




Technician Training Manual



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

[Home](#) [How ASR Pro Works](#) [Our Services](#) [Testimonials](#)



Introducing... ASR Pro

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

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

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

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

Fixed Operations Benefits

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


Client Login

Username:

Password:

ID:

User Name: First Initial + Last Name
Password: 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 Dashboard Search Help

> Dashboard

logged-in as: George Hoc [Technician]

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

Legend

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

48 total

P	RO	Tag	W	E	Wty	Customer	Advisor	Tech	Time
	664866	T8861				HOCHBERG	6719		01:12
	664865	T1072				FERGENBAUM	3743		01:18
	664864	TT506	W			ARANGO	3890		01:28
	664860	T0535	W			POWERS	5622		02:03
	664858	T6038	W			SHIRLEY	3743		02:08
	664857	T7684	W			DUMOULIN	5622		02:38
	664856	T5732	W			LEWIS	6719		03:12
	664855	TT705	W			BHATT	3890		03:28
	664853	T857	W			STEPHENSON	3890		03:37
	664851	T5451	W			HOLLAND	5622		03:58
	664850	T7996				DOLPH	5622		04:12
	664848	T1303	W			LEOFFLER	3743		04:17
	664846	TT226	W			POLYAK	3890		04:47
	664843	T5202	W			GARIBALDI	6719		05:07

(2) ASRs Being Inspected

0 total

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

(3) ASRs Pending Approval

0 total

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

(5) Review ASRs

0 total

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

(4) ROs Being Repaired

0 total

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

Other Dashboard Indicators & Features

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

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

[New ASR](#)
[Search](#)
Please remember to close these boxes if they not in use.

(1) ROs Awaiting Dispatch [\[All\]](#) [\[Current\]](#)
6 total

P	RO	Tag	W	E	Wty	Customer	Advisor	Tech	Time
	664801	TT107	W			GREENSPUN	3743	5452	00:02
	664832	T6984	W			HOYLE	3743	5452	00:02
	664830	T2228	W			OREGAN	3743	5452	00:02
	664848	T1303	W						
	664810	T4827	W						
	664795	T5844	W						

(2) ASRs Being Inspected
0 total

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

(5) Review ASRs [\[Close\]](#)

P	RO	Tag	W	E
No ASRs to list				

0 total

Advisor	Tech	Time

0 total

Advisor	Tech	Time

12
12 new ROs in this mode

▶1234 RO #1234 has recently moved into this mode

1234 RO #1234 requires attention

Wrtty Warranty RO

Time How long an RO has been in current mode

Dispatch Show all ROs in Dispatch

All

Dispatch Show current ROs in Dispatch

Current

Print a list of ROs in this mode

RO has new notes

RO is on hold

RO is waiting for customer

RO is waiting for warranty

RO has Some/All Parts Not In Stock

E Express RO

I Internal RO

W Customer is waiting in store

P Parts Status

RO is retrieving parts information

RO is waiting at parts

RO is working at parts

Parts info is completed

Close

All the sections in GREEN 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..

(1) ROs Awaiting Dispatch [All] [Current]									
P	RO	Tag	W	E	Wty	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.

(2) ASRs Being Inspected									
P	RO	Tag	W	E	Wty	Customer	Advisor	Tech	Time
No ASRs to list									

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

(4) ROs Being Repaired									
P	RO	Tag	W	E	Wty	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 hyperlink.

(1) ROs Awaiting Dispatch [All] [Current]										48 total
P	RO	Tag	W	E	Wty	Customer	Advisor	Tech	Time	
	664866	T8861				HOCHBERG	6719		01:12	
	664865	T1072				FERGENBAUM	3743		01:18	
	664864	TT506	W			ARANGO	3890		01:28	
	664860	T0535	W			POWERS	5622		02:03	
	664858	T6038	W			SHIRLEY	3743		02:08	

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.

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

Home Dashboard Search Help

> Dashboard > Details

logged-in as: George Hoc [Technician]

RO# **664864** Tag# **TT506** **W**

In Mode Since: Tuesday, November 15, 2011 10:54:00 AM
Last Checked: Tuesday, November 15, 2011 11:35:00 AM
Created: Tuesday, November 15, 2011 10:54:00 AM

Mode: **Dispatch**

Advisor: **Vincent McInnis**
Tech: *[not assigned]*
Tag: **TT506**
RO Type: ☐ Express ☒ Waiter ☐ Internal ☐ Warranty ☐ CPO
Waiting For: ☒ Customer ☐ Warranty ☐ Parts
Inspection Form: **Default**

Number: **169989**
Name: **DIANE ARANGO**
Email: *[not available]*
Phone: **617-698-6742**
Promised Date: **11-14-2011**
Promised Time: **20:30**
VIN: **-----120186**
Vehicle: **---**
Mileage:

Customer Search

All Items:

Declined Items:

Parts:

Misc:

Save Notes Save & Notify Print Notes

Send to Parts

Apprv Done Color ASR Service Name Notes 3C's Int Wty 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 in your details page.

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.

(1) ROs Awaiting Dispatch [All] [Current] 48 total									
P	RO	Tag	W	E	Wty	Customer	Advisor	Tech	Time
	664866	T8861				HOCHBERG	6719		01:12
	664865	T1072				FERGENBAUM	3743		01:18
	664864	TT506	W			ARANGO	3890		01:28
	664860	T0535	W			POWERS	5622		02:03
	664858	T6038	W			SHIRLEY	3743		02:08
	664857	T7684	W			DUMOULIN	5622		02:38

(2) ASRs Being Inspected 1 total									
P	RO	Tag	W	E	Wty	Customer	Advisor	Tech	Time
	664864	TT506	W			ARANGO	3890	222	00:19

Vehicle History - Mozilla Firefox

asrpro.com/ASR2/History.aspx?RONumber=1058156

History for RO # 1058156

1058156
 Vehicle: 1999 TOYOTA CAMRY
 Mileage: 1
 VIN: 2T1CF22P3XC146765

Currently Open
 Advisor: Jerry Gerdes (556)
 Technician: Paul Esguerra (1316)
 Op Codes: -

1052615
 Vehicle: 1999 TOYOTA CAMRY
 Mileage: 135509
 VIN: 2T1CF22P3XC146765

9/30/2011
 Advisor: Jerry Gerdes (556)
 Technician: Du Ngo (1121)
 Op Codes: TEN999 - TEST DROVE DIAGNOSE MISFIRE #4 CLY MOVED COIL STILL HAD MISFIRE REPLACE FUEL INJECTOR AND RAN HEALTH CK NO MISFIRE CODE PRESENT TEL999 - REPLACE FOG LIGHT BULB

1050945
 Vehicle: 1999 TOYOTA CAMRY
 Mileage: 135132
 VIN: 2T1CF22P3XC146765

9/20/2011
 Advisor: Jerry Gerdes (556)
 Technician: Du Ngo (1121)
 Op Codes: 999999 - NO ISSUE NOTICED, NEED 120K WITH PLUGS 1S - OIL AND FILTER CHANGE RESET MAINT. LIGHT 120K - 120,000 MILE SERVICE TEN999 - REPLACE FRONT AND SIDE MOTOR MOUNTS

788934
 Vehicle: 1999 Toyota Camry
 Mileage: 105080
 VIN: 2T1CF22P3XC146765

11/19/2007
 Advisor: GERALD E GERDES JR (556)
 Technician:
 Op Codes: TBR400 - REPL FRT ROTORS AND REPL PADS BR0510 - FLUSH BRAKE SYSTEM 105K - 105K SERVICE WITH PLUGS VA - VIRGINIA STATE INSP TF110 - TRANSMISSION FLUSH SPECIAL PSF100 - POWER STEERING FLUSH SPECIAL FIF100 - FUEL INDUCTION FLUSH

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

Details Page in Being Inspected Mode:

Once the RO goes into '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 multi-point inspection.

Here is the "send to parts" button.

You can flag parts on a certain RO by using this button, the RO will always stay in your mode and you will be alerted when parts is done by using this button.

Note the mode change here.

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

The table for additional service recommendations will open here.

The multi point inspection form will also open at the bottom

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.*

Additional Service Recommendations

<input type="text" value="[Select Service]"/>			Notes: <input type="text"/>	
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 *
- ☐ 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
- ☐ Engine Air Filter *
- ☐ Drive Belts (condition and adjustment)
- ☐ Engine Coolant Protection *

- 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](#)

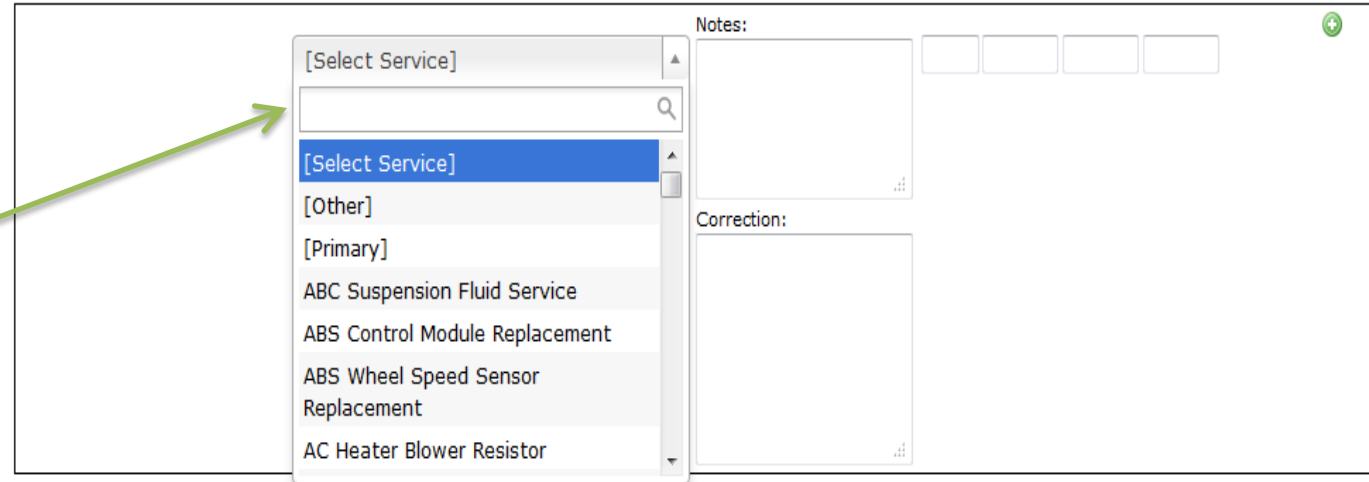
- Check Brake Linings (measured in millimeters)

- ☐ 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](#)

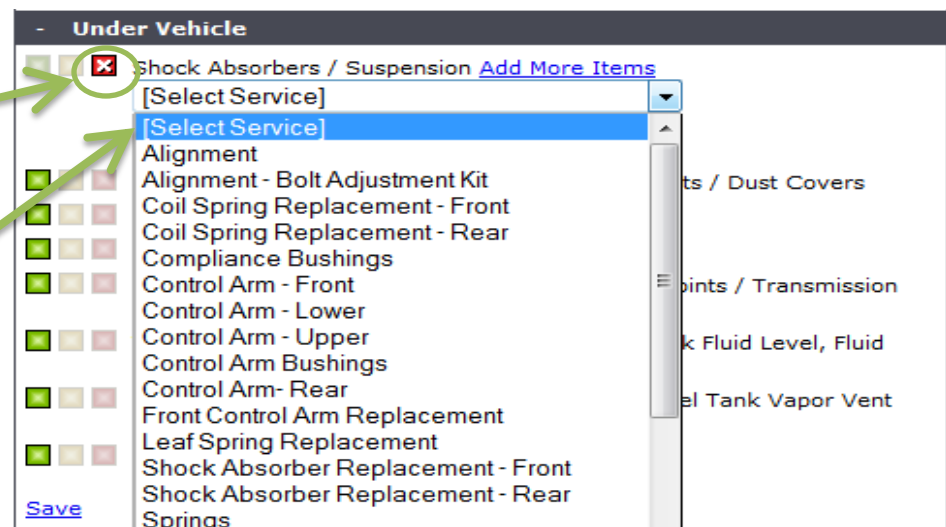
The '[Select Service]' table is shown below. Push select service to open drop down box. Select the service and push the  icon to add to the recommendations table.

- This is where you will find over 3000 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.



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

- 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 select service table shown above. 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.

Just click the mouse on the blue measurement desired. Once you have entered measurements in these three sections, you must click 'SAVE'.

'Tread Depth' →

- Tread Depth (measured in 1/32")

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	9	LF -	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10]	[11]	[12]	[X]
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	9	RF -	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10]	[11]	[12]	[X]
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5	LR -	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10]	[11]	[12]	[X]
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		RR -	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10]	[11]	[12]	[X]

[Save](#)

- Abnormal Wear Pattern of Tires

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		LF -	[Inner Wear]	[Outer Wear]	[Cupping]	[Feathering]	[X]
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		RF -	[Inner Wear]	[Outer Wear]	[Cupping]	[Feathering]	[X]
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		LR -	[Inner Wear]	[Outer Wear]	[Cupping]	[Feathering]	[X]
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		RR -	[Inner Wear]	[Outer Wear]	[Cupping]	[Feathering]	[X]

[Save](#)

- Check Brake Linings (measured in millimeters)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		LF -	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10]	[11]	[12]	[X]
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		RF -	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10]	[11]	[12]	[X]
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		LR -	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10]	[11]	[12]	[X]
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		RR -	[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10]	[11]	[12]	[X]

[Save](#)

'Brake Linings' →

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

Other Key Points of the Details Page

Drag the cursor to the shaded area to the left of the line and hold to re-arrange the placement of the line.

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.

Send to Parts Back

Appv	Done	Color	ASR	Service Name	Notes	3C's	Int	Wty	No Parts	Hrs	Labor	Parts	Price	Added By	Action
				Transmission Flush (Dextron)					X	0.8	91.94	98.01	189.95	You	

Customer Initial Concerns

Additional Service Recommendations

Brake Drum Replacement

Details:

Complaint:

Cause:

Correction:

Notes:


‘Details’: This is where you would distinguish between: right, left, upper, lower, etc. This is also where you put the brand that you want priced out or the distinct tire size for example.

‘NO Parts’: 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.

(continued on following page)

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

(continued from previous page)

To open a line that has already been added click on the  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 Print Notes

Send to Parts





















































Back

Appv Write Back Done Color ASR Service Name

Notes 3C's Int Wty No Parts Hrs Labor Parts Price Added By Action

Delete Button:
Press the  icon to delete the line.

Additional Service Recommendations

Icons	Service Name	Notes	3C's	Int	Wty	No Parts	Hrs	Labor	Parts	Price	Added By	Action	
 	                                            	Transmission Flush (Dextron)	 					0.8	91.94	98.01	189.95	Tom	 
<div>Notes:</div> <div>Brake Drum Replacement</div> <div>Details:</div> <div>Complaint:</div> <div>Cause:</div> <div>Correction:</div>													

*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 and 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.

If the RO has no additional recommendations, and all inspection items have been complete, the system will give you the 'Inspection Complete/Work on Primary Lines' 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.

Home Dashboard Search Help

> Dashboard > Details

logged-in as: **George Hoc [Technician]**

RO# 664864 Tag# TT506 W

Mode: Being Inspected

In Mode Since: Tuesday, November 15, 2011 12:43:00 PM
Last Checked: Tuesday, November 15, 2011 1:40:00 PM
Created: Tuesday, November 15, 2011 10:54:00 AM

Advisor: Vincent McInnis
Tech: **George Hoc**
Tag: **TT506**
RO Type: ☐ Express ☒ Waiter
☐ Internal ☐ Warranty ☐ CPO
Waiting For: ☒ Customer ☐ Warranty ☐ Parts
Inspection Form: **Default**

Number: **169989**
Name: **DIANE ARANGO**
Email:
Phone: **617-698-6742**
Promised Date:
Promised Time:
VIN: **1HGFA16896L120186**
Vehicle: 2006 HONDA CIVIC
Mileage: **73506**

Lines (sold/req): **0 / 1**
Hours (sold/req): **0.0 / 0.2**
Price: **\$ 0.00**
Shop Charges: **0.00**
Tax: **0.00**
Total Price: **\$ 0.00**

Save ASR Info **Customer Search** **Save Customer Info**

All Items: **ASR** **Repair Estimate** **Inspection Form**
Declined Items: **ASR** **Repair Estimate**
Parts: **Pick Order** **Pick Order & Email** **Pick Order - Primary Lines**
Misc: **Get Parts & Labor** **View Parts** **View Vehicle History**

Save Notes **Save & Notify** **Print Notes**

Send to Parts **Inspection Complete/Work on Primary Lines** **Back**

Apprv	Done	Color	ASR	Service Name	Notes	3C's	Int	Wty	No Parts	Hrs	Labor	Parts	Price	Added By	Action
					[Primary]: QS1 - PERFORM OIL AND FILTER SERVICE, TOP OFF ALL FLUID LEVELS, CHECK TIRES, BELTS, AND COOLANT					0.2	10.02	0.00	29.99	asrpro	

Customer Initial Concerns

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 “**Complete Inspection/All Work Complete/Send to Review**” as shown here. When you push this the RO will go to Review and alert the advisor that you are completely done.

Home Dashboard Search Help

> Dashboard > Details

logged-in as: **George Hoc [Technician]**

RO# 664772 Tag# T5815 W

Mode: Being Inspected

In Mode Since: Thursday, November 17, 2011 4:06:00 PM
Last Checked: Friday, November 18, 2011 3:55:00 PM
Created: Tuesday, November 15, 2011 1:23:00 AM

Advisor: Doug Wheelock
Tech: George Hoc
Tag: T5815

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

Waiting For: ☒ Customer ☐ Warranty ☐ Parts

Inspection Form: Default

Number: 196071
Name: ANNMARIE FONTECCHIO
Email: LSHAMROCK13@AOL.COM
Phone: 508-533-4342
Promised Date:
Promised Time:
VIN: 2HGFG1B84AH535815
Vehicle: 2010 HONDA CIVIC
Mileage: 16339

Lines (sold/req): 0 / 3
Hours (sold/req): 0.0 / 0.0
Price: \$ 0.00

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

Save ASR Info **Customer Search** **Save Customer Info**

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

Declined Items: **ASR** **Repair Estimate**

Parts: **Pick Order** **Pick Order & Email** **Pick Order - Primary Lines**

Misc: **Get Parts & Labor** **View Parts** **View Vehicle History**

Save Notes **Save & Notify** **Print Notes**

Send to Parts **Complete Inspection/All Work Complete/Send to Review** **Back**

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

Customer Initial Concerns

✓	✗	[Primary]: NC3 - NEW CAR 3RD FREE LOF	✓	✗	✗	0.0	6.00	0.00	0.00	asrpro	
---	---	---------------------------------------	---	---	---	-----	------	------	------	--------	--

If you find additional service recommendations, add the services by using the select service drop down or the inspection form. Once you have added recommendations you have the option of using the **'Get Parts & Labor'** button to search and view all part numbers and labor times for the components you have selected.

Home Dashboard Search Help

> Dashboard > Details

logged-in as: George Hoc [Technician]

RO# 664864 Tag# TT506 W

Mode: Being Inspected

In Mode Since: Tuesday, November 15, 2011 12:43:00 PM
Last Checked: Tuesday, November 15, 2011 1:40:00 PM
Created: Tuesday, November 15, 2011 10:54:00 AM

Advisor: **Vincent McInnis**

Tech: **George Hoc**

Tag: **TT506**

TO Type: ☐ Express ☒ Waiter
☐ Internal ☐ Warranty ☐ CPO

Waiting For: ☒ Customer ☐ Warranty ☐ Parts

Inspection Form: **Default**

Number: **169989**

Name: **DIANE ARANGO**

Email:

Phone: **617-698-6742**

Promised Date:

Promised Time:

VIN: **1HGFA16896L120186**

Vehicle: **2006 HONDA CIVIC**

Mileage: **73506**

Lines (sold/req): **0 / 2**

Hours (sold/req): **0.0 / 2.2**

Price: **\$ 0.00**

Shop Charges: **0.00**

Tax: **0.00**

Total Price: **\$ 0.00**

Save ASR Info **Customer Search** **Save Customer Info**

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

Declined Items: **ASR** **Repair Estimate**

Parts: **Pick Order** **Pick Order & Email** **Pick Order - Primary Lines**

Misc: **Get Parts & Labor** **View Parts** **View Vehicle History**

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

Get Parts - Mozilla Firefox

test.asrpro.com/ASR2/GetParts.aspx?RONumber=664772

Alternator Replacement

(304) Alternator

☐ ☐ Alternator (Mitsubishi) - 1 - Alternator Assembly. (AHGA67)

☐ ☐ 31100RNAA01 (Mitsubishi)

☐ 0.800 hrs Replace:

Brake Pads Replacement Only - Front

(21) Brake Pad

☐ ☐ 45022SNEA00 Front - 9 - Pad Set, Front

☐ ☐ 43022S5AJ00 Rear - 8 - Pad Set, Rear

☐ 1.000 hrs Replace: Front Pads

☐ 1.000 hrs Replace: Rear Pads

☐ 1 0.200 hrs Replace: NOTE - To R&I or R&R Rotor, Add - Each

☐ 1 0.400 hrs Replace: NOTE - To Reface Rotor, Add - Each

☐ 1 0.100 hrs Replace: NOTE - To R&R Brake Hose, Add - Each

☐ 1 0.200 hrs Replace: NOTE - To R&R Caliper, Add - Each

☐ 1 0.300 hrs Replace: NOTE - To Overhaul Caliper, Add - Each

☐ 0.400 hrs Replace: NOTE - To R&R Parking Brake Cable, Add - One Side

☐ 0.800 hrs Replace: NOTE - To R&R Parking Brake Cable, Add - Both Sides

Save and Close this window. Cancel.

17

Once you add recommendations and have completed all inspection criteria then the button will appear that says 'Complete Inspection'. Before you push complete inspection you have the option of using the 'Get Parts and Labor' button as shown on the previous page. After you push 'Complete Inspection' ASR Pro will search the DMS for pricing and availability on the parts that have been selected.

Home Dashboard Search Help

> Dashboard > Details

RO# 664864 Tag# TT506 W

Mode: Being Inspected

In Mode Since: Tuesday, November 15, 2011 12:43:00 PM
Last Checked: Tuesday, November 15, 2011 1:40:00 PM
Created: Tuesday, November 15, 2011 10:54:00 AM

Advisor: Vincent McInnis
Tech: George Hoc
Tag: TT506
RO Type: ☐ Express ☒ Waiter ☐ Internal ☐ Warranty ☐ CPO
Waiting For: ☐ Customer ☐ Warranty ☒ Parts
Inspection Form: Default

Number: 169989
Name: DIANE ARANGO
Email:
Phone: 617-698-6742
Promised Date
Promised Time
VIN: 1HGFA16896L120186
Vehicle: 2006 HONDA CIVIC
Mileage: 73506

Lines (sold/req): 0 / 2
Hours (sold/req): 0.0 / 2.2
Price: \$ 0.00
Shop Charges: 0.00
Tax: 0.00
Total Price: \$ 0.00

Save ASR Info Customer Search Save Customer Info

All Items: ASR Repair Estimate Inspection Form
Declined Items: ASR Repair Estimate
Parts: Pick Order Pick Order & Email Pick Order - Primary Lines
Misc: Get Parts & Labor View Parts View Vehicle History

Save Notes Save & Notify Print Notes

Send to Parts Complete Inspection Back

Apprv	Done	Color	ASR	Service Name	Notes	3C's	Int	Wty	No Parts	Hrs	Labor	Parts	Price	Added By	Action
				[Primary]: QS1 - PERFORM OIL AND FILTER SERVICE, TOP OFF ALL FLUID LEVELS, CHECK TIRES, BELTS, AND COOLANT						0.2	10.02	0.00	29.99	asrpro	

Customer Initial Concerns

Additional Service Recommendations

				Brake Job - Front (Replace Pads/Resurface Rotors)						2.0	208.00	91.95	299.95	You	
--	--	--	--	---	--	--	--	--	--	-----	--------	-------	--------	-----	--

This is an example of what the details page will look like while the RO is retrieving part info from the DMS. This will take less than 45 seconds in most cases.

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

[Home](#) > [Dashboard](#) > [Details](#)
logged-in as: George Hoc [Technician]

RO# 664864
Tag# TT506
W

Mode: Being Inspected
Retrieving part info from DMS

In Mode Since: Tuesday, November 15, 2011 12:43:00 PM
Last Checked: Tuesday, November 15, 2011 1:49:00 PM
Created: Tuesday, November 15, 2011 10:54:00 AM

Advisor: Vincent McInnis
Tech: George Hoc
Tag: **TT506**
RO Type: ☐ Express ☒ Waiter
☐ Internal ☐ Warranty ☐ CPO
Waiting For: ☒ Customer ☐ Warranty ☐ Parts
Inspection Form: Default

Number: **169989**
Name: DIANE ARANGO
Email:
Phone: **617-698-6742**
Promised Date:
Promised Time:
VIN: **1HGFA16896L120186**
Vehicle: 2006 HONDA CIVIC
Mileage: 73506

Lines (sold/req): **0 / 2**
Hours (sold/req): **0.0 / 2.2**
Price: **\$ 0.00**
Shop Charges: **0.00**
Tax: **0.00**
Total Price: **\$ 0.00**

Save ASR Info

Customer Search

Save Customer Info

All Items: ASR Repair Estimate Inspection Form
Declined Items: ASR Repair Estimate
Parts: Pick Order Pick Order & Email Pick Order - Primary Lines
Misc: Get Parts & Labor View Parts View Vehicle History

Save Notes

Save & Notify

Print Notes

The RO is retrieving parts information. Please wait.


Back


Appv	Done	Color	ASR	Service Name	Notes	3C's	Int	Wty	No Parts	Hrs	Labor	Parts	Price	Added By	Action
				Customer Initial Concerns											
				[Primary]: QS1 - PERFORM OIL AND FILTER SERVICE, TOP OFF ALL FLUID LEVELS, CHECK TIRES, BELTS, AND COOLANT						0.2	10.02	0.00	29.99	asrpro	


Notice the mode that the RO is on and the indication that the RO is retrieving part info from DMS here.

** Also notice the message here showing that we are retrieving info from the DMS

Parts Flags

 **Waiting In Parts:** means that the RO has recently been sent into parts and a parts person has yet to begin work on it.

 **Working In Parts:** means that the RO has been accepted by a parts person and they are working in it currently

 **Part Info is Complete:** means that the RO has been finished in parts and is directed back to your attention. When you click into the RO now the flag will become unset.

Based on the finding of the search of the DMS the RO may possibly flag parts for some additional information

Here is a pic of the parts flags set by tech while in being inspected.

(2) ASRs Being Inspected 3 total

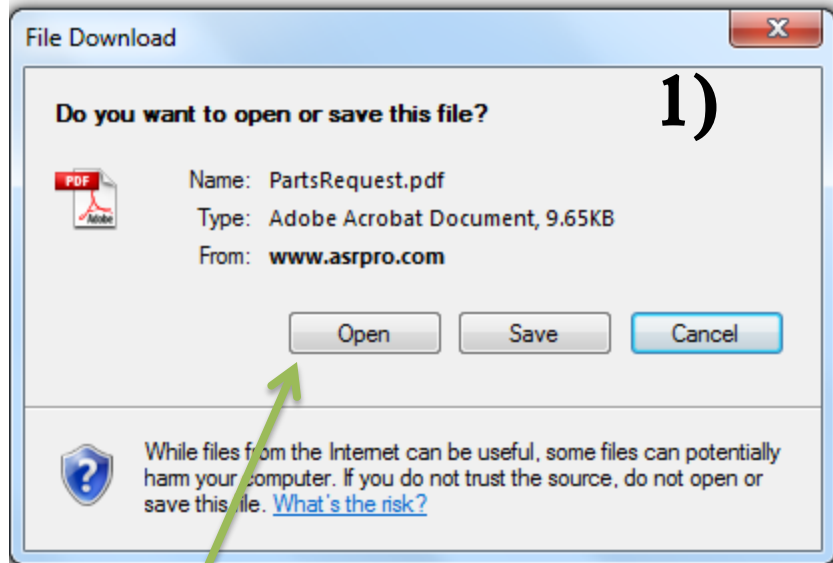
P	RO	Tag	W	E	Wty	Customer	Advisor	Tech	Time
	664754	TT587	W			DOMAL	6719	222	00:10
	664865	T1072				FERGENBAUM	3743	222	00:08
	664860	T0535	W			POWERS	5622	222	00:06

Here is a pic of the parts flags while set in pending approval after work was sent for approval.

(3) ASRs Pending Approval 3 total

P	RO	Tag	W	E	Wty	Customer	Advisor	Tech	Time
	664758	T6768	W			COHEN	6719	222	00:01
	664865	T1072				FERGENBAUM	3743	222	00:01
	664860	T0535	W			POWERS	5622	222	00:00

When RO is sent for 'Parts est.'



Parts Estimate Request

123452
HAT: test

Service Advisor
TIM VONDELL (TimA)

Technician
TIM VONDELL (TimT)

Service Name

30,000 Mile Service

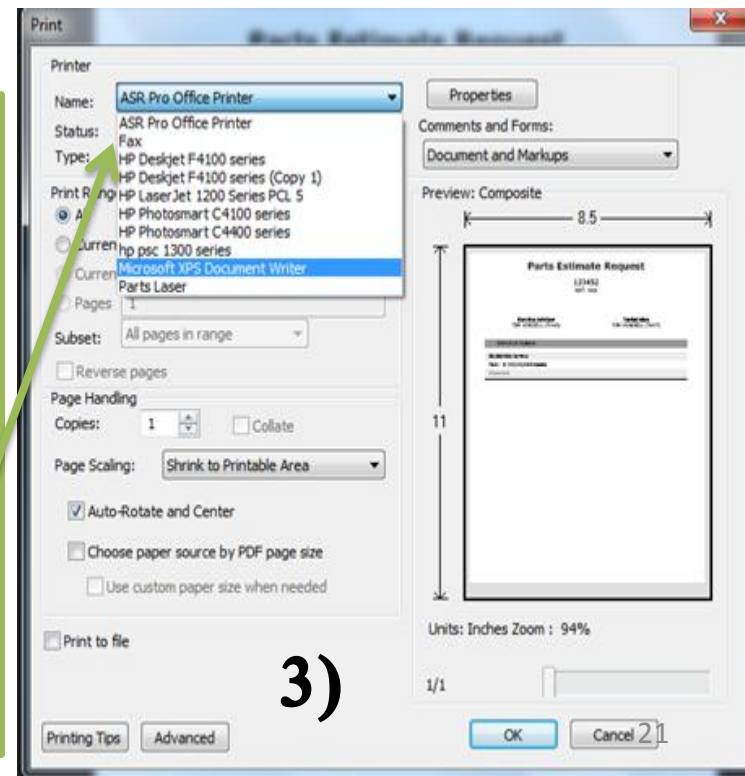
Tires - 4 225/45/r19 kumho

Alignment

1) Select 'Open' when PDF pops up

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

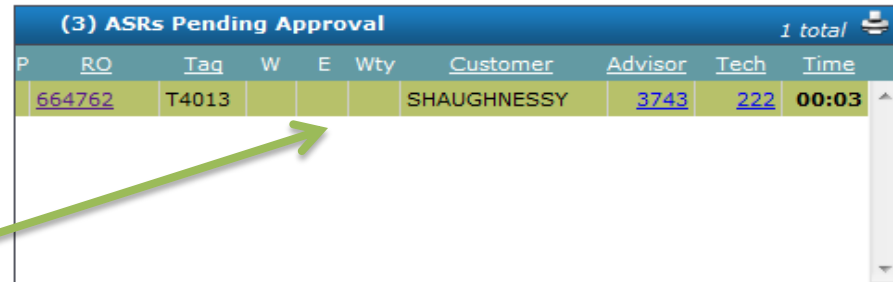
3) Select 'Parts Printer' from drop down list click 'OK'



3)

- 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 'ASR's Pending Approval' to 'RO's Being Repaired.' You will also receive an alert letting you know which RO has changes and what they are.



(3) ASRs Pending Approval 1 total

P	RO	Tag	W	E	Wty	Customer	Advisor	Tech	Time
	664762	T4013				SHAUGHNESSY	3743	222	00:03



(4) ROs Being Repaired 1 total

P	RO	Tag	W	E	Wty	Customer	Advisor	Tech	Time
	664762	T4013				SHAUGHNESSY	3743	222	00:00

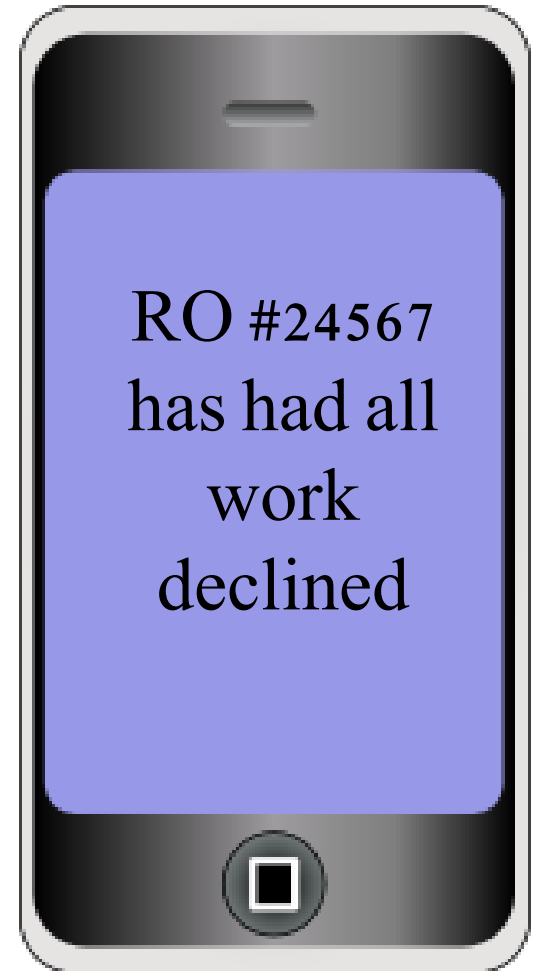
*An RO highlighted in green, immediately notifies that some or all of the parts are out of stock.

*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.

Technician Alerts:




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

A rectangular box with a thin green border. Inside, the text is centered in a black, serif font.

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.

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

*Approved work will be labeled with the green  symbol.

Declined work will be labeled with the red  symbol.

Inspection Form:

Promised Time:

VIN: **1HGCM56747A004013**

Vehicle: 2007 HONDA ACCORD

Mileage:

[Customer Search](#) [Save Customer Info](#)

All Items: [ASR](#) [Repair Estimate](#) [Inspection Form](#)

Declined Items: [ASR](#) [Repair Estimate](#)

Parts: [Parts Estimate Request](#) [Pick Order](#) [Pick Order & Email](#) [Pick Order - Primary Lines](#)

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

recommend timing chain replacement (tensioner guides and chain.)
customer states they will have the timing chain done when they reach 100k.
Please replace engine air filter

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

[Back](#)

Appv	Write Back	Done	Color	ASR	Service Name	Notes	3C's	Int	Wty	No Parts	Hrs	Labor	Parts	Price	Added By	Action
					[Primary]: ST - STICKER						0.0	29.00	0.00	0.00	asrpr	
					[Primary]: QS - QUICK SERVICE						0.0	0.00	0.00	0.00	asrpr	
					Brake Job - Front (Replace Pads/Resurface Rotors)						2.0	208.00	91.95	299.95	222	
Additional Service Recommendations																
					Engine Air Filter Replacement						0.2	20.88	29.07	49.95	222	
					Tires - 2: Cooper 215/75/R16						0.8	29.90	224.99	254.89	222	
					Alignment						1.5	149.93	0.00	89.95	222	
					Timing Belt Replacement - 4cyl - : tensioner, guides, and chain						5.0	500.00	129.99	629.99	222	

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 Quantity, Part Number, Source, Bin, Description, Location and Price per Item.

The screenshot shows the ASP Pro Parts Details page. Green arrows point from the text box to the following fields: Tag# (T4013), Mode (Being Repaired), Location (Later Today), Part Number (45022SDAA10), and Price/Item (78.34).

Home Dashboard Search Help

> Parts Dashboard > Parts Details

logged-in as: George Hoc [Technician]

RO# **664762** Tag# **T4013** Mode **Being Repaired** In Mode Since: Thursday, November 17, 2011 3:29:12 PM
Tech **George Hoc** Advisor **Gregory Harris** Last Check: Thursday, November 17, 2011 4:50:59 PM
Part Employee Save Created: Invalid Date

Customer **DANIEL SHAUGHNESSY 139739** Year **2007** Make **HONDA** Model **ACCORD** Mileage **83195** VIN **1HGCM56747A004013**

Save All Show All Parts View RO Details Print Print Declined

[Primary]: ST - STICKER

[Primary]: QS - QUICK SERVICE
Brake Job - Front (Replace Pads/Resurface Rotors)

Parts Not Needed

Dsp	Quality	Quantity	Part Number	Src	Bin	Description	Location	Price/Item	Ord	Pckd	Del
<input checked="" type="checkbox"/>	-----	1	/ MEMO 45022SDAA10	30	B22F	PAD SET, FR-	Later Today	78.34			

****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 'Get Parts & Labor' button first for these lines as well.**

Send back for approval
Back

Appv	Done	Color	ASR	Service Name	Notes	3C's	Int	Wty	No Parts	Hrs	Labor	Parts	Price	Added By	Action	
Customer Initial Concerns																
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	[Primary]: EN3 - REPLACE TIMING BELT ON 6 CYLINDER VEHICLE			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0.0	755.88	0.00	755.88	asrpro		
Additional Service Recommendations																
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Brake Job - Front (Replace Pads/Resurface Rotors)			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2.0	208.00	91.95	299.95	222		
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Brake Caliper Replacement - Front			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0.0	0.00	0.00	0.00	You		

[Select Service]

Complaint:

Cause:

Correction:

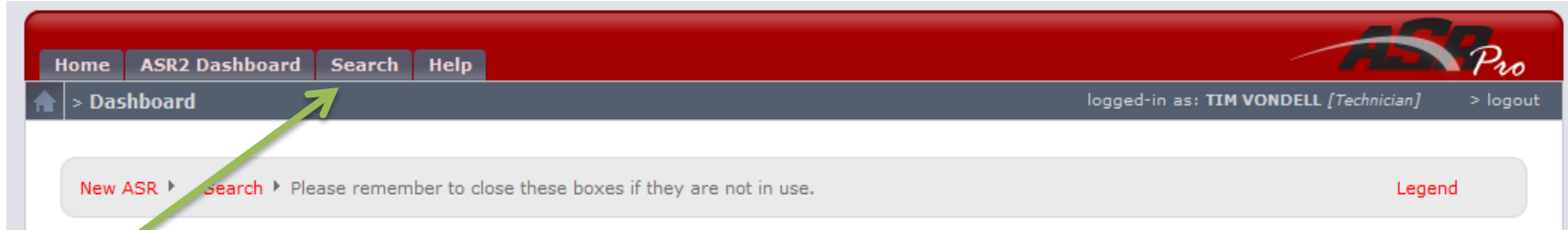
Notes:

****Just choose more recommendations from the select service table. 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’**. This will alert the advisor that the RO is complete and ready for delivery. You are done with this RO in ASR Pro.

														<input type="button" value="Send for review"/> <input type="button" value="Back"/>	
Appv	Done	Color	ASR	Service Name	Notes	3C's	Int	Wty	No Parts	Hrs	Labor	Parts	Price	Added By	Action
Customer Initial Concerns															
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	[Primary]: QS1 - PERFORM OIL AND FILTER SERVICE, TOP OFF ALL FLUID LEVELS, CHECK TIRES, BELTS, AND COOLANT			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0.2	10.02	0.00	29.99	asrpro	
Additional Service Recommendations															
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Brake Job - Front (Replace Pads/Resurface Rotors)			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2.0	208.00	91.95	299.95	222	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Timing Belt Replacement - 4cyl - : . in 5k miles			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	5.0	485.00	149.99	634.99	222	

Additional Features & Options



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

Once you have clicked on the **'Search'** tab you will then have the option of choosing your search criteria. Below your search options are all of the RO's that you have worked on both open and closed, starting from the newest RO, going back to the first file 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 ROs without a manager.

The screenshot shows the 'Search Repair Orders' page in the ASR Pro system. The page has a navigation bar with tabs: Home, ASR2 Dashboard, Search, and Help. The 'Search' tab is selected. Below the navigation bar, there is a breadcrumb trail: > Search. On the right side of the dashboard, it says 'logged-in as: Quinn Jaquillard [Technician]' and a '> logout' link. The main heading is 'Search Repair Orders'. Below the heading, there are search criteria fields: Start Date, End Date, Mode (dropdown menu), RO #, Last 8 VIN, Cust. Name, Cust. ID, and Tag. A 'Search' button is located at the bottom right of the search criteria section. Below the search criteria, there is a table of results. The table has columns: RO #, Mode, Customer, VIN, Tag, Adv, Tech, Open, and Closed. The table contains 8 rows of data. The first 7 rows have a 'Closed' status of '03-08-2011'. The 8th row has a 'Closed' status of '02-23-2011'.

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.

The screenshot displays the ASR Pro software interface for the RO details page. The top navigation bar includes links for Home, ASR2 Dashboard, Search, and Help. The user is logged in as Quinn Jaquillard, a Service Advisor. The main header shows the RO# 22222338 and Tag# [not available]. The Mode is set to Dispatch, with timestamps for In Mode Since, Last Checked, and Created. The central section contains fields for Advisor (not assigned), Tech (not assigned), Tag (not available), RO Type (Express, Waiter, Internal, Warranty, CPO), Waiting For (Customer, Warranty, Parts), Inspection Form (Toyota), Number (28516), Name (ANN SMITH), Email (SERVICE@RAMCOUNTRYTO...), Phone (830-719-3672), Promised Date, Promised Time, VIN (5STEPX42N78Z579736), Vehicle (2008 TOYOTA TRUCK TACOMA), and Mileage (58,209). A green arrow points from the text above to the 'Customer Search' button. The right sidebar shows Lines (sold/req): 0 / 1, Hours (sold/req): 0.0 / 0.0, Price: \$ 0.00, Shop Charges: 0.00, Tax: 0.00, and Total Price: \$ 0.00. The bottom section includes buttons for All Items, Declined Items, Parts, and Misc, with options like Email, ASR, Repair Estimate, Inspection Form, View Inspection Form, Parts Estimate Request, Pick Order, Pick Order & Email, Pick Order - Primary Lines, View Parts, and View Vehicle History. At the bottom, there are buttons for Save Notes and Save & Notify.

Home ASR2 Dashboard Search Help

> Dashboard > Details logged-in as: Quinn Jaquillard [Service Advisor] > logout

RO# **22222338** Tag# [not available]

Mode: Dispatch
In Mode Since: Tue Mar 08 2011 16:40:00 GMT-0500 (Eastern Standard Time)
Last Checked: Tue Mar 08 2011 16:41:00 GMT-0500 (Eastern Standard Time)
Created: Tue Mar 08 2011 16:40:00 GMT-0500 (Eastern Standard Time)

Advisor: [not assigned] Tech: [not assigned] Tag: [not available]

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

Waiting For: ☒ Customer ☐ Warranty ☐ Parts

Inspection Form: Toyota

Number: **28516**
Name: **ANN SMITH**
Email: **SERVICE@RAMCOUNTRYTO...**
Phone: **830-719-3672**
Promised Date:
Promised Time:
VIN: **5STEPX42N78Z579736**
Vehicle: 2008 TOYOTA TRUCK TACOMA
Mileage: 58,209

Customer Search

Lines (sold/req): **0 / 1**
Hours (sold/req): **0.0 / 0.0**
Price: **\$ 0.00**
Shop Charges: **0.00**
Tax: **0.00**
Total Price: **\$ 0.00**

All Items: Email ASR Repair Estimate Inspection Form View Inspection Form

Declined Items: Email ASR Repair Estimate

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

Misc: View Parts View Vehicle History

Save Notes Save & Notify

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

Customer Search - Google Chrome

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

Customer Search

Search for RO #888872

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

Customer Search - Google Chrome

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

Customer Search

Search for RO #11111

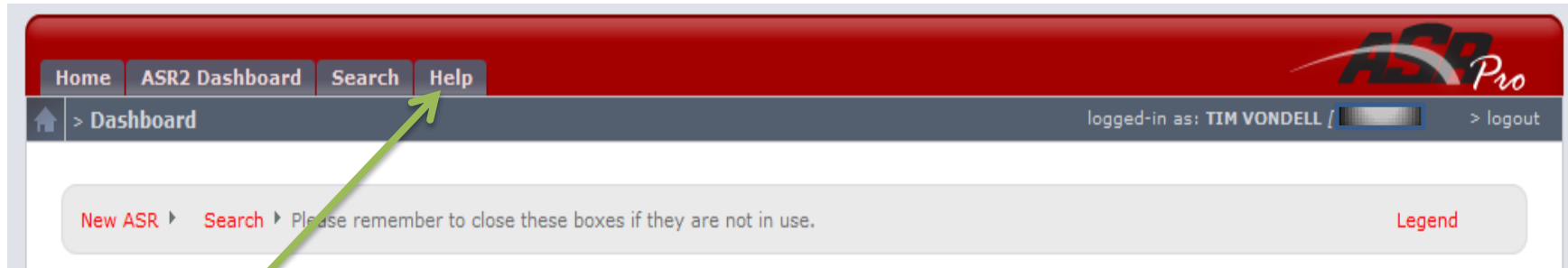
You can search by name, phone, email, or VIN.
Phone, email, and VIN must be exact.

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

ALAN JONES (4354143) ALANFJONES@COMCAST.NET 5084354143	[select] 2011 TOYOTA AVALON [select] 2005 TOYOTA AVALON
ALAN JONES (287692) 5084354143	
ALEXANDER JONES (8442960) 9788442960	[select] 2009 TOYOTA CAMRY HYBRID
ANGELA JONES (8641354) 6178641354	[select] 2007 TOYOTA CAMRY
ANNE JONES (2355019) 5089351818	[select] 2005 TOYOTA CAMRY

Once you find the customer info you are looking for, you can click on the blue '[Select]' link that will then auto-fill the customers information into the RO details page.

HELP TAB



The '**Help**' tab will allow you to review the user manuals. 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.

A screenshot of the ASR Pro Help page. The top navigation bar is red with the ASR Pro logo on the right. It contains four tabs: Home, Parts, Search, and Help. The Help tab is highlighted. Below the navigation bar, there is a section titled 'Manuals' with three links: [Advisor Training Manual](#), [Parts Training Manual](#), and [Technician Training Manual](#). Below this is a section titled 'Support Request' with the following fields: 'Store: __ASR Pro Test Store 1 (1)', 'Name: Quinn Jaquillard (quinnp)', 'Position: Parts', 'Email: quinn@asrpro.com', 'RO Number: [text input]', and 'Comments: [text area]'. A 'Submit' button is at the bottom of the form.