



ASRPro

Technician Training Manual

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



Welcome to **ASR Pro**

A blue rectangular login form with 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' and an orange 'Log In' button.

Username

Password

ID

Can't login?
Contact support@asrpro.com

Log In

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

888-927-7770 | 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.

I - ROs Awaiting Dispatch (87)

P	RO	Tag	Promised	E	Customer
612672	T1860	W	08-13-13		Leal
612673	T2113	W	08-12-13		Isenberg
612674	T1612		08-13-13		Bailey
612675	T1863	W	08-13-13		Rarick
612676	T6989		08-13-13		Tippins
612677	T1610		08-13-13		Crumley
612678	T2115	W	08-12-13		Jelinek
612679	T1609	W	08-13-13		Shehane
612680	T6990		08-13-13		Tripp
612681	T2116		08-14-13		Smith
612685	T1865	W	08-13-13		Mcewan
612692	T2118	W	08-12-13		

ROs in Inspection (0)

Tag	Promised	E	Customer	Adv.	Tech	MT	PT
-----	----------	---	----------	------	------	----	----

Approval (3)

Promised	E	Customer	Adv.	Tech	MT	PT
W 08-13-13		Woodbury	1234	485	00:31	
W 08-13-13		Mcewan	248	485	00:18	00:18
W 08-13-13		Cudney	1234	485	00:18	00:18

Repair (2)

Tag	Promised	E	Customer	Adv.	Tech	MT	PT
612685	T6991	08-13-13	Blue	14	485	00:32	
612692	T1605	08-13-13	Guerrero	1234	485	00:31	

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.

All the sections in **BLUE** on your dashboard are modes that will represent your interaction with each and every repair order; when an RO is in these modes they will require action by you. When a vehicle is in your possession either during inspection, or being repaired, then the RO # will be displayed in the proper mode.

When sent off for approval or to be reviewed by an advisor, the RO will appear in the opposite modes shown in blue for your advisor.

Awaiting Dispatch: This mode will hold all the opened RO's for the entire shop. RO's can be sorted by clicking at the top of each column..

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

DashboardRoute Sheet

Legend

Search...

New RO

Customer ROs

Internal ROs

Only Express ROs

Search

I - ROs Awaiting Dispatch (87)

Export

P	RO	Tag	Promised	E	Customer	Adv.	Tech	MT	PT
	612672	T1860	W 08-13-13		Leal			4d	
	612673	T2113	W 08-12-13		Isenberg			4d	
	612674	T1612	08-13-13		Bailey			4d	
	612675	T1863	W 08-13-13		Rarick			4d	
	612676	T6989	08-13-13		Tippins			4d	
	612677	T1610	08-13-13		Crumley			4d	
	612678	T2115	W 08-12-13		Jelinek			4d	
	612679	T1609	W 08-13-13		Shehane			4d	
	612680	T6990	08-13-13		Tripp			4d	
	612681	T2116	08-14-13		Smith			4d	
	612682	T1865	W 08-13-13		McCauley			4d	
	612683	T2118	W 08-12-13		Hamner			4d	
	612684	T1608	08-13-13		Guillory			4d	
	612686	T1866	08-13-13		Retana			4d	
	612687	T1611	W 08-13-13		Haff			4d	
	612688	T1607	08-13-13		Furry			4d	
	612691	T1867	08-13-13		Tippens			4d	
	612694	T1868	08-13-13		Lining			4d	

II - ROs in Inspection (0)

Export

P	RO	Tag	Promised	E	Customer	Adv.	Tech	MT	PT
---	----	-----	----------	---	----------	------	------	----	----

III - ROs Pending Approval (3)

Export

P	RO	Tag	Promised	E	Customer	Adv.	Tech	MT	PT
	612689	T1857	W 08-13-13		Woodbury	1234	485	00:31	
	612690	T1606	W 08-13-13		Mcewan	248	485	00:18	00:18
	612711	T1858	W 08-13-13		Cudney	1234	485	00:18	00:18

IV - ROs in Repair (2)

Export

P	RO	Tag	Promised	E	Customer	Adv.	Tech	MT	PT
	612685	T6991	08-13-13		Blue	14	485	00:32	
	612692	T1605	08-13-13		Guerrero	1234	485	00:31	

V - ROs Pending Review (0)

Export

P	RO	Tag	Promised	E	Customer	Adv.	Tech	MT	PT
---	----	-----	----------	---	----------	------	------	----	----

Being Repaired: RO will enter this mode once approved work is sent to you or when you begin work on primary lines.

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

Route Sheet

Dashboard **Route Sheet**

Search

Legend

Route Sheet (91)

Quick Filter...

Advanced

Export

RO	Tag	Promised	Model	Year	Customer	Email	Phone	ASM	Mode
612672	T1860	W 01-01-13	SILVERADO	2013	Leal	customer@asrpro.com	555-555-1234		Dispatch
612673	T2113	W 01-01-13	COBALT	2010	Isenberg	customer@asrpro.com	555-555-1234		Dispatch
612674	T1612	01-01-13	EQUINOX	2011	Bailey	customer@asrpro.com	555-555-1234		Dispatch
612675	T1863	W 01-01-13	CRUZE	2011	Rarick	customer@asrpro.com	555-555-1234		Dispatch
612676	T6989	01-01-13	EQUINOX	2012	Tippins	customer@asrpro.com	555-555-1234		Dispatch
612677	T1610	01-01-13	EQUINOX	2007	Crumley	customer@asrpro.com	555-555-1234		Dispatch
612678	T2115	W 01-01-13	EQUINOX	2011	Jelinek	customer@asrpro.com	555-555-1234		Dispatch
612680	T6990	01-01-13	CHARGER	2012	Tripp	customer@asrpro.com	555-555-1234		Dispatch
612681	T2116	01-01-13	CRUZE	2013	Brooks	customer@asrpro.com	847-577-1283		Dispatch
612682	T1865	W 01-01-13	ION	2006	Mccaulley	customer@asrpro.com	555-555-1234		Dispatch
612683	T2118	W 01-01-13	IMPALA	2008	Hamner	customer@asrpro.com	555-555-1234		Dispatch
612684	T1608	01-01-13	EQUINOX	2008	Guillory	customer@asrpro.com	555-555-1234		Dispatch
612685	T6991	01-01-13	SILVERADO	2012	Blue	customer@asrpro.com	555-555-1234	14	Repair
612686	T1866	01-01-13	SONIC	2013	Retana	customer@asrpro.com	555-555-1234		Dispatch
612687	T1611	W 01-01-13	EQUINOX	2011	Haff	customer@asrpro.com	555-555-1234		Dispatch
612688	T1607	01-01-13	CAPTIVA	2012	Fully	customer@asrpro.com	555-555-1234		Dispatch
612689	T1857	W 01-01-13	UPLANDER	2007	Woodbury	customer@asrpro.com	555-555-1234	1234	Approval
612690	T1606	W 01-01-13	GRAND AM	2005	Mcwan	customer@asrpro.com	555-555-1234	248	Approval
					Tippins	customer@asrpro.com	555-555-1234		Dispatch
					Gutierrez	customer@asrpro.com	555-555-1234	1234	Repair
					Linger	customer@asrpro.com	555-555-1234		Dispatch
					Warruffo	customer@asrpro.com	555-555-1234		Dispatch

All customer and vehicle information will be available on

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.

I - ROs Awaiting Dispatch (87)										Export
P	RO	Tag	Promised	E	Customer	Adv.	Tech	MT	PT	
	612672	T1860	W 08-13-13		Leal			4d		↑
	612673	T2113	W 08-12-13		Isenberg					
	612674	T1612	08-13-13		Bailey					
	612675	T1863	W 08-13-13		Barick					
	612676	T6989	08-13-13		Tippins					
	612677	T1610	08-13-13		Crumley					
	612678	T2115	W 08-12-13		Jelinek					
	612679	T1609	W 08-13-13		Shehane			4d		
	612680	T6990	08-13-13		Tripp			4d		
	612681	T2116	08-14-13		Smith			4d		
	612682	T1865	W 08-13-13		Mccaulley			4d		
	612683	T2118	W 08-12-13		Hamner			4d		
	612684	T1608	08-13-13		Guillory			4d		
	612686	T1866	08-13-13		Retana			4d		
	612687	T1611	W 08-13-13		Haff			4d		
	612688	T1607	08-13-13		Furry			4d		
	612691	T1867	08-13-13		Tippens			4d		
	612694	T1868	08-13-13		Linger			4d		

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

Inside the RO you will see all the customer and vehicle information, along with the Advisor who created the RO.

The current mode and parts flag will always display here in the details page.

RO# 612679

Tag# T1609

☒ Waiter
 ☐ Express
 ☐ Internal

Dispatch

Inspection

Approval

Repair

Review

Closed

Default

MODE PART

Service Details

Tag Number: T1609

Advisor: Nathan Warner (248)

Technician: - - - (unassigned)

Parts Emp:

Waiting On:

Parts

Customer Approval

Warranty Approval

On Hold

Promise Date: 8/13/2013

Promise Time:

Customer & Vehicle Info

First Name: John

Last Name: Smith

Email: Customer@ASRPro.com

Home Phone: 555-555-1234

Chat

'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 in your details page.

To except the RO click on the **Flashing** Action bar and view the vehicles history.

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

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

Vehicle History for RO # 612679

RO #	Date	Advisor	Technician	Previous Lines
612679	August 13, 2013	Warner (248)	(N/A)	
592987	July 27, 2012	ERIC DOSTAL (7194)	DENNIS COSTA (7186)	
Declined Lines No declined lines.				
Undecided Lines				
593043	July 27, 2012	ERIC DOSTAL (7194)	DENNIS COSTA (7186)	S100 - REPLACE LEFT FRONT WHEEL BEARING
589947	June 2, 2012	ERIC DOSTAL (7194)	DAVID BARNES JR (7192)	T2 - Mount and Balance 2 Tires
588078	May 4, 2012	ERIC DOSTAL (7194)	WILLIAM COOK (7171)	S100 - REPLACE FUEL DOOR BRACKET AND INSTALL FUEL DOOR

Accept

Once you have looked over the vehicle history, click the **Accept** button and the RO will automatically remove itself from the **'Awaiting Dispatch'** mode and be placed in the RO's **'Being Inspected'** mode.

Details Page in *Being Inspected* Mode:

Once the RO goes into the '*Being Inspected*' mode, you will see all primary lines and notes from the RO, and you will then be able to start to perform the multipoint inspection.

RO# 612679
Tag# T1609
☒ Waiter ☐ Express ☐ Internal

Dispatch

Inspection
Default

Approval

Repair

Review

Closed

MODE PART

Service Details
 Tag Number:
 Advisor:
 Technician:
 Parts Emp:
 Waiting On:

☒ Parts
 ☐ Customer Approval
 ☐ Warranty Approval
 ☐ On Hold

 Promise Date:
 Promise Time:

Customer & Vehicle Info
 First Name:
 Last Name:
 Email:
 Home Phone:

[View Customer Info](#)

 VIN:
 Vehicle:
 Mileage:

[View Vehicle History](#)

Chat

(2:07 PM) Tom Monck: Internal Note Section

[Send](#)

Services
[Add Service](#)

Customer Initial Concerns														
		WB	Done	Color	Name	Notes	Pay Type	No P&A	Hours	Labor	Parts	Total	Added By	Actions
			<input checked="" type="checkbox"/>		[Primary]: S100 - REPLACE DR LOW BEAM BULB	3C			0	32.00	15.28	47.28	Pro	
			<input checked="" type="checkbox"/>		[Primary]: CI - COURTESY INSPECTION - FULL SERVICE PROMISE	3C			0	0.00	0.00	0.00	Pro	

Additional Service Recommendations

		WB	Done	Color	Name	Notes	Pay Type	No P&A	Hours	Labor	Parts	Total	Added By	Actions
No services have been added.														

Note the mode change here

Here is where the customer's initial concerns or '*Primary Lines*' and all of the cause, correction & complaint information will carry over from the DMS.

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 multi-point inspection form required on every RO unless otherwise noted.

Inspection Form

Default

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) *

Wiper Blades

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

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

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")

(Required)

LF

1

2

3

4

5

6

7

8

9

10

11

12

Clear

(Required)

RF

1

2

3

4

5

6

7

8

9

10

11

12

Clear

(Required)

LR

1

2

3

4

5

6

7

8

9

10

11

12

Clear

(Required)

RR

1

2

3

4

5

6

7

8

9

10

11

12

Clear

Abnormal Wear Pattern of Tires

LF

Inner Wear

Outer Wear

Cupping

Feathering

Clear

RF *

Inner Wear

Outer Wear

Cupping

Feathering

Clear

LR

Inner Wear

Outer Wear

Cupping

Feathering

Clear

RR *

Inner Wear

Outer Wear

Cupping

Feathering

Clear

Check Brake Linings (measured in millimeters)

(Required)

LF

1

2

3

4

5

6

7

8

9

10

11

12

Clear

(Required)

RF

1

2

3

4

5

6

7

8

9

10

11

12

Clear

(Required)

LR

1

2

3

4

5

6

7

8

9

10

11

12

Clear

(Required)

RR

1

2

3

4

5

6

7

8

9

10

11

12

Clear

All services on the inspection sheet are defaulted to green.

Only make changes to lines that require attention.

Inspection Form

Default

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) *

Wiper Blades

Under Vehicle

Shock Absorbers / Suspension [Add Service](#)

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

Under Hood

Fluid Levels: Oil / Coolant / Battery / Power Steering / Brake Fluid / Washer

Engine Air Filter * [Add Service](#)

Drive Belts (condition and adjustment)

Engine Coolant Protection

Cooling System Hoses / Heater Hoses / Air Conditioning Hoses

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")

7 LF 1 2 3 4 5 6 7 8 9 10 11 12 Clear

7 RF 1 2 3 4 5 6 7 8 9 10 11 12 Clear

7, 10 LR 1 2 3 4 5 6 7 8 9 10 11 12 Clear

7 RR 1 2 3 4 5 6 7 8 9 10 11 12 Clear

Abnormal Wear Pattern of Tires

LF Inner Wear Outer Wear Cupping Feathering Clear

RF * Inner Wear Outer Wear Cupping Feathering Clear

LR Inner Wear Outer Wear Cupping Feathering Clear

RR * Inner Wear Outer Wear Cupping Feathering Clear

Check Brake Linings (measured in millimeters)

2 LF 1 2 3 4 5 6 7 8 9 10 11 12 Clear

2 RF 1 2 3 4 5 6 7 8 9 10 11 12 Clear

7 LR 1 2 3 4 5 6 7 8 9 10 11 12 Clear

7 RR 1 2 3 4 5 6 7 8 9 10 11 12 Clear

Each of the main components on the inspection form have dozens of sub components behind them. Click the color or severity of the problem item here.

You can add services from here or from the "ADD" service table shown on the previous slide. If adding from here just select the color, choose the service and push add

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

Tread Depth (measured in 1/32")																	
			<input type="text" value="7"/>	LF													Clear
			<input type="text" value="7"/>	RF													Clear
			<input type="text" value="7, 10"/>	LR													Clear
			<input type="text" value="7"/>	RR													Clear

Abnormal Wear Pattern of Tires									
			<input type="text"/>	LF	<input type="button" value="Inner Wear"/>	<input type="button" value="Outer Wear"/>	<input type="button" value="Cupping"/>	<input type="button" value="Feathering"/>	Clear
			<input type="text"/>	RF *	<input type="button" value="Inner Wear"/>	<input type="button" value="Outer Wear"/>	<input type="button" value="Cupping"/>	<input type="button" value="Feathering"/>	Clear
			<input type="text"/>	LR	<input type="button" value="Inner Wear"/>	<input type="button" value="Outer Wear"/>	<input type="button" value="Cupping"/>	<input type="button" value="Feathering"/>	Clear
			<input type="text"/>	RR *	<input type="button" value="Inner Wear"/>	<input type="button" value="Outer Wear"/>	<input type="button" value="Cupping"/>	<input type="button" value="Feathering"/>	Clear

Check Brake Linings (measured in millimeters)																	
			<input type="text" value="2"/>	LF													Clear
			<input type="text" value="2"/>	RF													Clear
			<input type="text" value="7"/>	LR													Clear
			<input type="text" value="7"/>	RR													Clear

Once measurements are put in place go up to the '**Add Service**' drop down list where you will find all tire & brake recommendations.

Services

Customer Initial Concerns

WB	Done	Color	Name	Notes	Pay Type	No P&A	Hours	Labor	Parts	Total	Added By	Actions
✓			[Primary]: S100 - REPLACE DR LOW BEAM BULB	3C			0	32.00	15.28	47.28	Pro	[Edit] [Delete]
✓			[Primary]: CI - CO SERVICE PROMIS								Pro	[Edit] [Delete]

Additional Service Recommendations

Push **Add Service** to open the '**Add Service**' pop-up window.

Add Service

Service

Details

Notes

Hours Labor Parts

Complaints

Cause

Correction

Add Cancel

3 C's:
This section is where you can add notes or cause, correction, & complaint info pertaining to the line that you would like to see on the ASR.

This is where you will find over hundreds of different services that may be recommended on a vehicle.

Click the link to view services. Use any part of a phrase or just the first few letters to search for the service you are trying to select.

Select the service and push the **Add** icon to add to the recommendations table.

Once you have added recommendations you have the option of using the '**GP&L**' (**Get Parts & Labor**) button to search and view all part numbers and labor times for the components you have selected.

Print/Email GP&L View Parts Actions

Select the part number and the pre-set labor times on the right. Then push save and close to return to the details page.

Q Look Up Parts & Labor

(43084)

Brake Job - Front (Replace Pads and Rotors)

Parts			
96475176	Front Pads	# 0	Select

Labor			
1 hrs	Replace: Front Pads	# 1	Select
0.3 hrs	Replace: NOTE - To R&I or R&R Rotor, Add - Each	# 1	Select
0.4 hrs	Replace: NOTE - To Reface Rotor, Add - Each	# 1	Select
0.2 hrs	Replace: NOTE - To R&R Caliper, Add - Each	# 1	Select
0.3 hrs	Replace: NOTE - To Overhaul Calipers, Add - Each	# 1	Select
0.1 hrs	Replace: NOTE - To R&R Brake Hose, Add - Each	# 1	Select
0.2 hrs	Replace: NOTE - To R&R Parking Brake Cables, Add	# 1	Select

Brake Job - Front (Replace Pads and Rotors)





Save Cancel



When selected the system will change from '**Select**' to '**Added**'. Once '**Saved**', the information chosen will update to the ASR.

Q Look Up Parts & Labor

Labor information is unavailable.



Shock Absorber Replacement - Front

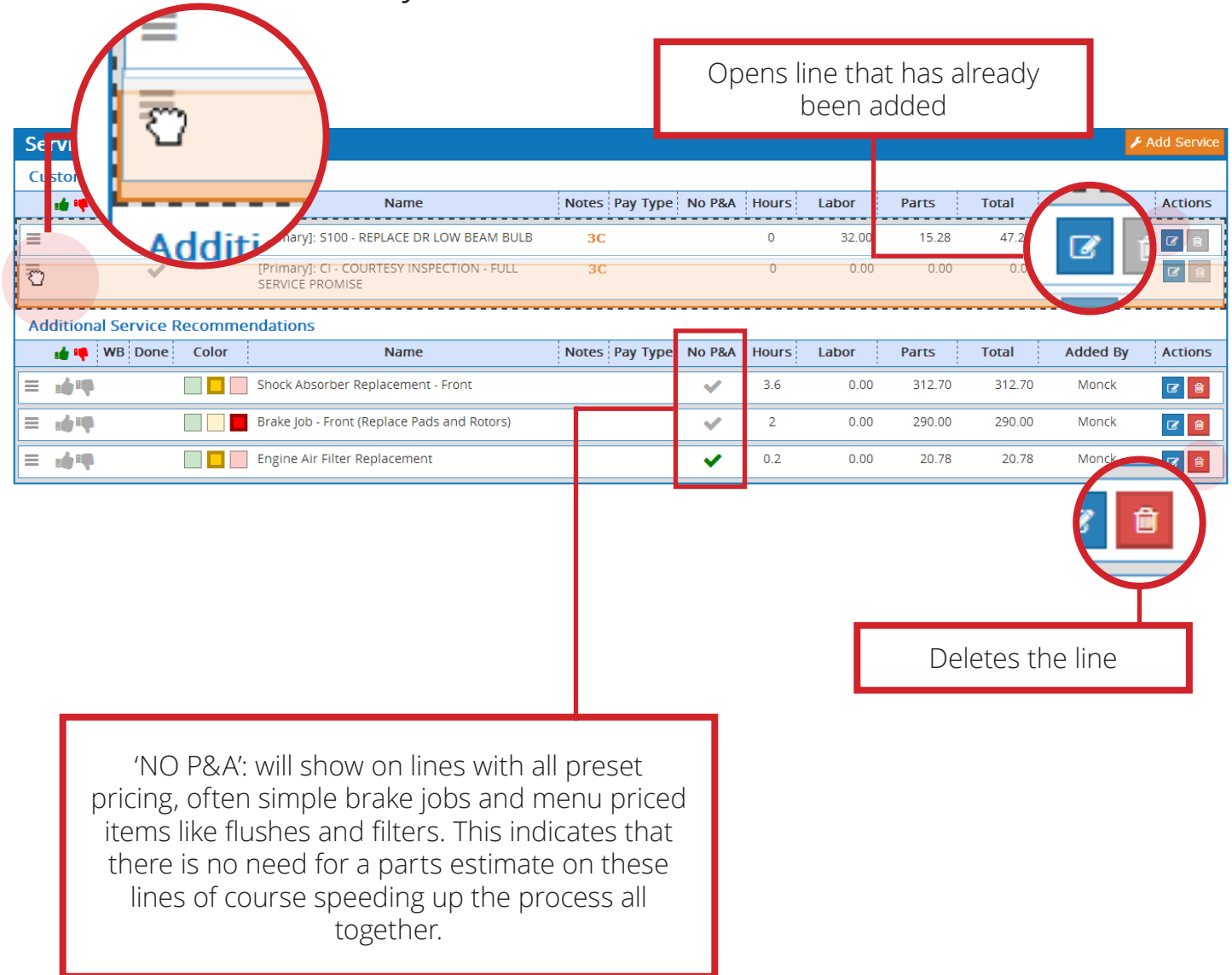
Parts			
96653232	Front Suspension - Strut - Right - 4 - Without ABS	# 1	Added  
96653234	Front Suspension - Strut - Right - 4 - With ABS	# 0	Select
96653231	Front Suspension - Strut - Left - 4 - Without ABS	# 1	Added  
96653233	Front Suspension - Strut - Left - 4 - With ABS	# 0	Select
96653235	Rear Suspension - 1 - Shock Absorber	# 0	Select

Labor			
1.9 hrs	Replace: Front Suspension - Strut - One Side	# 1	Select
3.6 hrs	Replace: Front Suspension - Strut - Both Sides	# 1	Added  
0.7 hrs	Replace: Rear Suspension - Shock Absorber - One Side	# 1	Select
1 hrs	Replace: Rear Suspension - Shock Absorber - Both Sides	# 1	Select

Save Cancel

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.



Opens line that has already been added

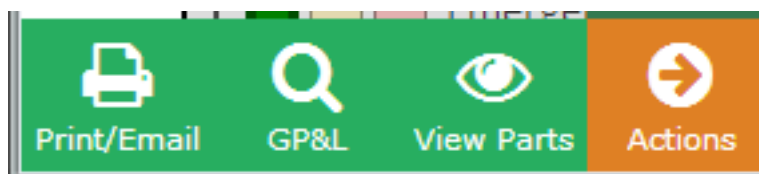
Deletes the line

'NO P&A': will show on lines with all preset pricing, often simple brake jobs and menu priced items like flushes and filters. This indicates that there is no need for a parts estimate on these lines of course speeding up the process all together.

Name	Notes	Pay Type	No P&A	Hours	Labor	Parts	Total	Actions
[Primary]: S100 - REPLACE DR LOW BEAM BULB	3C			0	32.00	15.28	47.28	
[Primary]: CI - COURTESY INSPECTION - FULL SERVICE PROMISE	3C			0	0.00	0.00	0.00	

WB	Done	Color	Name	Notes	Pay Type	No P&A	Hours	Labor	Parts	Total	Added By	Actions
			Shock Absorber Replacement - Front			✓	3.6	0.00	312.70	312.70	Monck	
			Brake Job - Front (Replace Pads and Rotors)			✓	2	0.00	290.00	290.00	Monck	
			Engine Air Filter Replacement			✓	0.2	0.00	20.78	20.78	Monck	

Once you add recommendations and have completed all inspection criteria then the button will appear that says 'Send for Approval (Complete Inspection)'. This will send the RO to the parts department.



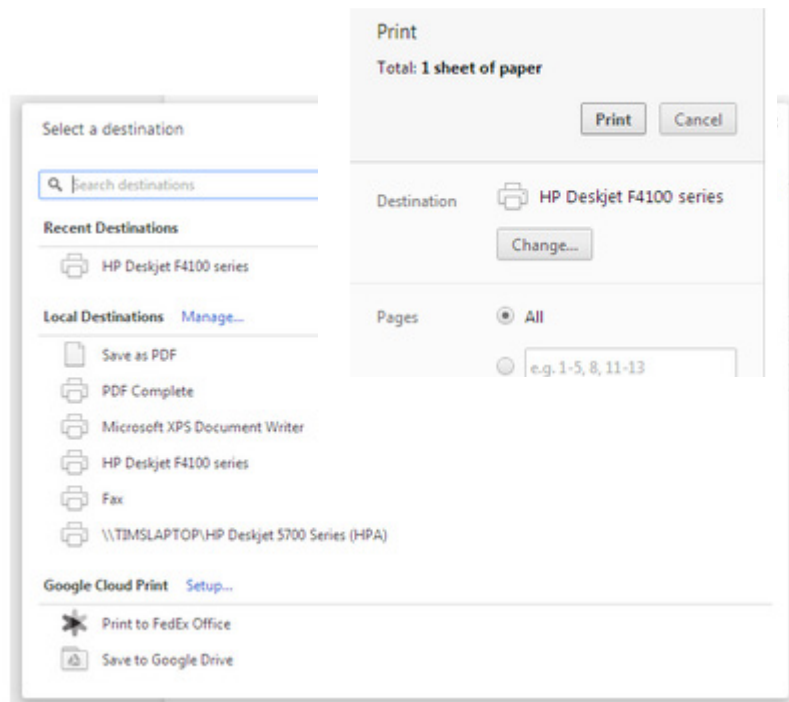
When RO is sent for **'Parts Estimate'**

1) **'Parts Estimate Request'**-

You are printing this to the parts department.

2) Click the **'Printer'** Icon

3) Select **'Parts Printer'** from list click 'OK'



Parts Estimate Request

612679

Tag: T1609

09/04/2013 10:36 AM

John Smith

110644

2007 CHEVROLET AVEO

KL1TG56637B042959

68,003 miles

Service Advisor

Nathan Warner (248)

nathan@asrpro.com

Part Personnel

Technician

Tom Monck (485)

Service Name

Shock Absorber Replacement - Front

Brake Job - Front (Replace Pads and Rotors)

Engine Air Filter Replacement



If the RO has no additional recommendations, and all inspection items have been complete, the system will give you the **'Work on Primary Lines' (Complete Inspection)** option where the action buttons are displayed.

Pushing this will move the RO to **Being Repaired** and alerting the advisor that you have found no additional work.

Services

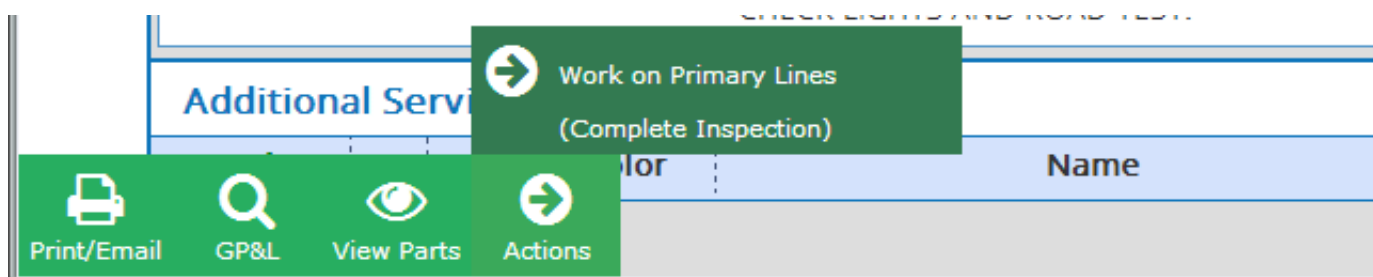
Add Service

Customer Initial Concerns

<div><div></div><div></div></div>	WB	Done	Color	Name	Notes	Pay Type	No P&A	Hours	Labor	Parts	Total	Added By	Actions
<div><div></div><div></div></div>		<div></div>		[Primary]: S100 - REPLACE DR LOW BEAM BULB	3C			0	32.00	15.28	47.28	Pro	<div><div></div><div></div></div>
<div><div></div><div></div></div>		<div></div>		[Primary]: CI - COURTESY INSPECTION - FULL SERVICE PROMISE	3C			0	0.00	0.00	0.00	Pro	<div><div></div><div></div></div>

Additional Service Recommendations

<div><div></div><div></div></div>	WB	Done	Color	Name	Notes	Pay Type	No P&A	Hours	Labor	Parts	Total	Added By	Actions
No services have been added.													









If you are at this same point, you have completed your inspection and you have marked the primary lines done, the system will display the action button that says **'Send to Review' (Complete Inspection/All Work Complete)** as shown here.

When you push this the RO will go to **Review** and alert the advisor that you are completely done.

Services


Customer Initial Concerns


 	WB	Done	Color	Name	Notes	Pay Type	No P&A	Ho
				[Primary]: S100 - REPLACE DR LOW BEAM BULB	3C			
				[Primary]: CI - COURTESY INSPECTION - FULL SERVICE PROMISE	3C			


Click on the checkmark to indicate finished lines


CHECK LIGHTS AND ROAD TE


Additional Servi

 Send to Review (Complete Inspection/All Work Complete)

 Print/Email

 GP&L

 View Parts

 Actions

lor

Name

Once the RO has been sent to the Parts department it will also show up in the advisors mode “Pending Approval”.

III - ROs Pending Approval (3)										Export
P	RO	Tag	Promised	E	Customer	Adv.	Tech	MT	PT	
■	612689	T1857	W 08-13-13		Woodbury	1234	485	1d		
■	612690	T1606	W 08-13-13		Mcewan	248	485	1d	1d	
■	612711	T1858	W 08-13-13		Cudney	1234	485	1d	1d	

Parts Status

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

MT - Time the RO has been in the *individual mode*


PT - Time the RO has spent in the *parts department*

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. You will see the RO move from '**Pending Approval**' to '**In Repair**'.

You will also receive an alert letting you know which RO has changes and what they are.

III - ROs Pending Approval (1)											Export
P	RO	Tag	Promised	E	Customer	Adv.	Tech	MT	PT		
	138996	T142	08-13-13		Gates	101	485	00:02			

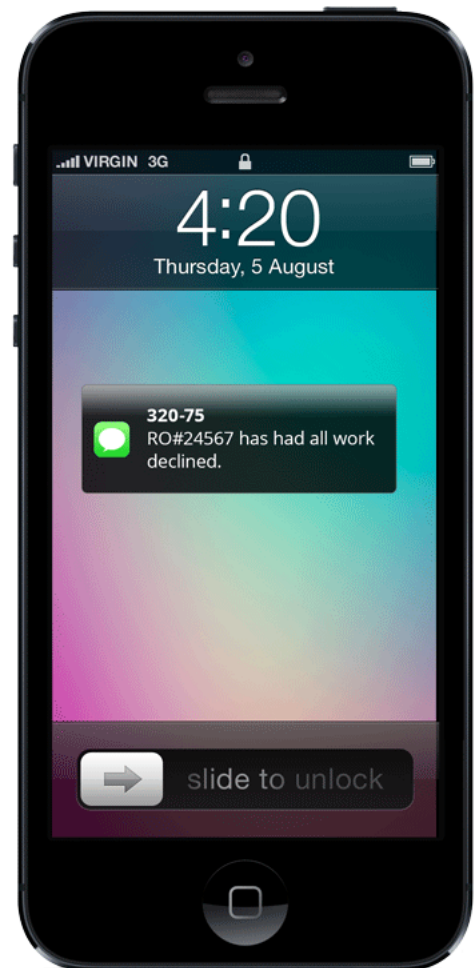
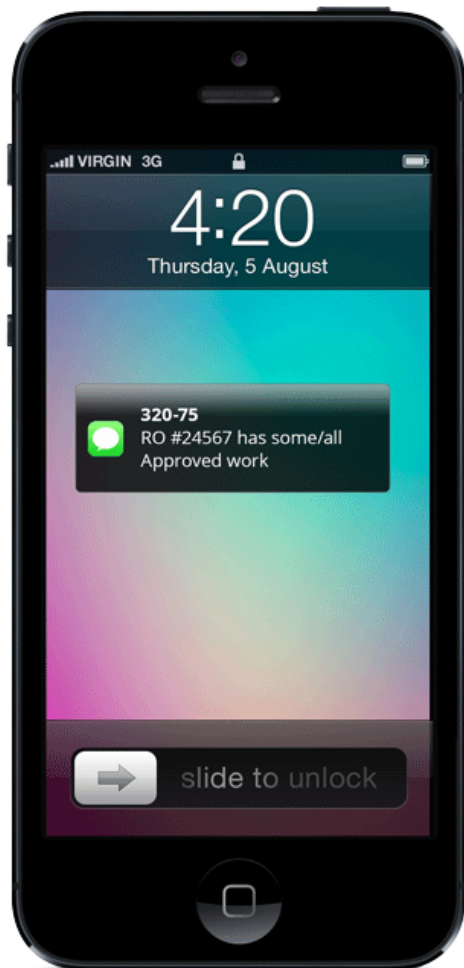
IV - ROs in Repair (2)											 Export
P	RO	Tag	Promised	E	Customer	Adv.	Tech	MT	PT		
	138986	T318	W 08-12-13		Devinney	101	485	00:02			
	139027	T335	W 08-13-13		Standridge	248	485	00:00			

*An RO highlighted in green, immediately notifies that some or all of the parts are out of stock.

This is your opportunity to continue to be productive while the system does the leg work for you.


ASR Pro will let you know when you have sold work, or if your recommended work is declined so you can begin to prepare the vehicle for delivery.


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



Once you have received your alert for approved work, find the RO in the 'RO's Being Repaired' mode.







Open the details page by clicking on the RO number. Now you can review any notes from the advisor, see what recommendations were approved and/or declined, and check the availability of the parts.

 Approved work will be labeled with the green thumbs up.























 Declined work will be labeled with the red thumbs down .

Services

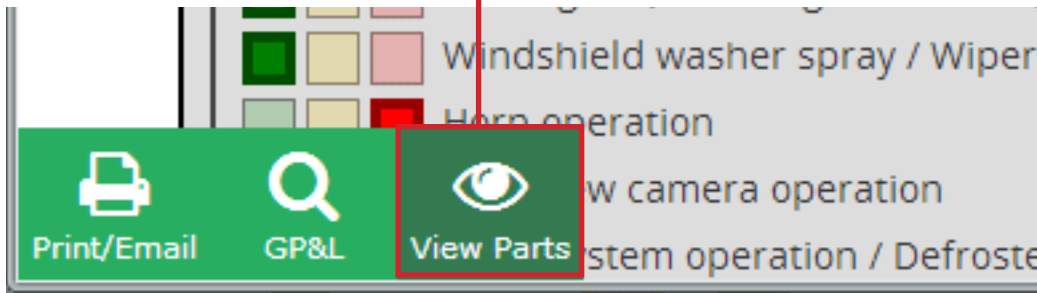
Customer Initial Concerns

 	WB	Done	Color	Name	Notes
				[Primary]: S100 - REPLACE DR LOW BEAM BULB	30
				[Primary]: CI - COURTESY INSPECTION - FULL SERVICE PROMISE	30

Additional Service Recommendations

 	WB	Done	Color	Name	Notes
  			  	Brake Job - Front (Replace Pads and Rotors)	
  			  	Shock Absorber Replacement - Front	
  			  	Engine Air Filter Replacement	

To view the price, availability, and all of the parts data, select the 'View Parts' Link.



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

Brake Job - Front (Replace Pads and Rotors)

Parts ☐ No P&A

Est	Sold	Quality	Quantity	Part Number	Src	Bin	Description	Location	Price/Item	Ord	Pckd
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>	1 / 1	96475176	112	1425	PAD KIT	In Stock	102	<input type="checkbox"/>	<input type="button" value="Add"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>	2 / 2	96471275	101	1028	ROTOR	In Stock	94	<input type="checkbox"/>	<input type="button" value="Add"/>

Shock Absorber Replacement - Front

Parts ☐ No P&A

Est	Sold	Quality	Quantity	Part Number	Src	Bin	Description	Location	Price/Item	Ord	Pckd
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>	1 /	96653232			Front Suspension - Strut - R	In Stock	165.96	<input type="checkbox"/>	<input type="button" value="Add"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>	1 / 1	96980824	101	1313	W-STRUT	In Stock	146.74	<input type="checkbox"/>	<input type="button" value="Add"/>

Engine Air Filter Replacement

Parts ☒ No P&A

Est	Sold	Quality	Quantity	Part Number	Src	Bin	Description	Location	Price/Item	Ord	Pckd
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>	1 / 2	96536696	112	1017	ELEMENT	In Stock	20.78	<input type="checkbox"/>	<input type="button" value="Add"/>

Battery Performance

Battery Terminals / Cables / Mountings





There is always the ability to add more recommended work and send it back through the parts and approval process at any point, especially while in the mode of **'Being Repaired'**. Just add another line and push the **'Send Back for Approval'** button. You have the option of using the **'GP&L'** (Get Parts & Labor) button first for these lines as well.

Just choose more recommendations from the **'Add Service'** box.





























Services

Add Service

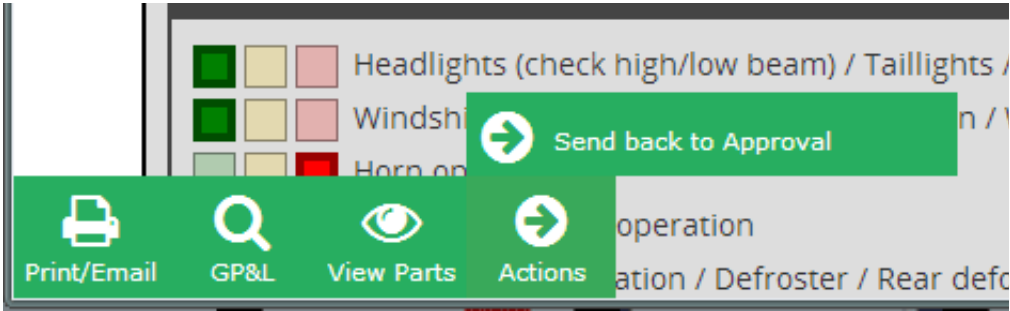
Customer Initial Concerns

	WB	Done	Color	Name	Notes	Pay Type	No P&A	Hours	Labor	Parts	Total	Added By	Actions
☰		✓		[Primary]: S100 - REPLACE DR LOW BEAM BULB	3C			0	32.00	15.28	47.28	Pro	 
☰		✓		[Primary]: CI - COURTESY INSPECTION - FULL SERVICE PROMISE	3C			0	0.00	0.00	0.00	Pro	 

Additional Service Recommendations

	WB	Done	Color	Name	Notes	Pay Type	No P&A	Hours	Labor	Parts	Total	Added By	Actions
☰	 	✓	  	Brake Job - Front (Replace Pads and Rotors)			✓	2	0.00	290.00	290.00	Monck	 
☰	 	✓	  	Shock Absorber Replacement - Front			✓	3.6	0.00	312.70	312.70	Monck	 
☰	 		  	Engine Air Filter Replacement			✓	0.2	0.00	20.78	20.78	Monck	 
☰	 		  	AC Filter Replacement			✓	0	0.00	0.00	0.00	Monck	 

Newly added recommendations will add at the bottom of the ASR Table with no pricing yet.



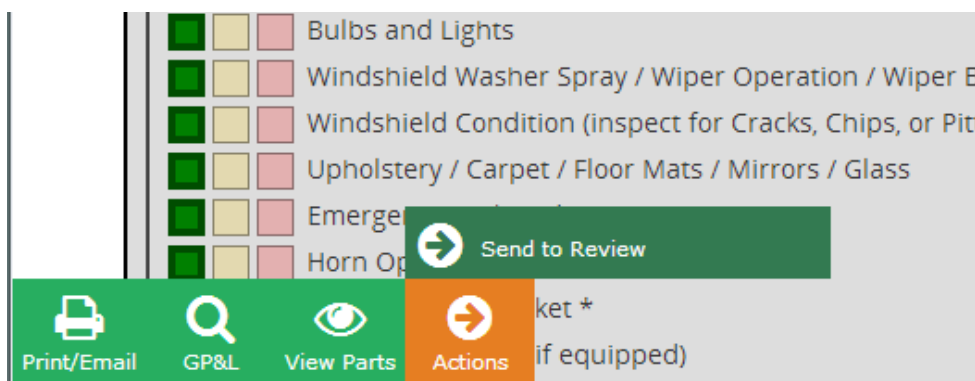
From the mode of **'Being Repaired'** the only responsibility left is for you to mark all approved and primary job lines as **'Done'** and push **'Send for Review'**.

To mark a line as **'Done'**,
click on the checkmark.
It will turn green.

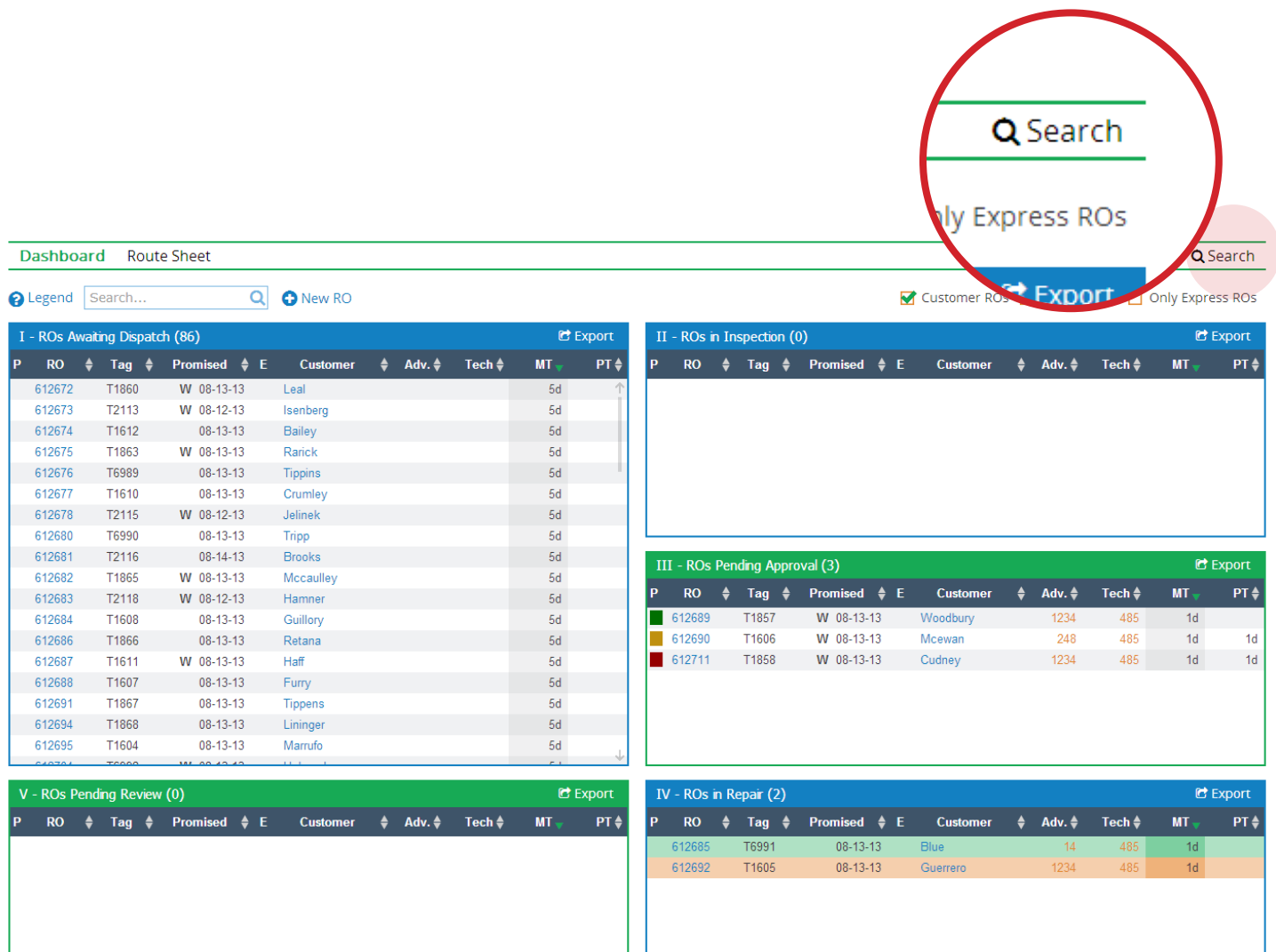
Services Add Service													
Customer Initial Concerns													
	WB	Done	Color	Name	Notes	Pay Type	No P&A	Hours	Labor	Parts	Total	Added By	Actions
		✓		[Primary]: S100 - REPLACE DR LOW BEAM BULB	3C			0	32.00	15.28	47.28	Pro	
		✓		[Primary]: CI - COURTESY INSPECTION - FULL SERVICE PROMISE	3C			0	0.00	0.00	0.00	Pro	
Additional Service Recommendations													
	WB	Done	Color	Name	Notes	Pay Type	No P&A	Hours	Labor	Parts	Total	Added By	Actions
		✓		Brake Job - Front (Replace Pads and Rotors)			✓	2	0.00	290.00	290.00	Monck	
		✓		Shock Absorber Replacement - Front			✓	3.6	0.00	312.70	312.70	Monck	
				Engine Air Filter Replacement			✓	0.2	0.00	20.78	20.78	Monck	
				AC Filter Replacement			✓	0.1	0.00	0.00	0.00	Monck	

This will alert the advisor that the RO is complete and ready for delivery.

You are done with this RO in ASR Pro.



Once an 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.



The screenshot shows the ASR Pro dashboard interface. A red circle highlights the 'Search' field located in the top right corner of the dashboard header. Below the header, the dashboard is divided into several sections, each with a table of data. The sections are:

- I - ROs Awaiting Dispatch (86)**: A table with columns P, RO, Tag, Promised, E, Customer, Adv., Tech, MT, and PT. It lists various ROs with their respective tags, promised dates, and customer names.
- II - ROs in Inspection (0)**: A table with the same columns as Section I, but it is currently empty.
- III - ROs Pending Approval (3)**: A table with the same columns as Section I, listing three ROs with their tags, promised dates, customer names, and approval status.
- IV - ROs in Repair (2)**: A table with the same columns as Section I, listing two ROs with their tags, promised dates, customer names, and repair status.
- V - ROs Pending Review (0)**: A table with the same columns as Section I, but it is currently empty.

The dashboard also includes a 'Legend' section with a search field and a 'New RO' button. There are also checkboxes for 'Customer ROs' and 'Only Express ROs'.

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

Employee Grouping

The drop down list will show you which employees you are grouped with along with their employee number

The screenshot displays the ASRPro dashboard interface. At the top right, a user profile bar shows 'Tom Monck - Technician' with a dropdown arrow and a help icon. Below this, a menu is open, listing 'Log off', 'Manage Account', and 'Switch To:'. The 'Switch To:' section lists five other technicians with their employee numbers: Manuel Cortez (1134), Cando Cortez (395), Tom Monck (485), Carlos Perdomo (348), and Christian Barbery (1925). A red box highlights this list, with a line pointing to a text box that says 'Depending on your store's layout, you may be grouped together with other technicians.' The main content area is divided into 'Training Manual' and 'Training Video' sections. The 'Training Manual' section contains four PDF icons labeled 'Advisor', 'Advisor (no write-backs)', 'Technician', and 'Parts'. The 'Training Video' section contains three MOV icons.

Tom Monck - Technician

Log off

Manage Account

Switch To:

- Manuel Cortez (1134)
- Cando Cortez (395)
- Tom Monck (485)
- Carlos Perdomo (348)
- Christian Barbery (1925)

Depending on your store's layout, you may be grouped together with other technicians.

Training Manual

PDF

Advisor

PDF

Advisor (no write-backs)

PDF

Technician

PDF

Parts

Training Video

MOV

MOV

MOV

When you first log into the program the dashboard will automatically default to your home screen.

If for some reason you are sharing a computer with another technician always be sure your name is at the top of the screen before making any changes.

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.

Tom Monck - Technician ?

DashboardRoute SheetSearch

Support

Support Request

Name

Tom Monck

Email

tom@dealership.com

Phone

555-555-5555

Repair Order #

612679

Description

Request Priority

Routine: 24 business hour response time.

Request Category

General Request: Error / Bug Report

File Upload


Choose File

Send

Manuals


Training Manual

PDF




Advisor

PDF




Advisor
(no write-backs)

PDF



Technician


PDF



Parts


Training Video

MOV




ASR Demo

MOV



Release 60

MOV



Release 64

