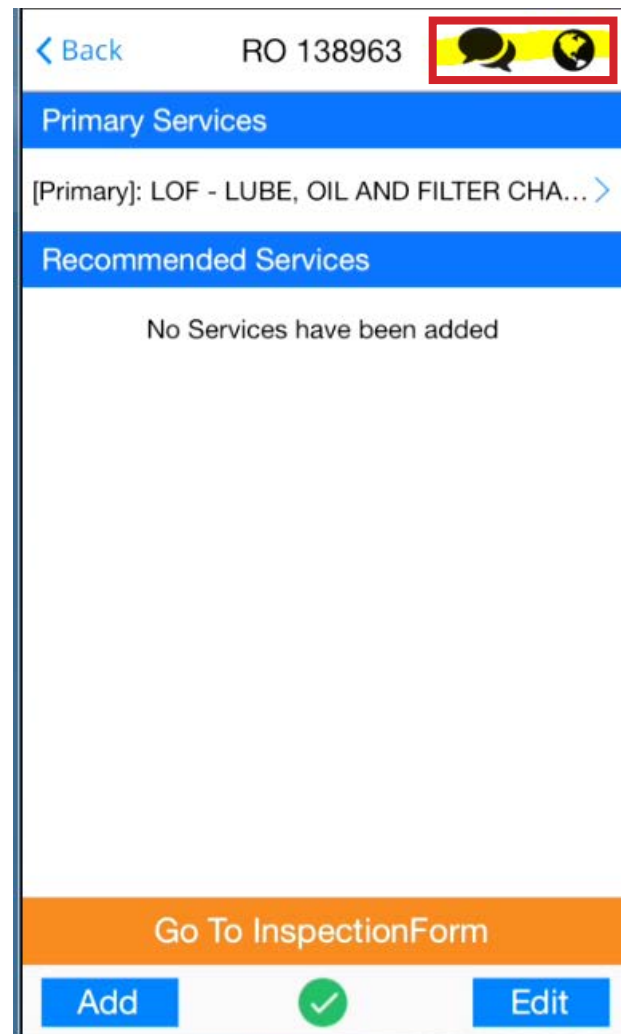


RO Details

Notice the highlighted areas at the top of the screen.

The icon on the left allows access to the *Chat* feature for this RO.

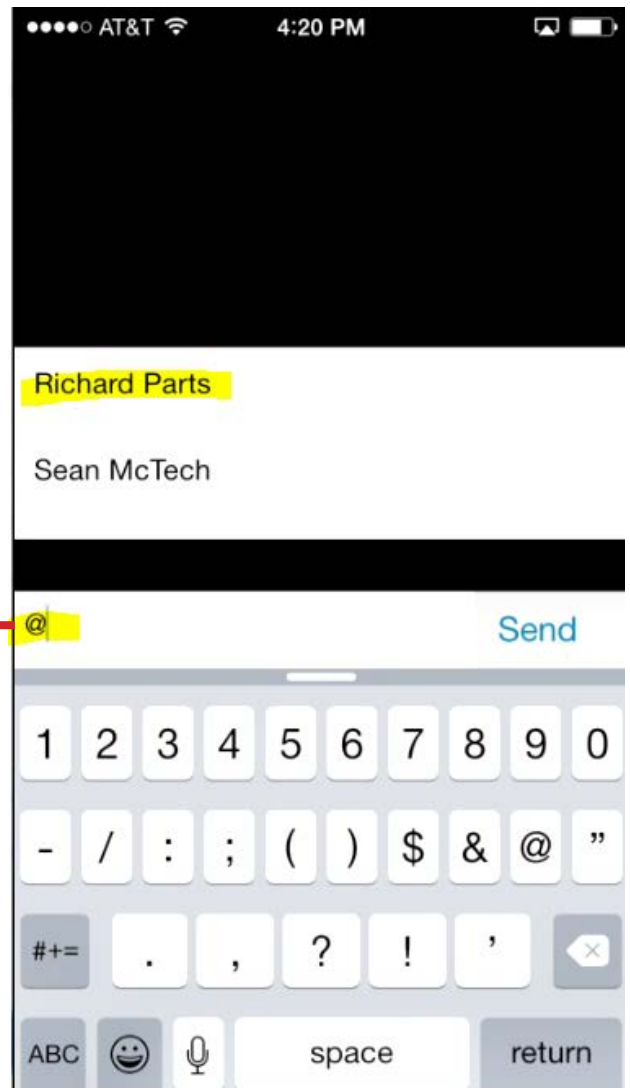
The icon on the right allows access to your *user notifications*.



Chat Window

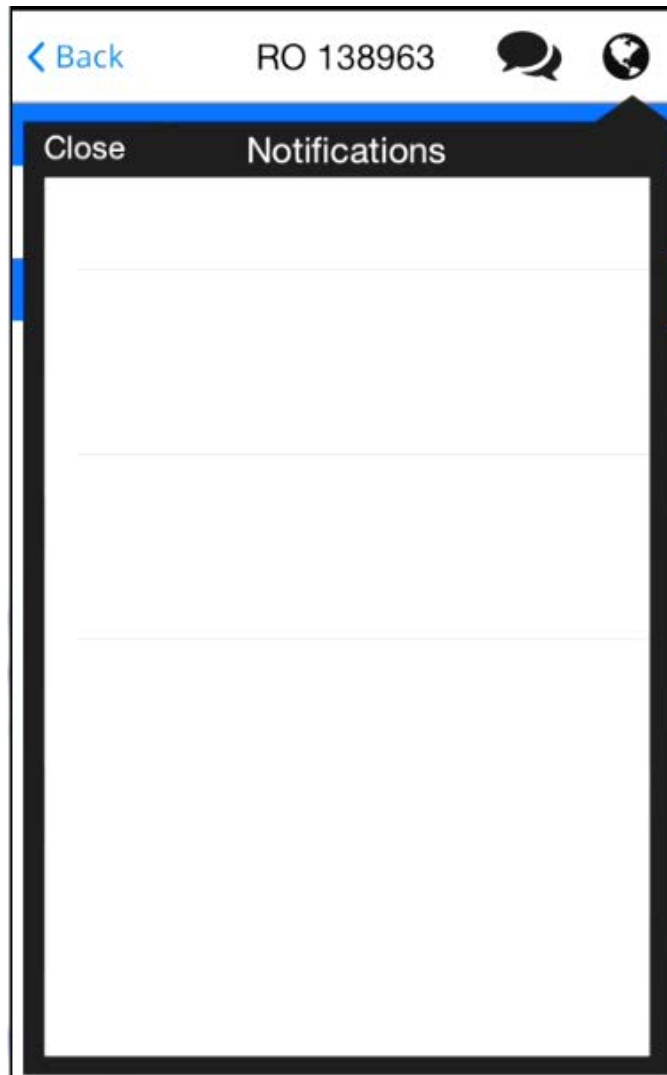
Type a message in the bottom text field to attach a message to this RO. Select the user, type your message, and press **Send**.

You can use the '@' symbol to send messages directly to other users in Service Pro.



Notifications

When you have work approved or declined, you will receive a notification here.



RO Info

Swipe to the right in the RO Details screen to view *RO* and *Customer information*.

Swipe left to return to the *RO Details*.

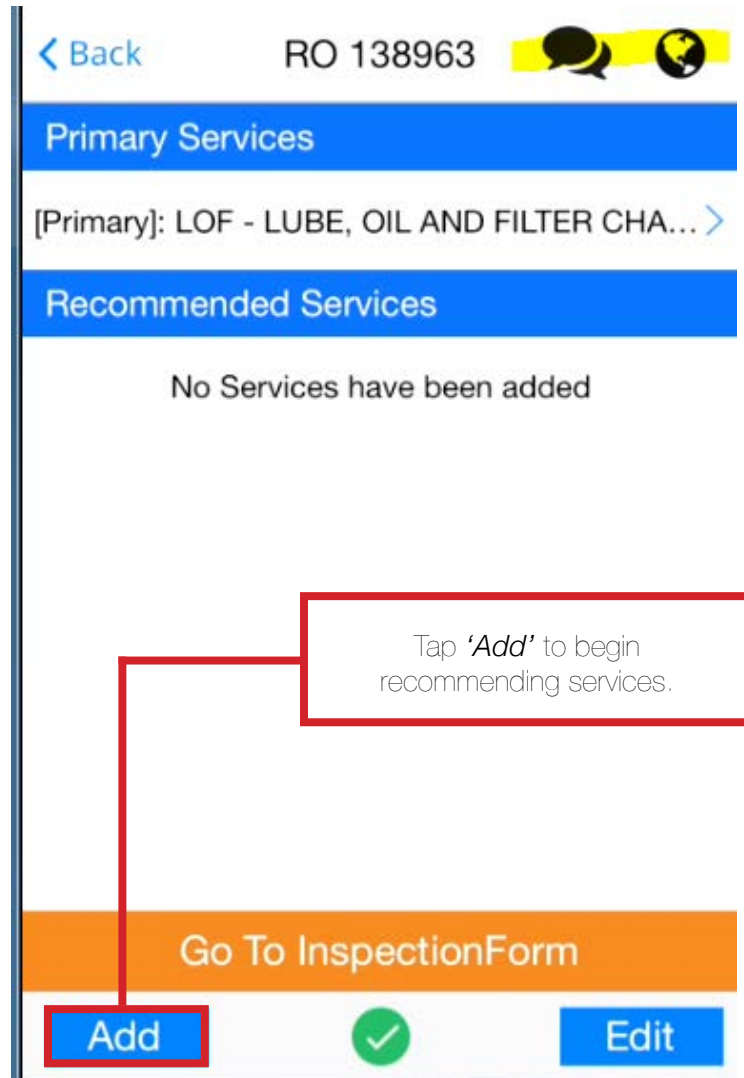
RO Information

RO Number	138963	< Back
Mode	Inspection	Primary
Year	2012	[Primary
Make	SUBARU	Recom
Model	FORESTER	
Mileage	12865	
Prms Time	17:00	
Prms Date	8/12/2013	
VIN	CH460418	
Advisor	David Advisor	
Technician	training Tech...	
Parts Emp		

Customer Information

Number	3474060101
First Name	Kelli
Last Name	Pennypacker
Email	Customer@A...
Cell Phone	
Home Phone	5555551234
Work Phone	
Address1	123 Main ST
Address2	

Add Service

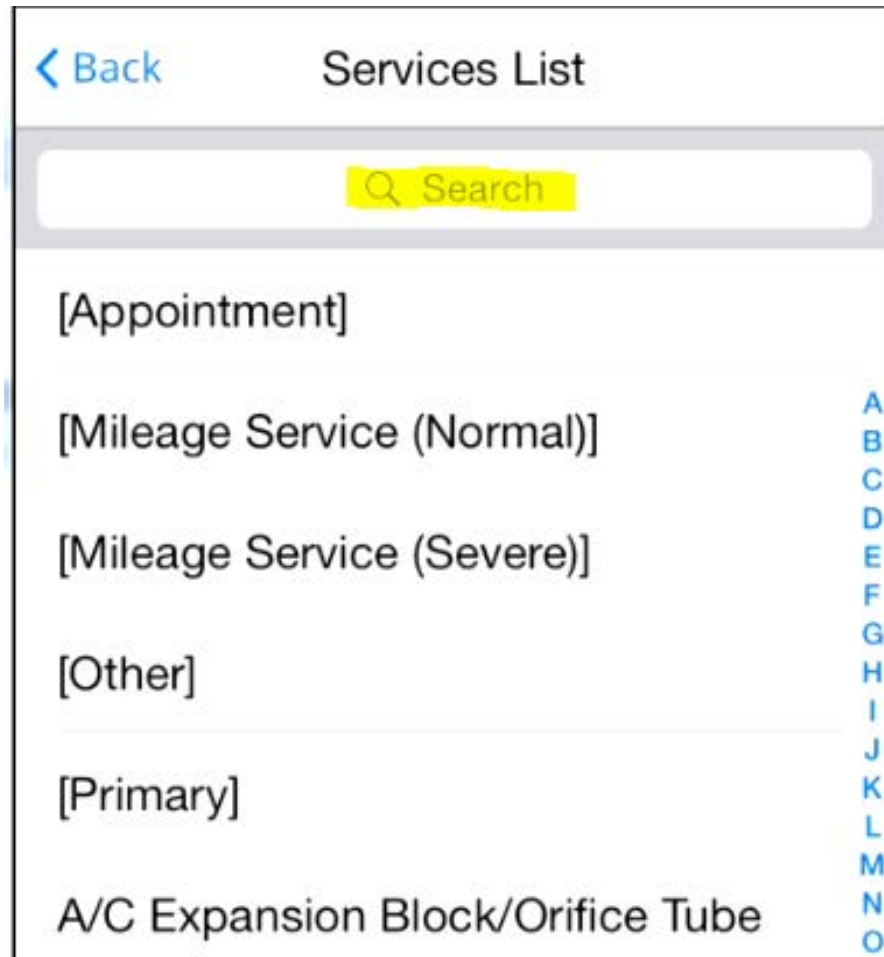


Recommended Service



Service Selection

Note the '**Search**' bar at the top of your screen. Remember we do an '**Exact**' match rather than a '**Best**' match. It is recommended when searching for services, begin with the noun rather than adjectives.



For example:

If you want to recommend a left inner tie rod end, type '**tie rod end**' rather than '**left inner tie rod end**'.

Tap the service you wish to recommend.

Add service

Tap the circle to designate whether this is a **Fail** or **Caution** service.

A/C Stepper Motor	
<input type="radio"/>	Requires Immediate Attention
<input type="radio"/>	May Require Future Attention
Details	<i>This field will display to your parts personnel, customer, and advisor; as well as write back to your DMS (if write backs are enabled).</i>
Hours	
Notes	<i>This field will not be visible to the customer, and is partially hidden from parts.</i>
C	

Details: Do you need additional parts for this repair beyond what is described in the title of the service?
Why are you recommending this service?

Hours: Labor time estimate.

Notes: Do you need to relay additional information to your advisor?

Add Photo

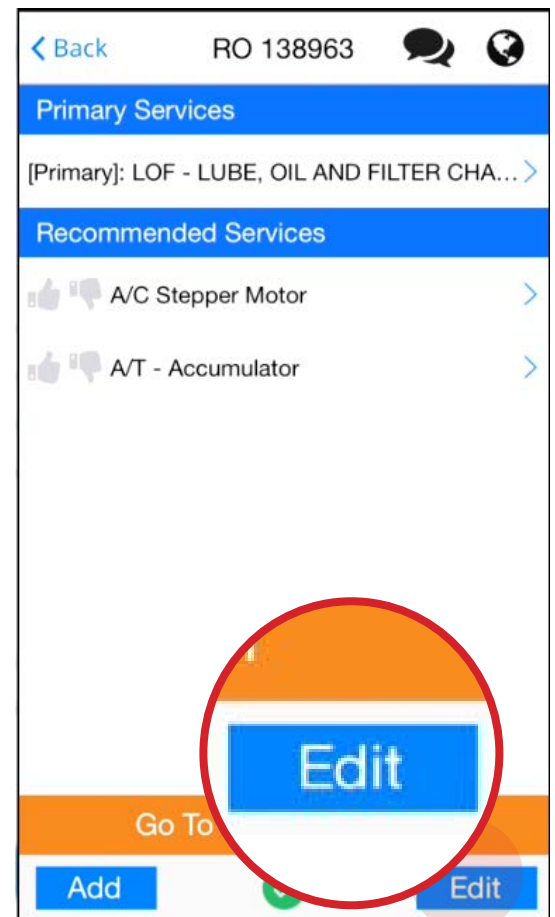
Tap **'Add Photo'** to add a photo of the customer's vehicle. This photo will appear in the RO Details page for your Advisor, as well as the ASR Book for your customer.



Associate Lines

Once you have finished recommending services:

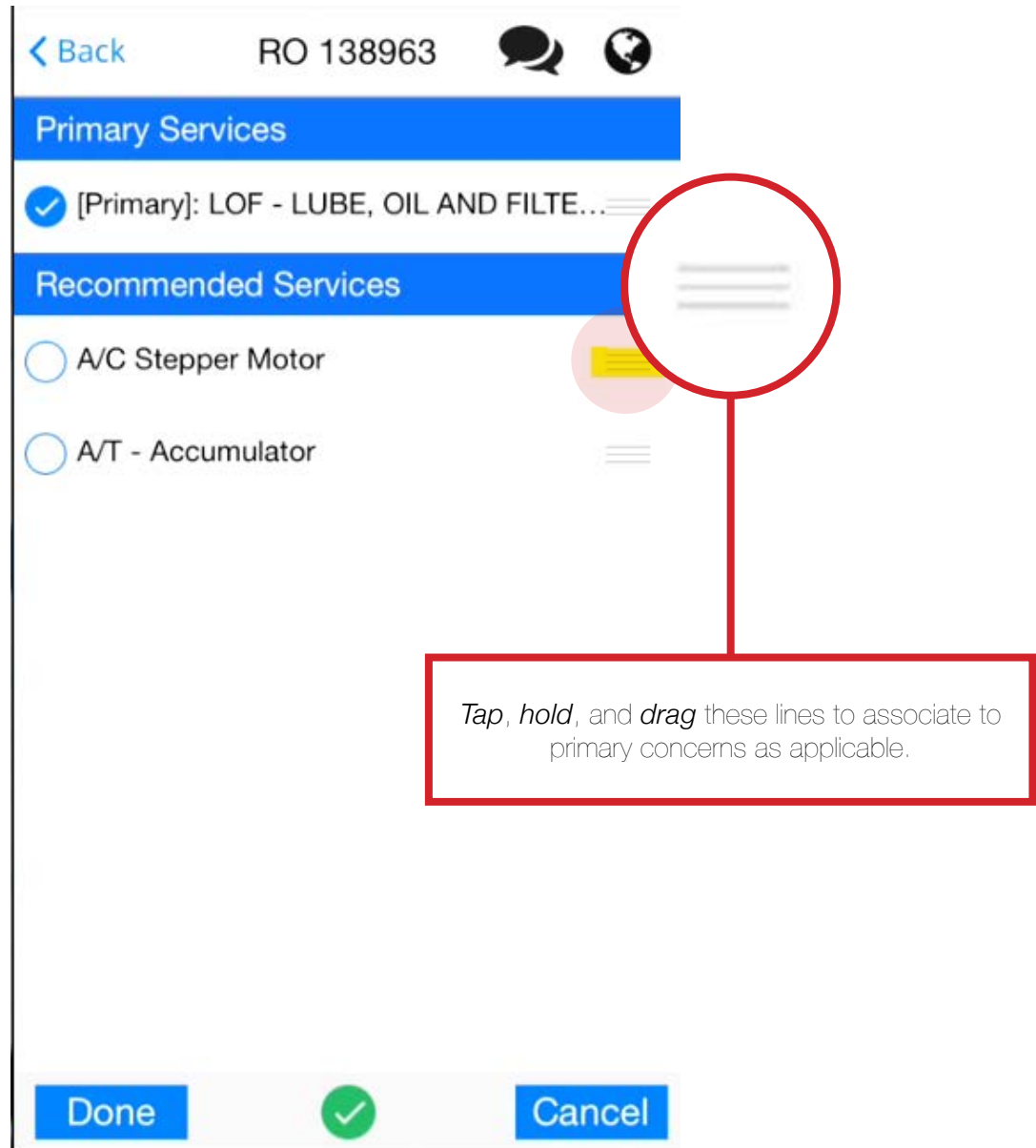
Tap the **'Edit'** button in the lower right hand corner.



Associate Lines

Notice the '*Associate*' icon on the right side of each service line.

This is how you recommend corrections to your customer's concerns.



Begin Inspection

Tap 'Go to Inspection Form' to begin your vehicle inspection.

The screenshot shows the Service Pro mobile app interface. At the top, there is a 'Back' button and the text 'RO 138963'. Below this, there are sections for 'Primary Services' and 'Recommended Services'. The 'Recommended Services' section lists 'A/C Stepper Motor' and 'A/T - Accumulator'. At the bottom, there is a prominent orange button labeled 'Go To InspectionForm', which is highlighted by a red box. Below this button are three smaller buttons: 'Add', a green checkmark, and 'Edit'.

Inspection Form

Tap the *green*, *yellow*, or *red* boxes on each inspection form line as needed. For inspection items that require a measurement, drag the small blue box to the right until it lands on the appropriate measurement.

Remember items with a red '**' are mandatory; you will not be able to finish your inspection/request a parts quote until these fields are completed.

Note the 'Inspection Forms List' highlighted at the top. You can change inspection form here if required by management.

The screenshot shows the Service Pro mobile app interface for the 'Inspection Forms List'. At the top, there is a yellow button labeled 'Inspection Forms List' with a right arrow, which is highlighted by a red box. To its right is a red asterisk and the text '* Mandatory Fields'. Below this, there is a section for 'Default Subaru (work in)' with the text 'RO 138963'. The main section is titled 'Brake Pads' and contains four rows of inspection items: 'LF', 'RF', 'LR', and 'RR'. Each row has three colored boxes (green, yellow, red) and a scale from 1 to 12. A small blue box is positioned on the scale for each item, indicating a measurement. The 'LF' and 'RF' items have a red asterisk next to them, indicating they are mandatory. The 'LR' and 'RR' items also have a red asterisk next to them.

Complete Inspection

Tap '**Complete Inspection**' after all inspection form items have been marked appropriately.

Remember you will not be able to modify this form once it is '**Complete**'. *Double check!*

LR

RR

Complete Inspection

Approved Services

If you had recommended services, the RO is now being sent to Parts (*if applicable*) then onto your advisor for approval.

Once they approve the RO, you should receive a notification. That RO will now be in the '**Repair**' mode.

Tap the RO...

There is a '**Decision**' icon on the left side of each line that you recommended. A green thumbs up means the service was approved, a red thumbs down means the service was declined.

Tap the '**Edit**' button to flag services as '**Done**'.

< Back RO 138963

Primary Services

[Primary]: LOF - LUBE, OIL AND FILTER CHA... >

Recommended Services

A/C Stepper Motor >

A/T - Accumulator >

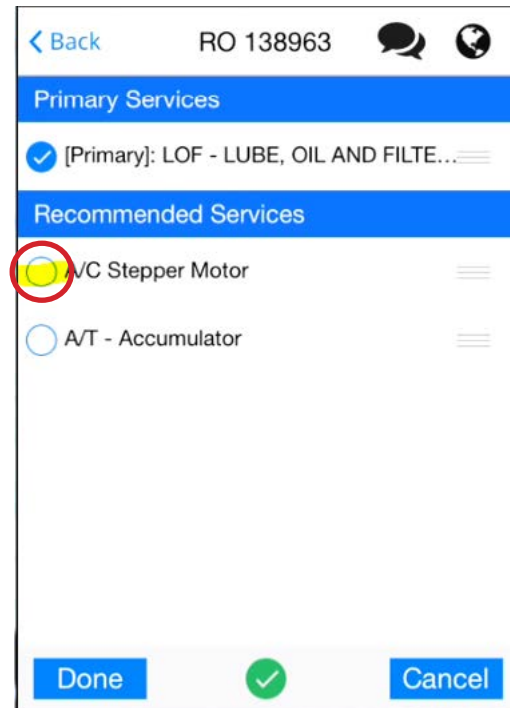
Go To InspectionForm

Add [Green Checkmark] Edit

Complete Services

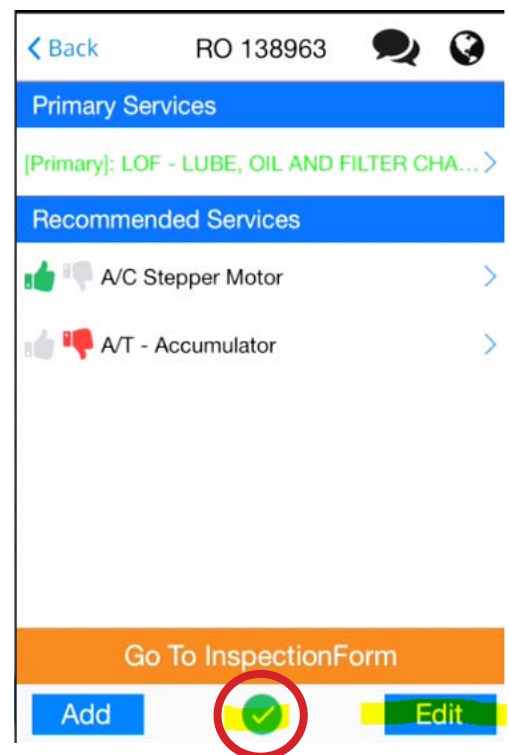
Notice the circles to the left of each approved service line.
Tap the blank circle to turn it blue. This designates that service as completed.

Tap *'Done'*.



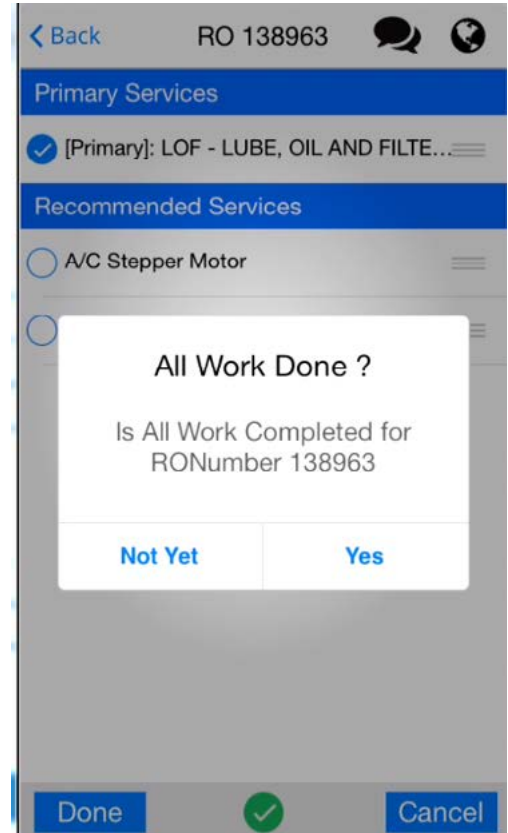
All Services Done

Alternatively, you could tap the *green check mark* in the bottom center of your screen.



Finish

Tap 'Yes' to send the RO to review.



Send to Review

You will be notified that the RO has been sent to Review. There is nothing more you can do with this RO. Your advisor has been notified the RO is completed.

