



Parts Department Training Manual



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

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ASRPro

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

User Name: First Initial + Last Name
Password: Employee Number
ID: Sxxx

→

Fixed Operations Benefits

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

Client Login

Username:

Password:

ID:

Log In

This is your “**Parts Dashboard**”. This will be considered your Home Page of the ASR Pro system for all Parts users.

There are three separate modes that you will be dealing with: **Request Pending**, **Request Completed**, and **Waiting to be Picked Up**.

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

logged-in as: **Quinn Jaquillard [Parts]** > [logout](#)

Parts Dashboard

Legend

Requests Pending

Last Viewer	RO	Tag	Waiter	Customer	ASM	Tech	Time	In Stock	Picked Up
Quinn (quinnp)	12544524	test	<input type="checkbox"/>		quinna	quinnt	00:40		
Quinn (quinnp)	945566	test	<input type="checkbox"/>		davida	quinnt	00:29		

Requests Completed

Last Viewer	RO	Tag	Waiter	Customer	ASM	Tech	Time	In Stock	Picked Up
Quinn (quinnp)	11030201	r45	<input type="checkbox"/>		quinna	testempl	00:15		

Waiting to be Picked Up

Last Viewer	RO	Tag	Waiter	Customer	ASM	Tech	Time	In Stock	Picked Up
Quinn (quinnp)	465997	test	<input type="checkbox"/>		quinna	timt	00:07	<input checked="" type="checkbox"/>	

The Estimate sheet includes:

RO #

Hat/Tag #

Customer and vehicle information

Service Advisor

Technician

Recommended services and repairs that need estimates.

Parts Estimate Request

23311

HAT: 1560

GIL MINOR

2007 VOLKSWAGEN TOUAREG
WVGZE77L67D010029
50,534 miles

Service Advisor
Jose Garcia (37454)
jgarcia@fjchicago.com

Technician
Joe Keras (347)

Service Name

[Other]

Technician: REPL HAZARD SWITCH (BENDING)

[Other]

Technician: REPL RT DOOR CUTTER MLDG AND CLIPS (HANGING DOWN AND SPLIT.

[Other]



Technician: REPL RT MIRROR GLASS

Brake Job - Front (Replace Pads and Rotors)

Technician: WEAR LIGHT ON, LHM LEFT ON PADS AND ROTORS HAVE LARGE RUST EDGE.

When an RO enters the **'Request Pending'** section, the technicians will submit a **'Parts Estimate Request'** sheet. This piece of paper will print in the parts department alerting you of the proper RO to work on in ASR Pro.

When a technician has finished the electronic inspection on a vehicle, they will then submit it to the parts department if part pricing is needed. The RO will now show up in the **‘Request Pending’** section on your dashboard.

Requests Pending									
Last Viewer	RO	Tag	Waiter	Customer	ASM	Tech	Time	In Stock	Picked Up
	921142	T8346	<input type="checkbox"/>	MARGARET MASI	3437	2675	00:01		
Dem (888)	921150	T362	<input type="checkbox"/>	PATRICIA CAMPBELL	3437	4914	00:17		

RO Number

Hat or Tag
number


Advisor assigned
to the RO

Technician
assigned to the RO

How long the
RO has been in
the specific
mode


When you have finished the estimate for an RO it will then be sent to the service advisor. The RO will stay in the '**Request Completed**' section until the advisor receives approvals/declines from the customer.



Requests Completed

Last Viewer	RO	Tag	Waiter	Customer	ASM	Tech	Time	In Stock	Picked Up
Quinn (quinnp)	<u>11030301</u>	r45	<input type="checkbox"/>		quinna	testempl	00:15		

If any of the services or recommendations are approved the RO will move from the Request Completed section to the '**Waiting to be Picked Up**' section. You will also be alerted of this by another print out called a '**Pick Order**'. If an RO does not enter the '**Waiting to be Picked Up**' section then all work has been declined and no further parts attention is needed.

Waiting to be Picked Up

Last Viewer	RO	Tag	Waiter	Customer	ASM	Tech	Time	In Stock	Picked Up
Quinn (quinnp)	<u>465997</u>	test	<input type="checkbox"/>		quinna	timt	00:07	<input checked="" type="checkbox"/>	

Requests Pending									
Last Viewer	RO	Tag	Waiter	Customer	ASM	Tech	Time	In Stock	Picked Up
	664776	T3473	<input checked="" type="checkbox"/>	KATHLEEN CROI	6719	222	00:00		
	664778	T6591	<input checked="" type="checkbox"/>	JASON NIGRELLI	6711	222	00:00		
JOHN (626)	664796	TT489	<input checked="" type="checkbox"/>	DAVID CUNNING	3890	222	00:00		
	664802	T0072	<input checked="" type="checkbox"/>	PAUL ROBINSON	5622		00:00		

To work on the RO, select it by clicking on the RO# and you will enter the parts details page. A **PINK** highlight refers to an RO that is new in that section and has not yet been viewed.

This is the RO Details page. Inside the details page you see the RO, customer, and vehicle information at the top.

RO# **664796** Tag# **TT489** Mode **Pending Approval** In Mode Since: Monday, November 28, 2011 2:31:32 PM
Tech **George Hoc** Advisor **Vincent McInnis** Last Check: Monday, November 28, 2011 2:31:32 PM
Part Employee Save Created: Invalid Date

Customer	Year	Make	Model	Mileage	VIN
DAVID CUNNINGHAM 160846	2005	HONDA	PILOT	725489	5FNYF184X5B030470

[Check Part Information from the DMS](#)

[Save All](#) [Estimate Complete](#) [Show All Parts](#) [View RO Details](#) [Print](#) [Print Declined](#)

[Primary]: TR - TIRES

[Primary]: TR6 - MOUNT & BALANCE ONE TIRE




[Primary]: TR6 - MOUNT and BALANCE ONE TIRE

Alternator Replacement Parts Not Needed |

Dsp	Quality	Quantity	Part Number	Src	Bin	Description	Location	Price/Item	Ord	Pckd	Del
<input checked="" type="checkbox"/>	----	1 / 0	31100RJAA02	2	SP-ORD	ALTERNATOR (CSD69)	Out of Stock	427.25			

More Features Inside the Details Page

Brake Job - Front (Replace Pads and Rotors)

Parts Not Needed |   




Dsp	Quality	Quantity	Part Number	Src	Bin	Description	Location	Price/Item	Ord	Pckd	Del
<input checked="" type="checkbox"/>	----	1	/ MEMO 45022TA5A00	30	B22F	PAD SET, FR-	Out of Stock	89.62	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="-"/>
<input checked="" type="checkbox"/>	----	2	/ 21 45251TA5A00	230	A31E	DISK, FR- BRAKE	Out of Stock	124.98	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="-"/>

Out of Stock
 In Stock
 Later Today
 Tomorrow
 2 Days
 3 Days+
 Back Order


The Parts and Labor Pricing Guide (PLPG) will enter the part number, quantity, description, availability and price. When an item is out of stock it will have to be looked up, and the correct availability selected.

If no parts were added by the technician, add a part line to the recommendation. To add, select the green .




Battery New

Parts Not Needed |   

Approved	Quantity	Part Number	Description	Location	Price	Ordered	Picked Up	Delete
No records to display.								

You may add up to 21 lines per recommendation by selecting the green 
A line will be added every time the button is clicked.

Battery New

Parts Not Needed |   

Approved	Quantity	Part Number	Description	Location	Price	Ordered	Picked Up	Delete
<input checked="" type="checkbox"/>	0			--Select a Locatic	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="-"/>
<input checked="" type="checkbox"/>	0			--Select a Locatic	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="-"/>

Entering Quantity and Part Number and 'Selecting Check Part Info from DMS' will pull all of the remaining information fields.

RO# **664798** Tag# **T4542** Mode **Pending Approval** In Mode Since: Monday, November 28, 2011 4:49:50 PM
 Tech **George Hoc** Advisor **Doug Wheelock** Last Check: Monday, November 28, 2011 4:49:50 PM
 Part Employee Created: Invalid Date

Customer **BRUCE MAHAR 63635A** Year **2006** Make **HONDA** Model **S2000** Mileage **51602** VIN **JHMAP21496S004542**

Check Part Information from the DMS

Save All Show All Parts View RO Details Print Print Declined

[Primary]: EL - ELECTRICAL

[Primary]: EL - ELECTRICAL

Brake Pads Replacement Only - Front

P&A Not Needed

Dsp	Quality	Quantity	Part Number	Src	Bin	Description	Location	Price/Item	Ord	Pckd	Del
<input checked="" type="checkbox"/>	----	1 / 0	45022S2AE50	30	SP-ORD	SET,PAD FR (16CL-	Out of Stock	78.34	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	----	2 /	45022				----	0	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

If the recommended service is to be priced as a warranty item there will be (Wnty) after the recommendation.

Alignment (Wnty)

Parts Not Needed

Approved	Quantity	Part Number	Description	Location	Price	Ordered	Picked Up	Delete
<input checked="" type="checkbox"/>	0			In Stock	0	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

If a part number is highlighted in **RED**, the part number is not in the DMS and must be looked up manually.

RO# **1062285** Tag# **T2853** Mode **Pending Approval**

Tech **j tech** Advisor **Jerry**

Part Employee

In Mode Since: Tuesday, November 29, 2011 1:48:43 PM

Last Check: Tuesday, November 29, 2011 1:48:43 PM

Created: Invalid Date

Customer	Year	Make	Model	Mileage	VIN
MARGARET	2009	TOYOTA	Corolla	13304	2T1BU40E59C139706
59090					

[Primary]: VA - VIRGINIA STATE INSP





Brake Flexible Hose Replacement

☐ P&A Not Needed | ☐ ☐ ☐

Dsp	Quality	Quantity	Part Number	Src	Bin	Description	Location	Price/Item	Ord	Pckd	Del
<input checked="" type="checkbox"/>	----	1	90947A2025			Front Brakes - Flex Hose - Right	----	0			

If there is no P&A needed on an item, mark the item '**P&A Not Needed**'. Any items that are "Menu Priced Items" meaning the price is set the same for every vehicle, will have pricing information preset. These items will automatically be marked 'P&A Not Needed'.

Air Filter Replacement





 ☒ P&A Not Needed |   

Dsp	Quality	Quantity	Part Number	Src	Bin	Description	Location	Price/Item	Ord	Pckd	Del
No records to display.											

If a technician or advisor requests pricing on multiple brands of the same part, add a line for each brand and select the '**Quality**' for each brand (Good, Better or Best).

Price field is for one unit of that item. The system will auto calculate (quantity x price) for the total price when it is sent to the advisor.

Tires - 4: 215/75R16

 ☐ P&A Not Needed |   

Dsp	Quality	Quantity	Part Number	Src	Bin	Description	Location	Price/Item	Ord	Pckd	Del
<input type="checkbox"/>	Good ▾	4 /	2116043			Kumho	In Stock ▾	112.25	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Better ▾	4 /	DT00402032GY			Goodyear	Later Today ▾	139.50	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Best ▾	4 /	DT00085237MIU			Michelin	In Stock ▾	155.40	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

When you are finished entering the information for each repair, or once the DMS has returned all information and you are ready to send the pricing to the advisor, select the **'Estimate Complete'** button.



[Save All](#) [Estimate Complete](#) [Show All Parts](#) [View RO Details](#) [Print](#) [Print Declined](#)

Brake Job - Front (Replace Pads and Rotors)

☐ P&A Not Needed |

Parts Notes:

[Save Notes](#)

Dsp	Quality	Quantity	Part Number	Src	Bin	Description	Location	Price/Item	Ord	Pckd	Del
<input checked="" type="checkbox"/>	----	1 /	5664018745			Brake Pads - Front	In Stock	58.74	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	----	2 /	5668450442			Rotors - Front	In Stock	74.55	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	----	1 /	6840681507			Brake Shim kit	In Stock	32.84	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Drive Belt

☐ P&A Not Needed |

Parts Notes:

[Save Notes](#)

Dsp	Quality	Quantity	Part Number	Src	Bin	Description	Location	Price/Item	Ord	Pckd	Del
<input checked="" type="checkbox"/>	----	1 /	516840250			Drive Belt	In Stock	48.86	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

When work is approved by the advisor a **'Pick Order'** will be printed in the parts department. The pick order will only contain approved work. All items on the pick order are ready to be pulled and/or ordered.

When multiple options were quoted, look to the **'Dsp'** column to see which option was approved.

Pick Order

1061508

Tag: T4587

RAMON SOZA

1095346

2008 TOYOTA SEQUIOA

5TDBY68A78S009000

48,451 miles

Service Advisor

j adv (2)

charles@asrpro.com

Part Personnel

Technician

j tech (1)

jonb@asrpro.com

Waiter - Express

NEW

Starter Replacement [Is ASR]

Dsp	Quality	Qty	Part #	Bin	Description	Location	Price	Pckd
-1		1	281000S011		1 - Starter	-----	0.00	<input type="checkbox"/>

NEW



Tires - 4: 215/75R16 [Is ASR]

Dsp	Quality	Qty	Part #	Bin	Description	Location	Price	Pckd
<input checked="" type="checkbox"/>	1	4	605480361KU		Kumho	Later Today	110.54	<input type="checkbox"/>
	2	4	85475002MI		Michelin	In Stock	123.74	<input type="checkbox"/>
	3	4	6810842GY		Goodyear	In Stock	155.65	<input type="checkbox"/>

Alternator Replacement [Is ASR]

Dsp	Quality	Qty	Part #	Bin	Description	Location	Price	Pckd
-1		1	270600S010		Alternator - 1 - 130 Amp	Later Today	0.00	<input type="checkbox"/>

After work has been approved, the RO will move to the
‘Waiting to be Picked Up’ section.

Waiting to be Picked Up									
Last Viewer	RO	Tag	Waiter	Customer	ASM	Tech	Time	In Stock	Picked Up
j (3)	1062293			KIDIST	2	1	2 d	<input checked="" type="checkbox"/>	

Once you have pulled the parts for the technician, click
on the basket to clear the RO off of your dashboard.

If any of the RO services or recommendations are approved but the parts were marked out of stock, the RO number will be highlighted **BLUE**.

Waiting to be Picked Up									
Last Viewer	RO	Tag	Waiter	Customer	ASM	Tech	Time	In Stock	Picked Up
	921126	T4628	<input checked="" type="checkbox"/>	ARMEN ARAKELI	5653	449	00:08	<input type="checkbox"/>	
	921135	T315	<input type="checkbox"/>	JULIE DSOUZA	3437	4689	00:11	<input type="checkbox"/>	

When parts have been ordered, go into the RO and check the '**Ord**' checkbox and '**Save All**'.

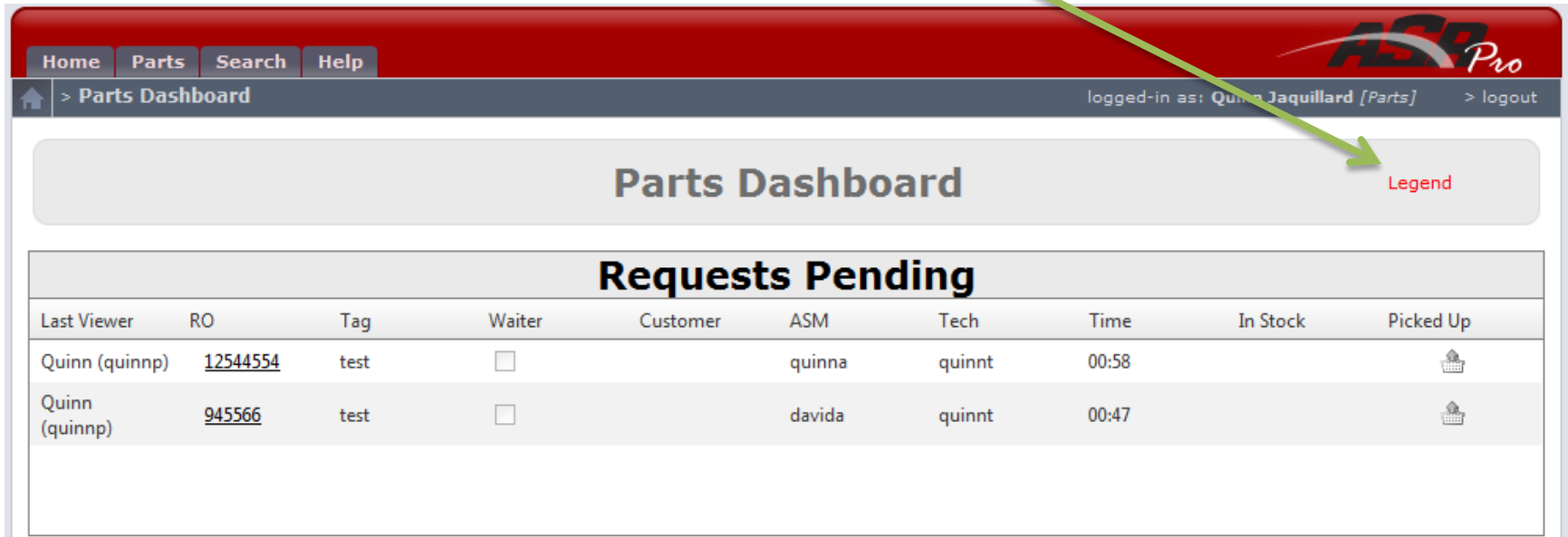
Rear Wheel Cylinders: RR Wheel Cylinder

Dsp	Quality	Quantity	Part Number	Src	Bin	Description	Location	Price/Item	Ord	Pckd	Del
<input checked="" type="checkbox"/>	-----	2	4755008010			CYLINDER.....PRIME	PDC	75.74	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	-----	2	004751BF03			FLUID	In Stock	7.99	<input type="checkbox"/>	<input type="checkbox"/>	



Now on the dashboard, the RO will be highlighted **YELLOW**.

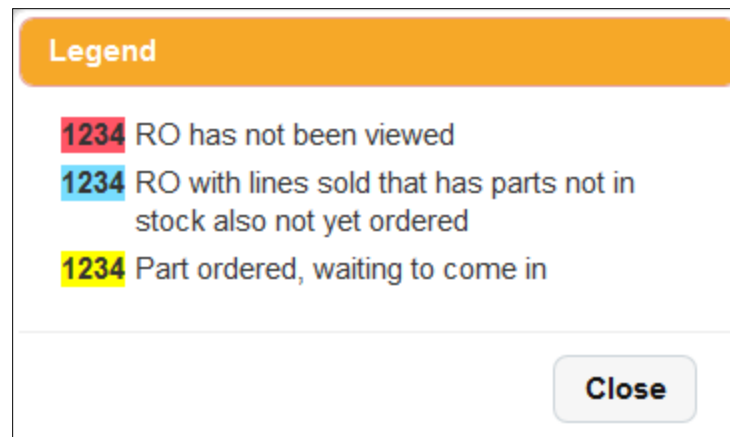
Waiting to be Picked Up									
Last Viewer	RO	Tag	Waiter	Customer	ASM	Tech	Time	In Stock	Picked Up
	921126	T4628	<input checked="" type="checkbox"/>	ARMEN ARAKELI	5653	449	00:08	<input type="checkbox"/>	
	921135	T315	<input type="checkbox"/>	JULIE DSOUZA	3437	4689	00:11	<input type="checkbox"/>	

In the future, if you are ever unsure in regards to what the highlighted colors mean, you can always click on the 'Legend' in the upper right-hand corner of your dashboard



The screenshot shows the ASP Pro Parts Dashboard. At the top, there is a red navigation bar with links for Home, Parts, Search, and Help. Below this is a grey bar with a home icon, the text '> Parts Dashboard', and the user information 'logged-in as: Quinn Jaquillard [Parts]' with a '> logout' link. The main content area has a light grey header with the title 'Parts Dashboard' and a red 'Legend' link on the right. Below the header is a table titled 'Requests Pending'.

Last Viewer	RO	Tag	Waiter	Customer	ASM	Tech	Time	In Stock	Picked Up
Quinn (quinnp)	<u>12544554</u>	test	<input type="checkbox"/>		quinna	quinnt	00:58		
Quinn (quinnp)	<u>945566</u>	test	<input type="checkbox"/>		davida	quinnt	00:47		



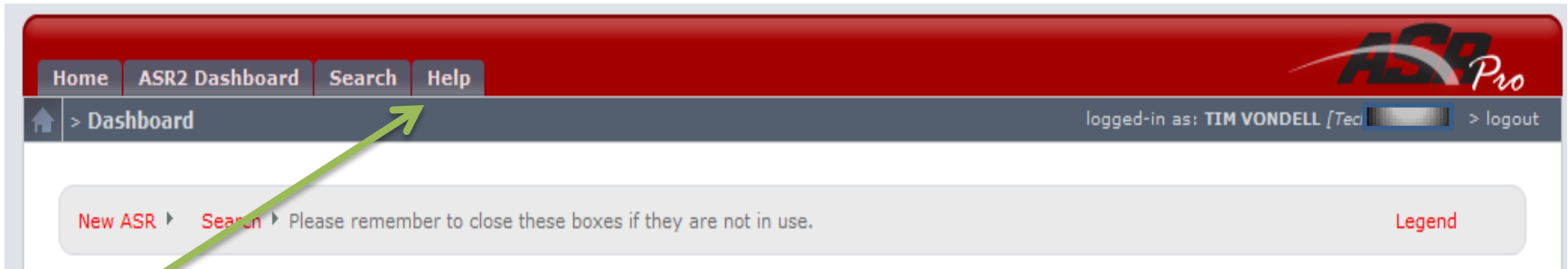
The legend dialog box has an orange header with the title 'Legend'. It contains three entries, each with a colored square followed by text: a red square for '1234 RO has not been viewed', a blue square for '1234 RO with lines sold that has parts not in stock also not yet ordered', and a yellow square for '1234 Part ordered, waiting to come in'. At the bottom right is a 'Close' button.

Legend

- 1234** RO has not been viewed
- 1234** RO with lines sold that has parts not in stock also not yet ordered
- 1234** Part ordered, waiting to come in

Close

HELP TAB



The “**Help**” tab will allow you to review the Parts user manual. It will also allow you to email ASR Pro tech support directly with any questions, comments or concerns. Please include an RO number in question if possible.

A screenshot of the ASP Pro Help page. The top navigation bar is red with the ASP Pro logo on the right. It contains four tabs: Home, Parts, Search, and Help. The Help tab is highlighted. Below the navigation bar, there are two sections. The first section is titled "Manuals" and contains three links: [Advisor Training Manual](#), [Parts Training Manual](#), and [Technician Training Manual](#). The second section is titled "Support Request" and contains a form. The form has 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]". At the bottom of the form is a "Submit" button.