

Auto Integrate User Guide

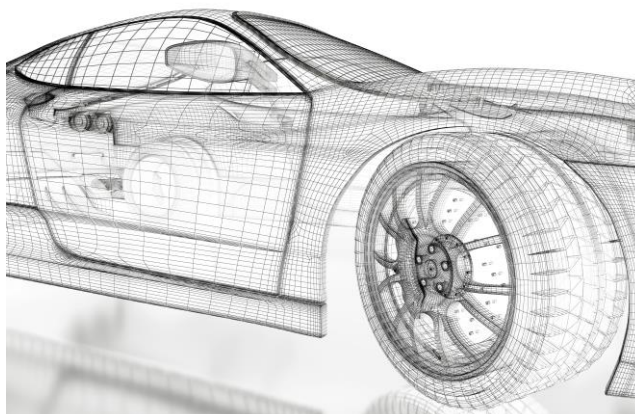


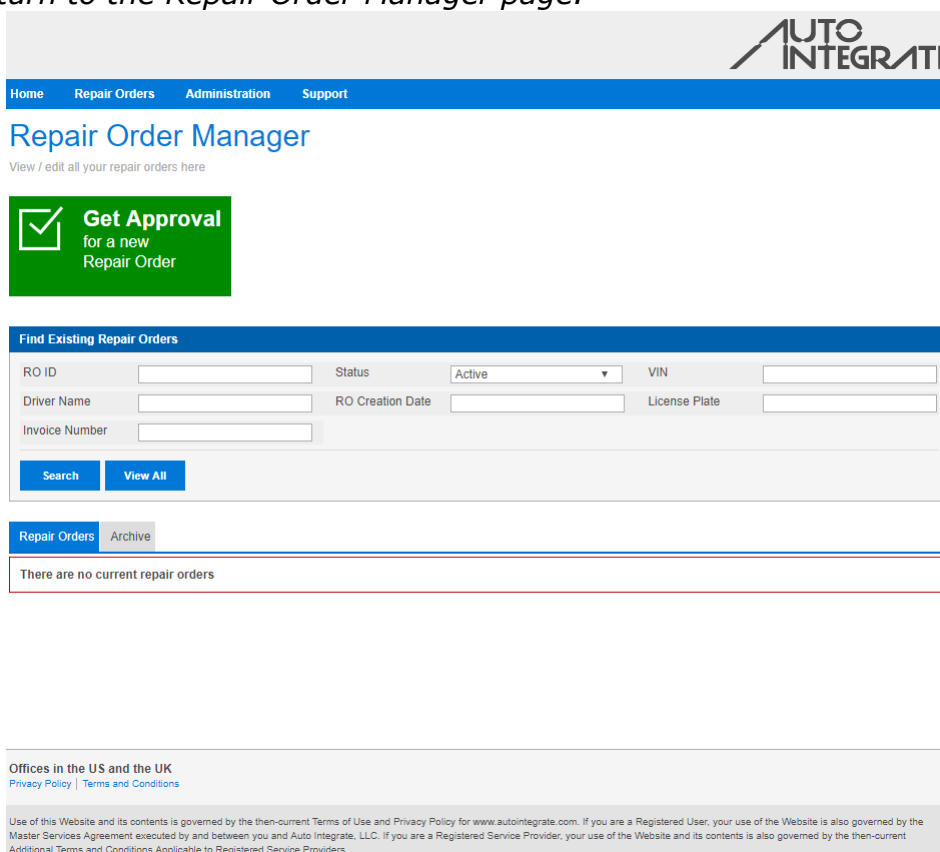
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Repair Order Manager

Once you are logged in, you will be taken straight to the Repair Order Manager page. This instantly gives you an overview of all current and completed Repair Orders.

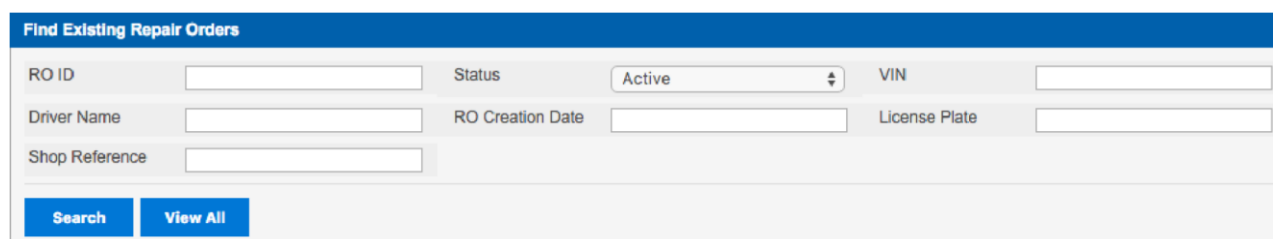
The navigation is available on every page, so no matter where you are in the system, you can always return to the Repair Order Manager page.



The screenshot shows the 'Repair Order Manager' page. At the top is a navigation bar with links: Home, Repair Orders, Administration, and Support. Below this is a header section with the 'Repair Order Manager' title and a link to 'View / edit all your repair orders here'. A green button labeled 'Get Approval for a new Repair Order' is prominently displayed. Below this is a 'Find Existing Repair Orders' section with a search form. The form includes fields for RO ID, Status (set to 'Active'), VIN, Driver Name, RO Creation Date, License Plate, and Invoice Number. There are 'Search' and 'View All' buttons. Below the search form, there are tabs for 'Repair Orders' and 'Archive'. A message states 'There are no current repair orders'. At the bottom, there is a footer section with links for 'Offices in the US and the UK', 'Privacy Policy', and 'Terms and Conditions', followed by a disclaimer about the website's terms of use.

The Filter Panel

Filtering out certain Repair Orders, or searching for specific ones can all be achieved via the filter panel. It allows you to search for specific repair orders using the filter criteria. To see all repair orders, click "View All".



This is a close-up of the 'Find Existing Repair Orders' filter panel. It features a search form with the following fields: RO ID, Status (a dropdown menu currently showing 'Active'), VIN, Driver Name, RO Creation Date, License Plate, and Shop Reference. At the bottom of the panel are two buttons: 'Search' and 'View All'.

Repair Order Status

Quick-reference icons

To get you started quickly, there are a series of icons in the status column provided to speed up the process. The key to the status icons are at the back of this document.

Find Existing Repair Orders

RO ID

Status

Active

VIN

Driver Name

RO Creation Date

License Plate

Shop Reference

Search

View All

Repair Orders

Archive

RO ID	VIN	Origin	Client	Due	Submitted	FM Company	Make	Model	Status
139858	032148		Demo Client	317d 20h 0m	11/11/2014 04:38 AM	Enterprise	Toyot	PreRunner (A4) 4x2 Double Cab 127.4 in. WB	VIEW
139847	032148		Demo Client	357d 22h 45m	09/17/2014 08:30 AM	Enterprise	Toyot	PreRunner (A4) 4x2 Double Cab 127.4 in. WB	VIEW
140988	B33891		Demo Client	118d 20h 0m	05/22/2015 04:54 AM	EMKAY	Ford	ESCAPE XLT 4WD	VIEW
140897	204868		Demo Client	295d 15h 45m	12/03/2014 03:41 AM	EMKAY	Ford	TAURUS SEL	VIEW
140888	186683		Demo Client	310d 8h 45m	11/18/2014 09:56 AM	Enterprise	Chevr	LS 4dr Sedan	VIEW
141370	150441		Demo Client	8d 14h 30m	09/16/2015 09:10 AM	EMKAY	Chevr	1500 EXT CAB	VIEW
141344	C08014		Demo Client	13d 15h 45m	09/11/2015 06:47 AM	EMKAY	Ford	F150 SUPERCAB	VIEW
141323	B33891		Demo Client	28d 16h 0m	08/27/2015 07:00 AM	EMKAY	Ford	ESCAPE XLT 4WD	VIEW
141322	530717		Demo Client	28d 12h 45m	08/27/2015 06:51 AM	EMKAY	Merce	SPRINTER 2500	VIEW
141295	B33891		Demo Client	34d 15h 0m	08/21/2015 04:53 AM	EMKAY	Ford	ESCAPE XLT 4WD	VIEW

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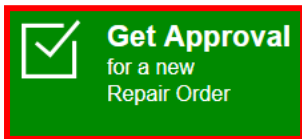
Information is provided by hovering over the icon. Click View to see the full detail of each Repair Order.

Create New Repair Order

Repair Order Manager

Gaining approval for a repair order is quick and simple. From the Repair Order Manager screen, click the Add New Repair Order button.

[View / edit all your repair orders here](#)



Find Existing Repair Orders

RO ID

Status

Active

VIN

Driver Name

RO Creation Date

License Plate

Invoice Number

Search

View All

Step 1: Select Vehicle

Search for Vehicle

Select fleet company, enter VIN and press Search.

Fleet Company

Select One

Select One

Car Advise

Donlen

EMKAY

Enterprise Fleet Management

Fleetio

U.S. Bank Voyager Non-FMC

VIN

Search

Choose the Fleet Management Company which manages the vehicle, then enter a minimum of the last 8 characters of the VIN. Click Search to find the vehicle.

Once you have put in the detail, and clicked 'Search', a list of vehicles will appear below. From the list displayed, select the correct vehicle by clicking on the full VIN

VIN	License Plate	Make	Model Code	Model Description	Client
0XXXX00X0000000	00XXX0	Chevrolet	CK15553	1500 EXT CAB	Demo Client

Step 2: Enter Odometer Reading

Enter the vehicle's odometer reading into the field provided and click 'Next'. You can cancel the Repair Order by clicking 'Cancel'.

Step 2: Enter Odometer Reading

Vehicle Details	FMC Details	Client Details	AME Details	Defect History
VIN Number 0XXXXX00X00X000000	Driver Name Demo Driver	Model Year 2006	Make Chevrolet	Model CK15553 - 1500 EXT CAB
Color	License Plate AA00001	Contract Type Managed	Transmission	Fuel Type Gas
FMC Vehicle Number A50441				

Odometer Reading

If you are repairing a medium to heavy duty truck you will be requested to enter the Engine Hours along with the odometer.

More details on the vehicle, Fleet Management Company and client are available by selecting the tabs.

Vehicle Details	FMC Details	Client Details	AME Details	Defect History
VIN Number 0XXXXX00X00X000000	Driver Name Demo Driver	Model Year 2006		
Color	License Plate AA00001	Contract Type Managed		

Step 3: Shop Details

Having selected the vehicle and entered the mileage information, you now need to provide some more detail about your shop and the driver.

- **Your Name** is you or the person responsible for the repair. (Required)
- **Invoice Number** is for your internal reference.
- **Driver is Waiting**, check this box if the driver is present and waiting for the repair.
- **Driver Complaint** enter brief details as to why the driver brought the vehicle to you.

Shop Details

Required fields are indicated with a *

Your Name *

Shop Call Back Number
ext.

Invoice Number

Vehicle Arrival Date * *

Vehicle Arrival Time * *

Driver Name

Driver Phone Number
ext.

Driver Is Waiting
☐

Vehicle Towed
☐

Payment Type *

Check ▾

Payment Direction *

Independent ▾

Driver Complaint

Continue
Cancel

Click Continue to finish creating the repair order and to start adding items to the Repair Order.

Preventative Maintenance

Some Fleet Management Companies provide the ability to select items from their Preventative Maintenance Programs, the Fleet Management Companies would like you to provide these services.

If you do not charge for any of these items add them with zero cost as this is recorded in the vehicle maintenance history. Some items allow you to change the pricing with the drop-down menu, with each selectable item changing the pricing type.

Preventative Maintenance

Maintenance Program:Test

Our records indicate the following preventative maintenance items are scheduled to be performed.

Services Due	Pricing	Labor Time	Labor Rate	Cost	Unit Price	Qty	Parts Total	Fixed Cost
Cabin Air Filter	Menu Item (Part Only) ▼							

Add Items
Close

Once you have selected the correct pricing type for your shop and have filled in the relevant text boxes, click Add Items to add these to the Repair Order.

Preventative Maintenance

Maintenance Program:Test

Our records indicate the following preventative maintenance items are scheduled to be performed.

Services Due	Pricing	Labor Time	Labor Rate	Cost	Unit Price	Qty	Parts Total	Fixed Cost
Cabin Air Filter	Part and Labor ▼			\$0.00			\$0.00	

Add Items
Close

If your shop is unable to provide any of the items listed, just click 'Close'.



Don't forget to add your \$0 items

Adding Repair Items

Once in the repair order you can see the repair order number and status. Any items you added via the Preventative Maintenance screen will be displayed here.

Repair Order Details

Repair Order ID: 10018080 Not Submitted

! You have not yet submitted this repair order, please add any required items and then submit it to the Fleet Company. To add items, click on the blue buttons below.

Vehicle Details	RO Details	FMC Details	Shop Details	Client Details	AME Details	Defect History
Driver Phone Number	Alternate Driver Name	Driver Is Waiting	Created Date Time	Submitted Date Time		
Estimated Completion	Actual Completion	Created By	01/17/2020 03:44 AM	Not Submitted		
		Test User				

PM Add Items Add Tires Select Quick Repair

Line Item	Hrs	\$/Hr	Unit Cost	Qty	Total Cost
LABOR : Conventional Lube, Oil, and Filter					
<div>Service Code Preventative Maintenance > Conventional Lube Oil Filter</div> <div>Correction Replace</div> <div>Cause Preventative Maintenance</div> <div>Authorization Status Awaiting Approval</div>	0.50	\$60.00	\$30.00	1	\$30.00
PART : Conventional Lube, Oil, and Filter					
<div>Service Code Preventative Maintenance > Conventional Lube Oil Filter</div> <div>Part Name Conventional Lube, Oil, and Filter</div> <div>Part Code</div> <div>Manufacturer</div> <div>Cause Preventative Maintenance</div> <div>Authorization Status Awaiting Approval</div>			\$15.00	1	\$15.00
LABOR : Tire Inspection					
<div>Service Code Preventative Maintenance > Tire Inspection</div> <div>Correction Diagnose/Test</div> <div>Cause Preventative Maintenance</div> <div>Authorization Status Awaiting Approval</div>	1.00	\$15.00	\$15.00	1	\$15.00

There are several ways to add service items to the repair order.

Some buttons may be unavailable to you depending on the vehicle, Fleet Management Company, and if you are billing through a National account.

PM Add Items Add Tires Select Quick Repair
Select Repair Package

The PM Button displays the "Preventative maintenance" screen

Preventative Maintenance

Maintenance Program: Test

Our records indicate the following preventative maintenance items are scheduled to be performed.

Services Due	Pricing	Labor Time	Labor Rate	Cost	Unit Price	Qty	Parts Total	Fixed Cost
Tire Rotation	Menu Item (Labor Only)							

Add Items Close

The Add Items button displays the service code search and selection screen.

Search for Service Code

Search

intake
(example: brake fluid)

Search

Reset

If you wanted to add an "Intake Manifold" repair item, enter "Intake" in to the search box and click Search.

Search Results

Intake Manifold	Engine, Cooling and Exhaust > Engine > Intake Manifold
Intake Air Duct	Powertrain Management > Fuel Delivery and Air Induction > Intake Air Duct
Intake Air Plenum	Powertrain Management > Fuel Delivery and Air Induction > Intake Air Plenum
Intake Air Heater	Powertrain Management > Fuel Delivery and Air Induction > Intake Air Heater
Valve, Intake/Exhaust	Engine, Cooling and Exhaust > Engine > Cylinder Head Assembly > Valve, Intake/Exhaust

+

Browse All Service Codes

Cancel

Select the correct item from the search results displayed.

If you do not find what you are searching for first time, try other words within the description. For example, if you are searching for the intake manifold gasket try just searching for gasket.

—

Browse All Service Codes

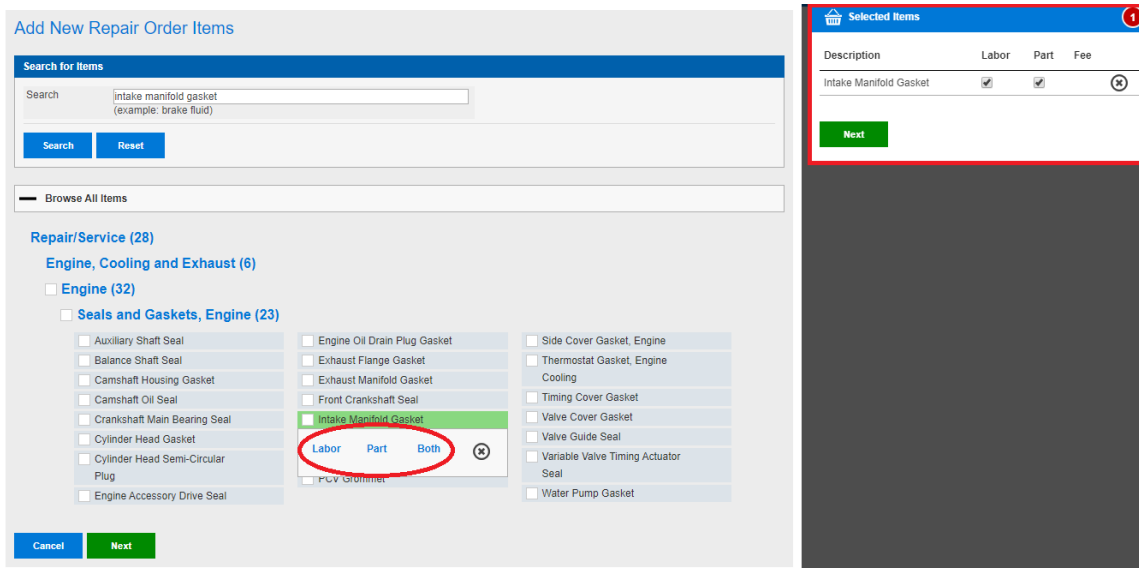
Service/Repair (28)

<div>Accessories, Options, & AMEs (72)</div> <div><input type="checkbox"/> Belts</div> <div><input type="checkbox"/> Body and Frame (53)</div> <div>Brakes and Traction Control (30)</div> <div><input type="checkbox"/> Courtesy Check</div> <div><input type="checkbox"/> Cruise Control (23)</div> <div><input type="checkbox"/> Diagnostics (11)</div> <div>Engine, Cooling and Exhaust (6)</div> <div>Equipment (14)</div> <div>Fees (41)</div>	<div><input type="checkbox"/> Heating and Air Conditioning (101)</div> <div><input type="checkbox"/> Hybrid Drive Systems (6)</div> <div>Instrument Panel, Gauges and Warning Indicators (137)</div> <div>Lighting and Horns (50)</div> <div><input type="checkbox"/> Lube Chassis Service</div> <div>Maintenance (23)</div> <div><input type="checkbox"/> Miscellaneous (24)</div> <div>Powertrain Management (11)</div> <div><input type="checkbox"/> Preventative Maintenance (50)</div>	<div>Relays and Modules (18)</div> <div>Restraint Systems (11)</div> <div>Sensors and Switches (21)</div> <div><u>Starting and Charging</u> (7)</div> <div>Steering and Suspension (7)</div> <div><input type="checkbox"/> Tire Replacement</div> <div>Transmission and Drivetrain (29)</div> <div>Windows and Glass (7)</div> <div>Wiper & Washer Systems (54)</div>
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Cancel

If you cannot find what you're looking for using the search box, you can click Browse All Service Codes to display a hierarchy of all codes within the system. Click on one of them to drill into a more granular level.

After finding the service code you want to add, you can select 'Labor', 'Part', 'Both' or 'Fee' (for applicable Service codes) depending on how you charge for the relevant work. Each service codes you have selected will appear in the 'Selected Items' panel.



The screenshot shows the 'Add New Repair Order Items' interface. On the left, there's a search bar with 'Intake manifold gasket' entered. Below it, a 'Browse All Items' section shows a hierarchy: 'Repair/Service (28)' > 'Engine, Cooling and Exhaust (6)' > 'Engine (32)' > 'Seals and Gaskets, Engine (23)'. The 'Intake Manifold Gasket' is highlighted in green. Below the list, there are radio buttons for 'Labor', 'Part', and 'Both', with 'Both' selected. A 'Next' button is at the bottom right. On the right side, a 'Selected Items' panel shows the 'Intake Manifold Gasket' with checkboxes for 'Labor' and 'Part' both checked, and a 'Next' button below it.

Once you have selected all the items you want to add to the 'Repair Order' – press 'Next'.

The 'Add New Repair Order Items' screen is where you add detail for the line items. A 'Cause' drop-down box and 'Notes' text box are provided to show observations and offer an explanation to the FMC for the work being carried out. Be sure to provide as much detail as possible to the FMC.

Once you have completed this page – press 'Confirm' to add the item(s) to the repair order. You can remove items by pressing the 'X' to the right-hand side of the line item.

Add New Repair Order Items

Engine, Cooling and Exhaust

Line Item	Time (Hrs)	Rate (\$/Hr)	Unit Cost	Qty	Total Cost	
INTAKE MANIFOLD						
Labor Correction	Replace	1	60	\$60.00	1	\$60.00
Part Name	Intake Manifold		10	1	\$10.00	
Part Code	EXAMPLECODE123					
Manufacturer Name	EXAMPLENAME123					
Cause	Wear and Tear					
Notes	Intake Manifold has snapped - replacement work.					

Back
Cancel
Confirm

Any measurements that are required will be entered on the next screen. The relevant line item requiring measurements will be labeled by the header. You can change the vehicle type by pressing the 'Change Vehicle Type' button in the top right of the screen.

Rotor Thickness

Please enter the thicknesses of all the positions of the vehicle that you are working on.

Units
☒ mm
☐ /1000"

Front Right (mm)

2

Rear Right (mm)

Front Left (mm)

Rear Left (mm)

Change Vehicle Type

Adding Repair Packages

To add a Repair Package to a repair order, simply click the 'Select Repair Package' drop down menu and select the Repair Package you wish to add to the repair order.

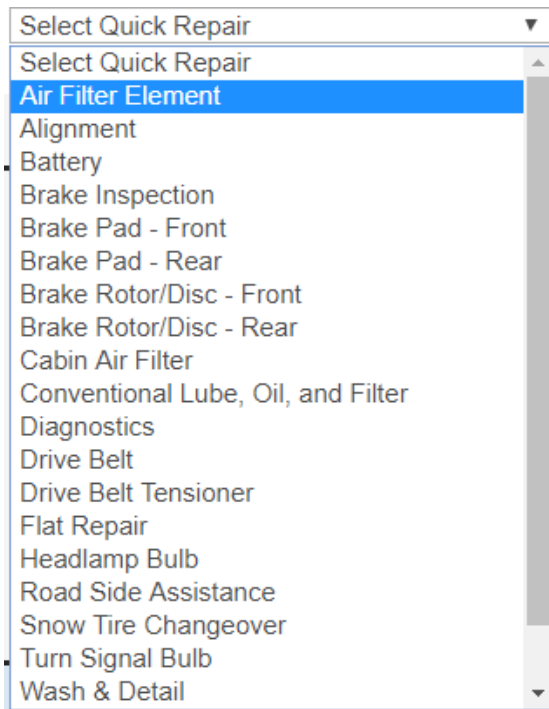
Add Items
Add Tires

Select Quick Repair

Select Repair Package

Once you have selected the package, it will be added to the 'Selected Items' panel. From here you are able to add or remove job types by unticking the labor, part or fee boxes. If you wish to add any other Service codes you can from this screen, otherwise please click 'Next' to continue the Repair Order.

Adding Quick Repair Items

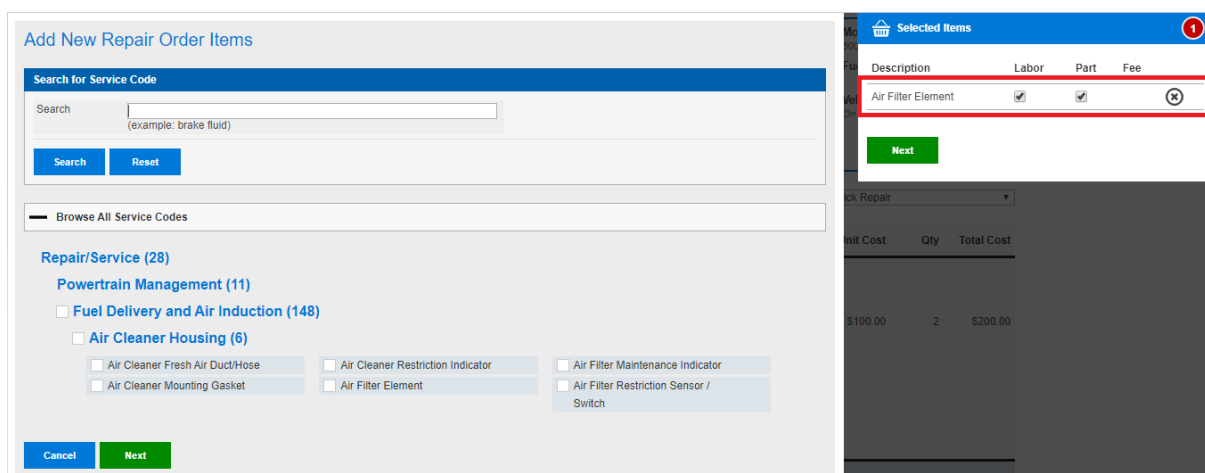


Select Quick Repair

- Select Quick Repair
- Air Filter Element
- Alignment
- Battery
- Brake Inspection
- Brake Pad - Front
- Brake Pad - Rear
- Brake Rotor/Disc - Front
- Brake Rotor/Disc - Rear
- Cabin Air Filter
- Conventional Lube, Oil, and Filter
- Diagnostics
- Drive Belt
- Drive Belt Tensioner
- Flat Repair
- Headlamp Bulb
- Road Side Assistance
- Snow Tire Changeover
- Turn Signal Bulb
- Wash & Detail

To speed up the process of finding and adding some items, the "Quick Repair" list contains 21 of the most common items to add.

If you select one of these 'Quick Repair Items', it will be added to the 'Selected items' panel. You can then click 'Next' to continue and add this item or add anymore line items required as usual.



Add New Repair Order Items

Search for Service Code

Search (example: brake fluid)

Search Reset

Browse All Service Codes

Repair/Service (28)

Powertrain Management (11)

Fuel Delivery and Air Induction (148)

Air Cleaner Housing (6)

Air Cleaner Fresh Air Duct/Hose

Air Cleaner Restriction Indicator

Air Cleaner Mounting Gasket

Air Filter Element

Air Filter Maintenance Indicator

Air Filter Restriction Sensor / Switch

Cancel Next

Selected Items

Description	Labor	Part	Fee
Air Filter Element	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Next

Unit Cost Qty Total Cost

\$100.00 2 \$200.00

Adding Tires

Using the Add Tires button, you can add tires that you are replacing, tire related services and enter the depths of the existing tires on the vehicle.



Tire Replacement

Check the the box on each tire you are going to replace. If you are not replacing any tires but need to add other tire services, just click the 'Next' button.

Please enter the tread depths of all the tires that you are working on.

Units

☐ mm

☒ /32"

Outer Depth ☐ /32"

Middle Depth ☐ /32"

Inner Depth ☐ /32"

Outer Depth ☐ /32"

Middle Depth ☐ /32"

Inner Depth ☐ /32"

Front Right ☐

Rear Right ☒

Front Left ☐

Rear Left ☐

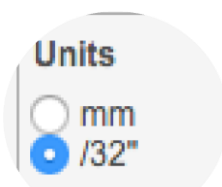
Spare ☐

Outer Depth ☐ /32"

Middle Depth ☐ /32"

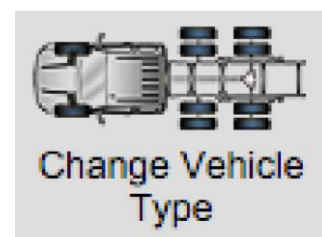
Inner Depth ☐ /32"

Change Vehicle Type



You can choose between imperial and metric to record your measurements.

If the vehicle is medium to heavy duty, then you may select the twin axel configuration.



Once you have selected the tire positions and entered the readings you can now select the tire manufacturer, model and size.

Tire Search

Manufacturer

Select One

Model

Select a manufacturer

Size

Search

Reset

Can't Find The Tire?

	Manufacturer	Model	Size
SELECT THIS TIRE	Tire Manufacturer 1	Model 12AB	LT222/22R11
SELECT THIS TIRE	Tire Manufacturer 2	Model 12AB	LT222/22R11
SELECT THIS TIRE	Tire Manufacturer 3	Model 12AB	LT265/70R17
SELECT THIS TIRE	Tire Manufacturer 4	Model 12AB	LT245/75R16
SELECT THIS TIRE	Tire Manufacturer 5	Model 12AB	P215/65R15
SELECT THIS TIRE	Tire Manufacturer 6	Model 12AB	P235/75R15
SELECT THIS TIRE	Tire Manufacturer 7	Model 12AB	P232/23R14
SELECT THIS TIRE	Tire Manufacturer 8	Model 12AB	P123/12ZR14
SELECT THIS TIRE	Tire Manufacturer 9	Model 12AB	LT222/22R11
SELECT THIS TIRE	Tire Manufacturer 10	Model 12AB	LT225/70r19.5

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Back

Cancel

Once selected add the cause for replacement, tire code (if available), Tire unit price and any labor for fitting.

Tire Details

Tire Position

Front, Right

Cause

End Of Life

Tire Description

LIGHT TRUCK TIRE

Manufacturer

Tire Manufacturer 1

Model

Model 12AB

Size

LT245/75R15

Tire Code

Tire Price (\$)

Back

Cancel

Next

Next use this screen to add any tire related items to the Repair Order.

Additional Extras

Labor

Labor	Cost (\$)	Quantity
Alignment	<input type="text"/>	<input type="text" value="0"/>
Flat Repair	<input type="text"/>	<input type="text" value="0"/>
Tire Replacement	<input type="text"/>	<input type="text" value="0"/>
Tire Rotation (per wheel)	<input type="text"/>	<input type="text" value="0"/>
Tire Studding	<input type="text"/>	<input type="text" value="0"/>
TPMS Service Valve Kit	<input type="text"/>	<input type="text" value="0"/>
Valve Replacement	<input type="text"/>	<input type="text" value="0"/>
Wheel Balancing	<input type="text"/>	<input type="text" value="0"/>

Fees

Fee	Cost (\$)	Quantity
Road Hazard Warranty	<input type="text"/>	<input type="text" value="0"/>
State / Province Tire Disposal Fee	<input type="text"/>	<input type="text" value="0"/>
Tire Disposal Fee	<input type="text"/>	<input type="text" value="0"/>

Parts

Service Code	Part Name	Cost (\$)	Quantity
Flat Repair	<input type="text" value="Flat Repair Patch"/>	<input type="text"/>	<input type="text" value="0"/>
Tire Studding	<input type="text" value="Tire Studs"/>	<input type="text"/>	<input type="text" value="0"/>
TPMS Service Valve Kit	<input type="text" value="Service Valve Kit"/>	<input type="text"/>	<input type="text" value="0"/>
Valve Replacement	<input type="text" value="Valve Stem"/>	<input type="text"/>	<input type="text" value="0"/>
Wheel Balancing	<input type="text" value="Balance Weights"/>	<input type="text"/>	<input type="text" value="0"/>

Once completed click the "Save" button to add the items to the repair order.

Adding items from Catalog (National account billing)

If you are billing through a **National account**, then the catalog button may be available.

Clicking the catalog button and entering the applicable code(s).

Add Items From Catalog

Find Catalog Items

Labor Code
Part Code

Finish
Cancel

Selecting the item(s) that ARE applicable and clicking finish.

Add Items From Catalog

Find Catalog Items



Labor Code
Part Code

Type	Catalog Code	Service Code	Name	Unit Cost	Qty	Cause	
Labor		Spark Plug	SPARK PLUG REPLACEMENT LABOR	0.00	1	Wear and Tear	REMOVE

Finish
Cancel

Quick-reference icons

There are a series of icons in the line item provided to give you further information.

KEY	
History	
Tire Depths	
Info	
Audit	
Notes	
Add Another	

Labor

Line items display the type of Job, Service Code, Operation, Reason and the Authorization Status.

Cost information is displayed on the right-hand side of the screen, split into Hours, Charge per Hour, Unit Cost, Qty and Total Cost.

Further information can be found about the line item by clicking on the icons provided, and a new window will appear with this detail.

Tires

Line items display the type of Job, Service Code, Grouping Manufacturer, Model, Size, Tire Code, Reason and the Authorization Status.

Cost information is displayed on the right-hand side of the screen, split into Unit Cost, Qty and Total Cost.


Further information can be found about the line item by clicking on the icons provided, and a new window will appear with this detail.

All items that are connected are grouped together, to clearly show the different forms of maintenance being done to that vehicle.

Once submitted to the Fleet Management Company you will see one of the following messages.

Auto Approved will instantly display if the repair order meets the required criteria the system will issue instant approval.


Repair Order ID: 6758327
Authorization Number: 6758327A9523
Auto-Approved



- This repair order has been approved, you may start work on the vehicle.
- Once work is complete, click the [Work Complete](#) button at the bottom of the page for payment

When the repair order requires Fleet Management Company approval the "Awaiting Approval" message is displayed. The Fleet Management Company will process the repair order and the status will change.


Repair Order ID: 6758335
Awaiting Fleet Approval



- This repair order has been submitted to the Fleet Company for approval, you cannot make any changes to it.
- Please wait for approval before beginning work on the vehicle.
- Approval should take no more than a few minutes, although this may take longer on large repair orders or if customer approval is required.

Once the Fleet Management Company has approved the repair order the status will change to "Approved". You can now commence work on this vehicle.

Repair Order ID: 6758335
Authorization Number: 6758335A7233
Approved



- This repair order has been approved, you may start work on the vehicle.
- Once work is complete, click the [Work Complete](#) button at the bottom of the page for payment

Once the work has been completed on the vehicle click the "Work Complete button" (at the bottom of the repair order details page) to claim payment.



Item Rejection

If the item is rejected the following will show.

The item can be removed from the Repair order by clicking the delete button or edited by clicking the edit button.

If the item requires no changes than clicking the resubmit button will set the item ready for resubmission.

FEE : Tire Disposal Fee				
Service Code	Fees > Tire Charge > Disposal Fee	\$8.00	1	\$8.00
Fee Name	Tire Disposal Fee			
Cause	State Required			
Authorization Status	Rejected			
Rejection Reason	Price			

Clicking the edit button allows the price and quantity to be changed, the item can then be set ready for resubmission by clicking the resubmit button:

PART : Body and Frame				
Service Code	Body and Frame	11.00	1	\$11.00
Part Name	Body and Frame			
Part Code				
Manufacturer				
Cause	Driver Request			
Authorization Status	Rejected			
Rejection Reason	Price			

If an item(s) has been rejected for one of the following Reasons: 'Price', 'Goodwill', 'Other', 'Warranty', 'More Information Required', 'Incorrect Oil Type', 'Tire Rotation Required', 'Incorrect Driver Id', 'Requires Upload', 'Incorrect Tire' or 'Measurements Required' then the item will be highlighted in amber:

PART : Clutch Cable				
Part Name	Clutch Cable	\$150.00	1	\$150.00
Part Number	TEST1891			
Manufacturer	TEST CORP			
Cause	Driver Request			
Authorization Status	Review - More Information Required			
Rejection Note	TEST			

PART : Clutch Fork Ball Stud				
Part Name	Clutch Fork Ball Stud	\$120.00	1	\$120.00
Part Number	TEST1451			
Manufacturer	TEST CORP			
Cause	Driver Request			
Authorization Status	Awaiting Approval			

Remove Not Required Items
Add More Information

This means the item is in rejected status, but the Fleet Management Company suggests it should be resubmitted with more detail. See the rejection reason and notes for more information.

Clicking Add more information will display a notes popup and entering a note will set all the items highlighted in amber so they are ready for resubmission.

If an item(s) has been rejected for one of the following reasons: 'Price, 'Not Required,' 'End of Contract,' 'Cycled / End of Life,' 'Credit Check' or 'Customer Declined' then the item will be highlighted in red:

Edit	LABOR : Wheel Balancing				
Remove	Correction	Adjust	\$9.99	4	\$39.96
	Cause	Tire Servicing			
	Authorization Status	Rejected - Not Required			
	Rejection Note	test			

This means the item is in a rejected status and it's suggested to be removed from the Repair Order.

Resubmitting a Repair Order

Once completed you need to gain authorization for the repair from the Fleet Management Company, by clicking "Submit for Authorization".

Edit	PART : Intake Manifold				
Delete	Service Code	Engine, Cooling and Exhaust > Engine > Intake Manifold	\$101.00	1	\$101.00
	Parent Name	Manifold			
	Part Name	Upper			
	Part Code				
	Manufacturer				
	Cause	Wear and Tear			
	Authorization Status	Resubmitted			
	Rejection Reason	Price			

Edit	FEE : Tire Disposal Fee				
Delete	Service Code	Fees > Tire Charge > Disposal Fee	\$10.00	1	\$10.00
	Fee Name	Tire Disposal Fee			
	Cause	State Required			
	Authorization Status	Awaiting Approval			

This contractor and subcontractor shall abide by the requirements of 41 CFR §§ 60-1.4(a), 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, sex, or national origin. Moreover, these regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, national origin, protected veteran status or disability.

SubTotal (exc. Tax)	\$164.00
Agreed Discount	(\$6.56)
AI Transaction Fee	(\$0.95)
Payable Amount (exc. Tax)	\$156.49

←
Return to ROM

✓
Submit For
Authorization

✗
Cancel Repair
Order

Repair Order Completion

Work Dates			
Work Start Date	<input type="text" value="6/6/2019"/>	Work Completed Date	<input type="text" value="6/6/2019"/>
Work Start Time	<input type="text" value="10"/> <input type="text" value="45"/> <input type="text" value="AM"/>	Work Completed Time	<input type="text" value="06"/> <input type="text" value="30"/> <input type="text" value="PM"/>

Tax & Shop Invoice Number	
Total Before Tax	\$21.00
Tax	<input type="text" value="1.00"/>
Total After Tax	\$22.00

Invoice Number	
<input type="text"/>	

By clicking save, you are agreeing that the work outlined in this repair order has been completed in its entirety. You will also be paid for the exact amount of this approved repair order less any agreed upon fees. No further changes can be made to this repair order. Are you sure you want to continue?

The Validate and Submit screen requires you to enter your estimated completion times, this must be a date in the future. In the tax field you are required to enter the amount of tax you are adding to the repair order. Click the "Submit for Authorization" button to submit the repair order.

To complete the repair order and claim payment you need to confirm time of completion, tax and enter a reference (Invoice) number.

Repair Order Completion

Work Dates

Work Start Date

Work Completed Date

Work Start Time

Work Completed Time

Tax & Shop Invoice Number

Total Before Tax
\$164.00

Shop Reference

Tax

By clicking 'Save', you are marking this Repair Order as 'Complete' and the work will be invoiced. No further changes can then be made. Are you sure you want to continue?

Save

Cancel

If you elected for credit card payment, and are performing work on an EMKAY vehicle, the status of the repair order changes to "Awaiting Payment", this allows you to claim the credit card payment.

Repair order details

As the repair order processes these icons become visible.



Repair Order Information - Shop Contact, Driver waiting etc.



Credit Card Payment (EMKAY specific)



Repair Order audit – displays the full history of the Repair Order



Print Repair Order



Downtime manager - the ability to add notes if work exceeds the original estimated time or if parts are on order or you have experienced a delay.



Vehicle maintenance history



Repair Order notes - this area contains the line item and repair order notes to and from the Fleet Management Company

Status Icon Guide



Approved



Awaiting Fleet



Requires attention



Auto-approved



Completed/Paid



Awaiting payment



Cancelled



Downtime