



**Report- Repair Order
Performance
(PRO)**



User Guide

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Getting Started

This User Guide describes the use of Report – Repair Order Performance (CI-PRO) on your ADP service logon (-S).

Purpose

- A report that displays the current status of repair orders and appointment information limited to only specific departments.
- The ability to assign service advisors and technicians to these departments.
- The ability to view the status of repair orders at any time of the day.

Typing Convention

- In all screens through which data is entered, (such as the setup screens), there are a few standardized keystrokes.
- When you read the instructions <Enter> in the steps that follow, hit the *Return* key.
- The slash key "/" will take you out of any screen and will abort all updating.
- The period key "." will take you to the bottom of the screen where you will be prompted for options that will allow you to edit the information on the screen, accept changes that have been made or new information that has been entered, or simply exit without saving.
- The back-slash key "\" will blank out the field that you are currently in.

Start Here

- Make sure that your PRO application is loaded onto your system. You can verify this by typing in **CI-PRO** at the function prompt while in the Service logon (-S).
 - If the PRO main Menu displays, the application is properly installed.
 - If the message "Invalid Routine Name" or "Invalid Function" displays, then call your Customer Service Representative to correct the problem.

Organization of This Manual

The figure below shows the main menu screen of the PRO application. Each chapter in this manual will demonstrate a main menu function of the PRO application and review prompts and responses for that operation. As illustrated in the example below, the bold item indicates a prompt for user input and the paragraphs beneath it are the user options and instructions for continuing the operation.

```
Department_setup SA/Technician_setup Report uTil eXit
DEMO-S CI-PRO                                     csr 6004

Enter a Department Name that a Service Advisor/Technician may be assigned to.
F3=Save/Exit
```

Figure 1 PRO Main Menu

Enter your selection:

At the PRO main menu, using the arrows highlight your desired selection.

Department Setup

This function allows you to setup departments for service advisors.

At the PRO main menu, select **D** to access the Department Setup function.

```
DEMO-S CI-PRO                PRO Department Setup                csr 6006

+--Department--+
SERVICE
BODY SHOP
REMOTE

+-----+

Enter a Department Name that a Service Advisor/Technician may be assigned to.
F3=Save/Exit
```

Figure 2 Department Setup Screen

Department:

Enter a Department Name that may be assigned to a Service Advisor.

Delete:

To delete a department, hit the delete key and then hit the enter key.

F3=Save/Exit:

Enter F3 to save or exit. If any changes were made it will prompt you to save changes or not to save changes made.

SA/Technician Setup

This function allows you to setup service advisors into their Departments.

At the PRO main menu, select **S** to access the SA/Technician Setup unction.

```
DEMO-S CI-PRO                PRO Service Advisor Setup                csr 6006

+-SA #-Department-----+
| 1   BODY SHOP           |
| 10  SERVICE            |
| 30  REMOTE             |
+-----+

Enter the SA/Technician number
F3=Save/Exit
```

Figure 3 Service Advisor Screen

SA#:

Enter the Service Advisor number.

Department:

Enter a Department Name that may be assigned to a Service Advisor.

Delete:

To delete a SA/Technician, hit the delete key and then hit the enter key.

F3=Save/Exit:

Enter F3 to save or exit. If any changes were made it will prompt you to save changes or not to save changes made.

| ADP MOTORS, INC. - Service Department Performance | | | | | | MM/DD/YY | |
|---|-------|-----|------|-----|-------|----------|--|
| Current Status | PARTS | % | Misc | % | Total | % | |
| Carryovers | 24 | 100 | 31 | 100 | 59 | 100 | |
| C98 - Closed | | 0 | 5 | 16 | 5 | 8 | |
| C97 - Preinvoiced | 1 | 4 | | 0 | 1 | 1 | |
| C96/C95 - ALP | 1 | 4 | | 0 | 1 | 1 | |
| H98 - Vehicle Disabled | | 0 | | 0 | | 0 | |
| All others | 22 | 91 | 26 | 83 | 52 | 88 | |
| Written Today | | | | | | | |
| C98 - Closed | | | | | | | |
| C97 - Preinvoiced | | | | | | | |
| C96/C95 - ALP | | | | | | | |
| H98 - Vehicle Disabled | | | | | | | |
| All Other | | | | | | | |
| Total | 24 | 100 | 31 | 100 | 59 | 100 | |
| C98 - Closed | | 0 | 5 | 16 | 5 | 8 | |
| C97 - Preinvoiced | 1 | 4 | | 0 | 1 | 1 | |
| C96/C95 - ALP | 1 | 4 | | 0 | 1 | 1 | |
| H98 - Vehicle Disabled | | 0 | | 0 | | 0 | |
| All Others | 22 | 91 | 26 | 83 | 52 | 88 | |
| Carryover Waiters | | | | | | | |
| Today's Waiters | | | | | | | |
| Voided Tickets | 1 | | | | 1 | | |
| Today's Met Appts | | | | | | | |

Figure 5 Sample of Remote Report

| ADP MOTORS, INC.- Service Department Performance | | | | | | | MM/DD/YY |
|--|---------|-----|------|-----|-------|-----|----------|
| Current Status | SERVICE | % | Misc | % | Total | % | |
| Carryovers | 7 | 100 | 19 | 100 | 26 | 100 | |
| C98 - Closed | | 0 | | 0 | | 0 | |
| C97 - Preinvoiced | | 0 | | 0 | | 0 | |
| C96/C95 - ALP | | 0 | 3 | 15 | 3 | 11 | |
| H98 - Vehicle Disabled | | 0 | | 0 | | 0 | |
| All others | 7 | 100 | 16 | 84 | 23 | 88 | |
| Written Today | | | | | | | |
| C98 - Closed | | | | | | | |
| C97 - Preinvoiced | | | | | | | |
| C96/C95 - ALP | | | | | | | |
| H98 - Vehicle Disabled | | | | | | | |
| All Other | | | | | | | |
| Total | 7 | 100 | 19 | 100 | 26 | 100 | |
| C98 - Closed | | 0 | | 0 | | 0 | |
| C97 - Preinvoiced | | 0 | | 0 | | 0 | |
| C96/C95 - ALP | | 0 | 3 | 15 | 3 | 11 | |
| H98 - Vehicle Disabled | | 0 | | 0 | | 0 | |
| All Others | 7 | 100 | 16 | 84 | 23 | 88 | |
| Carryover Waiters | | | | | | | |
| Todays Waiters | | | | | | | |
| Voided Tickets | | | | | | | |
| Todays Met Appts | | | | | | | |

Figure 6 Sample of Report

Note: Miscellaneous column is all other service advisors not setup under the specific group that you are viewing/printing.

Utility

Select this option to view utility options. The menu options, displayed on the top of the screen, are highlighted and selected by using the tab key to move from option to option.

At the PRO main menu, select **T** to access the Utility function.

Please refer to your System Utility Guide for information regarding this function.