

# ASAP<sup>Pro</sup>

## Parts Department User Manual



**PREPARED FOR**



The Ultimate  
Driving Machine®

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

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### 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”. Considered the Home Page of the ASR Pro system for Parts Users.

HomePartsSearchHelp





 > Parts Dashboard

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)	<a href="#">12544554</a>	test	<input type="checkbox"/>		quinna	quinnt	00:40		
Quinn (quinnp)	<a href="#">945566</a>	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)	<a href="#">11030301</a>	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)	<a href="#">465997</a>	test	<input type="checkbox"/>		quinna	timt	00:07	<input checked="" type="checkbox"/>	

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

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. This is when an RO will enter the **Request Pending** mode.

### 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	00:40		
Quinn (quinnp)	<u>945566</u>	test	<input type="checkbox"/>		davida	quinnt	00:29		

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 pricing out an RO it will then be sent to the service advisor assigned to that specific RO. The RO will stay in the **Request Completed** mode 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 come back to the parts department in the **Waiting to be Picked Up** mode. If an RO does not enter the **Waiting to be Picked Up** mode 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"/>	

If any of the RO services or recommendations are approved but the parts are not in stock, the RO will be highlighted in one of two colors – BLUE or YELLOW. Blue will indicate lines sold that have parts not in stock and have not yet been ordered. Yellow will indicate that the parts have been ordered and are waiting to come in.

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	00:25	<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

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

## Parts Dashboard



### Requests Pending

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

When an RO enters the **Request Pending** mode, the technicians will submit a **Parts Estimate Request** sheet.

### The Estimate sheet include:

RO #

Hat/Tag #

Customer and vehicle  
information

Service Advisor

Technician

Recommended services and  
repairs

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 Karas (347)
Service Name	
[Other]	Technician: REPL HAZARD SWITCH (BENDING)
[Other]	Technician: REPAIR DOOR OUTER MLDG AND CLIPS (HANGING DOWN AND SPLIT.
[Other]	Technician: REPL RT MIRROR GLASS
Break Job - Front (Replace Pads and Rotors)	
Technician: WEAR LIGHT ON, LHM LEFT ON PADS AND ROTORS HAVE LARGE RUST EDGE.	



# 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	01:34		
Quinn (quinnp)	<u>68459</u>	test	<input type="checkbox"/>		CharlesA	testempl	00:21		
Quinn (quinnp)	<u>945566</u>	test	<input type="checkbox"/>		davida	quinnt	01:23		

Select the RO # to enter the details page

RO# **518095**

Tag#  
**3154**

Mode **Parts**  
**Estimate**

In Mode Since: Tue Mar 22 2011 11:47:14 GMT-0400 (Eastern Daylight Time)  
Last Check: Tue Mar 22 2011 11:47:14 GMT-0400 (Eastern Daylight Time)  
Created: Invalid Date

Tech **Marc Williams**

Advisor **Erin Megin**

Customer	Year	Make	Model	Mileage	VIN
<b>BALAGURUNATH SREENIVASAN</b>	<b>2004</b>	<b>TOYOTA</b>	<b>SEQUOIA</b>	<b>84935</b>	<b>5TDBT44A94S216149</b>

[Primary]: LITE - CUST REPORTS THE CHECK ENGINE LIGHT IS ON. PLEASE CHECK AND ADVISE

## Exhaust Catalytic Converter Replacement: BANK 1

☐ Parts Not Needed |

Approved	Quantity	Part Number	Description	Location	Price	Ordered	Picked Up	Delete
<input checked="" type="checkbox"/>	1	17450-0F030	CALI COVERT	Tomorrow	1630.91	<input type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	1		HW	In Stock	36.03	<input type="checkbox"/>	<input type="checkbox"/>	

## Tires - 2

☐ Parts Not Needed |

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

## Alignment

☒ Parts Not Needed |






Approved	Quantity	Part Number	Description	Location	Price	Ordered	Picked Up	Delete
----------	----------	-------------	-------------	----------	-------	---------	-----------	--------



Once you have opened the RO you can enter: Quantity, Location, and Price for each recommendation.

To add a line to the recommendation select the green +





### Battery New

  Parts Not Needed |   

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

Once a line has been added you can now enter the information needed.






### 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"/>	




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


### 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 checked="" type="checkbox"/>	0			--Select a Locatic ▾	0	<input type="checkbox"/>	<input type="checkbox"/>	

## Battery New

Parts Not Needed |   

Approved	Quantity	Part Number	Description	Location	Price	Ordered	Picked Up	Delete
<input checked="" type="checkbox"/>	1			--Select a Location-- --Select a Location-- In Stock Later Today Tomorrow 2 Days 3 Days 4 Days +	0	<input type="checkbox"/>	<input type="checkbox"/>	

## Brake Job - Front (Replace Pads and Rotors)

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

Part number, if needed

Insert Quantity




Description, if needed


Location: Whether the parts are in stock or not.

Individual price




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"/>	

## Diagnostic: .





Parts Not Needed |   

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

If the repair is something that does not need part pricing select the “Parts Not Needed” box.

If a recommendation is a “menu item”, meaning that the service advisor has all the pricing they need or a service with no parts needed, mark the button that says “Parts Not Needed”.

## Alignment





 ☒ Parts Not Needed |   




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

If a technician needs pricing on multiple brands of the same part, add a line for each brand but be sure to only have one line checked off.

Price field is for one unit of that item. The system will auto calculate quantity x price to equal the total price .

[Other]: Tires 4: 225/45/R15 Kumho

 ☐ Parts Not Needed |   

Approved	Quantity	Part Number	Description	Location	Price	Ordered	Picked Up	Delete
<input checked="" type="checkbox"/>	4		Kumho	In Stock ▼	225	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	4		Bridgestone	In Stock ▼	185.99	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	4		Goodyear	In Stock ▼	199	<input type="checkbox"/>	<input type="checkbox"/>	

When you are finished entering the information for each repair, select the **Estimate Complete** tab to send the RO to the advisor.



### [Primary]: Tune Up 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"/>	

### Diagnostic: .

☒ Parts Not Needed |

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

### Battery New

☐ Parts Not Needed |

Approved	Quantity	Part Number	Description	Location	Price	Ordered	Picked Up	Delete
<input checked="" type="checkbox"/>	1			In Stock	89.99	<input type="checkbox"/>	<input type="checkbox"/>	

If any of the services or recommendations are approved the RO will come back to the parts depart in the **Waiting to be Picked Up** mode. The RO will not enter the **Waiting to be Picked Up** mode if all of the recommendations have been declined and no further action is needed from parts. When the RO comes back to the parts department with approvals, the advisor will also submit a Pick Order to alert the parts department which parts need to be pulled.

The pick order will have all the same information that the parts estimate sheet had except now only the recommendations that were approved will be listed.

With this information you can now pull the parts for the technician.

**Pick Order**

636343  
HAT: 3915

**ANDREW HULSE**  
2007 BMW 328XI  
WBAVC73517K033098  
35,509 miles

**Service Advisor**  
John Denice (2669)  
jdenice@hassel.com


**Technician**  
Darell Neblett (736)

Waiter • Express

EFI Service (Fuel Injection Cleaning Service) (Is ASR)						
Approved	Qty	Part #	Description	Location	Price	Picked Up
IT	1	82140428376	INJECTOR SERVICE	In Stock	25.50	IT



Tire Rotation (Is ASR)						
No Parts Selected						

## 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	02:51	<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.

**Remember:** If an RO does not show up in this mode, all the work has been declined.





Save All Estimate Complete Show All Parts  Print  Print Declined

## [Primary]: Tune Up 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"/>	

## Diagnostic: .

 ☒ Parts Not Needed |   

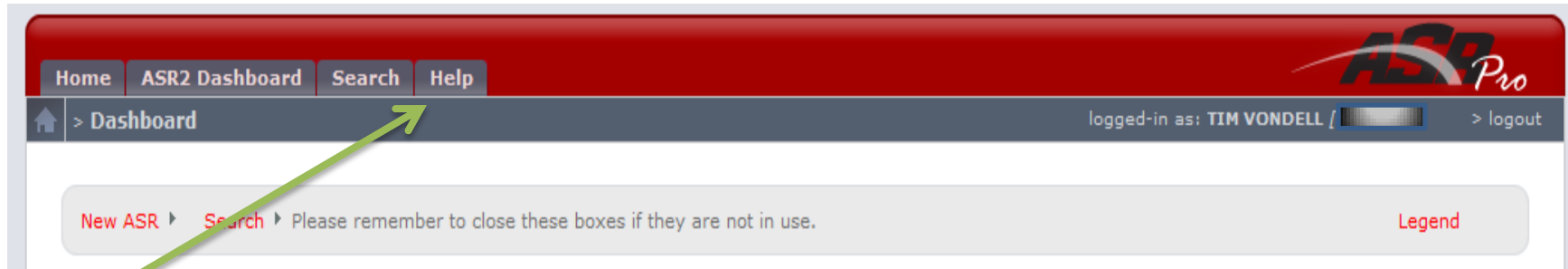
Approved	Quantity	Part Number	Description	Location	Price	Ordered	Picked Up	Delete
No records to display.								

If a part is marked anything other than “In Stock”, you may need to reenter the RO in the “**Waiting to be Picked Up**” mode before you can mark it picked up. Enter the RO, change the location of a part from out of stock to in stock, then you can mark it picked up.

Once the location has been changed to “In Stock”, select the box labeled “Picked Up”, click “Save All”



## 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.

The screenshot shows the ASR Pro Help page. The navigation bar includes Home, Parts, Search, and Help tabs. The main content area is titled "Support Request" and contains the following fields:

- Store:** \_\_ASR Pro Test Store 1 (1)
- Name:** Quinn Jaquillard (quinnp)
- Position:** Parts
- Email:** quinn@asrpro.com
- RO Number:**
- Comments:**

A "Submit" button is located at the bottom of the form.