

How to start a new repair (full guide)

In this guide, you will learn how to start a new repair.

To start a new repair, go to the Customers & Vehicles section and click on the Add / Find Customer & Vehicle button.

Non stop auto

Appointments

Quotes & Repairs

Customers & Vehicles

Auto Parts

Reports

Configuration

Logout



Help Info Chat

Search of Customer & Vehicles

Second Name	Phone#	Make	Model	Year	VIN	License	Repairs
<input type="text"/>							
Doe, John	(408) 333-2211						< >
Doe, John	+380 (50) 975-2243						< >
Malchione, Laurie	(408) 268-0468	Lexus	IS 250	2015	1HGBH41JXMN109186	F3451HJ	< >
Doe, John	(000) 222-3333	Audi	A5	2015			< >
Newport, Nance	(999) 999-9999	Volkswa...	Golf	2010			< >
*Not specified yet	+123 (09) 128-0980						< >

Help **+ Add / Find Customer & Vehicle** Chat

If the client already exists in the database, enter his/her phone number (1) or VIN code (2) and press the search button (3,4).

Find / Add Customer & Vehicle

1 Phone* +1 (408) 268-0468 3

Email Email Q

First Name First Name Last Name Last Name

Address # House, Street, Apt City State Zip

You could find customer / vehicle by VIN

2 VIN VIN 4

Help Create Search Chat

Then select a vehicle and click New Repair.

Find / Add Customer & Vehicle

Phone* +1 (408) 268-0468 Q Email Email Q

First Name Laurie Last Name Malchione

Address 299 N 11th St San Jose CA 95112

1 1st Car Add

VIN 1HGBH41JXMN109186 License F3451HJ CA

Odometer, mi* 15000 Approximate mileage: 10000 mi per year (calculated)

Vehicle* Lexus IS 250 2015 Base

Submodel Sedan # Doors 4

Transmission A # Speeds 6 Wheels Drive AWD

Engine Size, cub. 2.5 # Cylinders 6 Configuration V

Power, hp 204

2 + New repair Search Update Delete Chat

If this is a new customer, enter customer's phone number, e-mail, first and last name then click Create.

 Find / Add Customer & Vehicle 

Phone*  **Email** 

1 **First Name** **Last Name**

Address

You could find customer / vehicle by VIN

VIN 

 Help  **2** Create  Search  Chat

Next, add the vehicle information. Begin with typing in the manufacturer and choose one from a drop-down menu, then pick model, year and trim.

For the vehicle info to be properly displayed, please choose from the drop-down menu first, if possible (1). If not, add the details manually.

You also have to specify the odometer value as it is present on 10 miles by default (2). Add optional information if necessary (VIN, License) (3). When done click Update or Save and data will be added to the client's profile (4), finally allowing you to start a new repair.

The screenshot shows a web interface for adding a vehicle to a customer profile. The page title is "Find / Add Customer & Vehicle".

Customer Information:

- Phone*: 14080000000
- Email: example@email.com
- First Name: Example
- Last Name: Owner
- Address: 99 Example
- City: [empty]
- State: [empty]
- Zip: [empty]

Vehicle Information:

- VIN:** VIN
- License:** Number, State
- Odometer, mi:** 10
- Approximate milage per year:** 10000 mi
- Vehicle*:** Ford
- Model:** F-250
- Year:** 2010
- Trim:** Cabela, Lariat, XL, XLT
- Submodel:** [empty]
- # Doors:** [empty]
- Transmission:** [empty]
- # Speeds:** [empty]
- Wheels:** [empty]
- Engine Size, cub.:** [empty]
- # Cylinders:** [empty]
- Config:** [empty]
- Power, hs:** [empty]

Bottom Navigation Bar:

- Help
- Search
- Update** (highlighted with a red circle 4)
- Delete
- Chat

Once you have created a repair order it is set to Initial status (1), which means it can be used as a quote and sent (2) or printed (3) for the customer.

Repair # 12781

2005 Toyota Corolla 10 mi

Description	Type	Price, \$	Hours	Qty	Total, \$	Status
Description	Labor	50	1.0			+ Add item
Total			0.00		0.00	

1 Initial > Checked > Progress > Finished

Technician: Mike A

Time Started: 2017-10-25 10:57

Requests for repair: Accepted 0 Excluded 0

Leave Your notes for this repair..

2 Send Email 3 Print

You can check if you have done any similar estimations before by applying filters to your existing list of repairs. Filtering repairs by vehicle's make, model and year will show all the records on the specific vehicle (1) and filtering by status will show repairs in different progress stages (2).

There are 6 more filters available for the Vehicles in Shop page (3), you're welcome to check them out.

The screenshot displays a 'Repairs' management interface. At the top, there is a navigation bar with a back arrow, a car icon, and tabs for 'Repairs' and 'Quotes'. A notification for '1 Stuck repairs' is visible. Below the navigation bar is a table with columns: Started, Name, Phone#, Vehicle, Invoice, License, Worker, and Status. The 'Status' column has a dropdown menu open, showing options: ALL, Initial, Checked, Progress, Finished, To Pay, ALL (highlighted), Not Finished, and Quote. The table contains two rows of repair records for a 2005 Toyota Corolla. At the bottom, there is a navigation bar with buttons for 'Help', 'New Quote', 'Search Customers & Vehicles', and 'Chat'.

Started	Name	Phone#	Vehicle	Invoice	License	Worker	Status
All time			2005, Toyota Corolla			All workers	ALL
10-25-17	Riggs, Carl	(111) 111-3323	2005, Toyota Corolla	12781		Mike A	Initial
10-20-17	Riggs, Carl	(111) 111-3323	2005, Toyota Corolla	12774		Mike A	Checked

If you wish to proceed with repair order – complete a vehicle’s diagnostic by selecting the appropriate type of diagnostics from the list you have created earlier (1) (2).

Repair # 12781

2005 Toyota Corolla 10 mi

Description	Type	Price, \$	Hours	Qty	Total, \$	Status
Inspection Title / Labor Description	Diagnos	5	1.0			+ Add item
	Labor		0.00		0.00	
	Diagnostics					
	Labor Discount					
	Parts					
	Parts Discount					

Initial Checked Progress Finished

Technician: Mike A

Time Started: 2017-10-25 10:57

Requests for repair: Accepted 0 Excluded 0

Leave Your notes for this repair...

Help Send Email Download Print Delete Chat

Repair # 12781

2005 Toyota Corolla

Type	Title	Price, \$	Hours
Inspection	Quick test inspection	5.00	0.05
Inspection	Body damage inspection	10.00	0.10

Cancel

Initial Checked Progress Finished

Technician: Mike A

Time Started: 2017-10-25 10:57

Requests for repair: Accepted 0 Excluded 0

Leave Your notes for this repair...

Help Send Email Download Print Delete Chat

In case you did not create any type of diagnostics yet, you have to either type its name, price and hours (1,2,3) or create a template and add it to the repair. Learn how to do it in AutoRepair Cloud - Inspection templates guide.

Repair # 12781

2005 Toyota Corolla 10 mi

Add a repair tag, split with semicolon

Description	Type	Price, \$	Hours	Qty	Total, \$	Status
1 Custom diagnostic	Diagnos	55	0.1	2		+ Add item
Total			0.00		0.00	

Initial Checked Progress Finished

Type your message here...

Technician: Mike A

Time Started: 2017-10-25 10:57

Requests for repair: Accepted 0 Excluded 0

Leave Your notes for this repair...

Help Send Email Download Print Delete Chat

To proceed, add required labors and parts. If you haven't added any auto parts to your inventory, learn how to do it in AutoRepair Cloud – Auto parts guide.

Repair # 12781

2005 Toyota Corolla 10 mi

Description	Type	Price, \$	Hours	Qty	Total, \$	Status
Custom diagnostic	Diagnostics	55.00	0.10	5.50	Approved	
Change oil	Labor	50.00	1.00	50.00	Suggested	

Oil (Parts) Price 1 + Add item

Initial Checked Progress Finished

Technician: Mike A

Time Started: 2017-10-25 10:57

Requests for repair: Accepted 0 Excluded 0

Leave Your notes for this repair..

Help Send Email Download Print Delete Chat

Do not worry about placing your labors and parts in the right order - you can drag and drop any item on the list at any time.

Repair # 12781

2005 Toyota Corolla 10 mi

Description	Type	Price, \$	Hours	Qty	Total, \$	Status
Custom diagnostic	Diagnostics	55.00	0.10	5.50	Approved	
Oil	Parts	20.00	1	20.00	Suggested	
Change oil	Labor	55.00	0.20	11.00	Suggested	
Description	Labor	50	1.0	+ Add item		
Total			0.30	36.50		

Initial Checked Progress Finished

Technician: Mike A

We have also simplified the process of adding discounts to your labors or parts - just pick the category (1) and the system will automatically fill the description of the last item you've added (2).

Repair # 12781

2005 Toyota Corolla 10 mi

Description	Type	Price, \$	Hours	Qty	Total, \$	Status
Custom diagnostic	Diagnostics	55.00	0.10		5.50	Approved
Oil	Parts	20.00		1	20.00	Suggested
Change oil	Labor	55.00	0.20		11.00	Suggested
Change oil Discount	Labor Disc..	0.00			0.00	

1 Parts Di
Labor
Diagnostics
Labor Discount
Parts
Parts Discount

2

Initial Checked Progress Finished

Technician: Mike A

Time Started: 2017-10-25 10:57

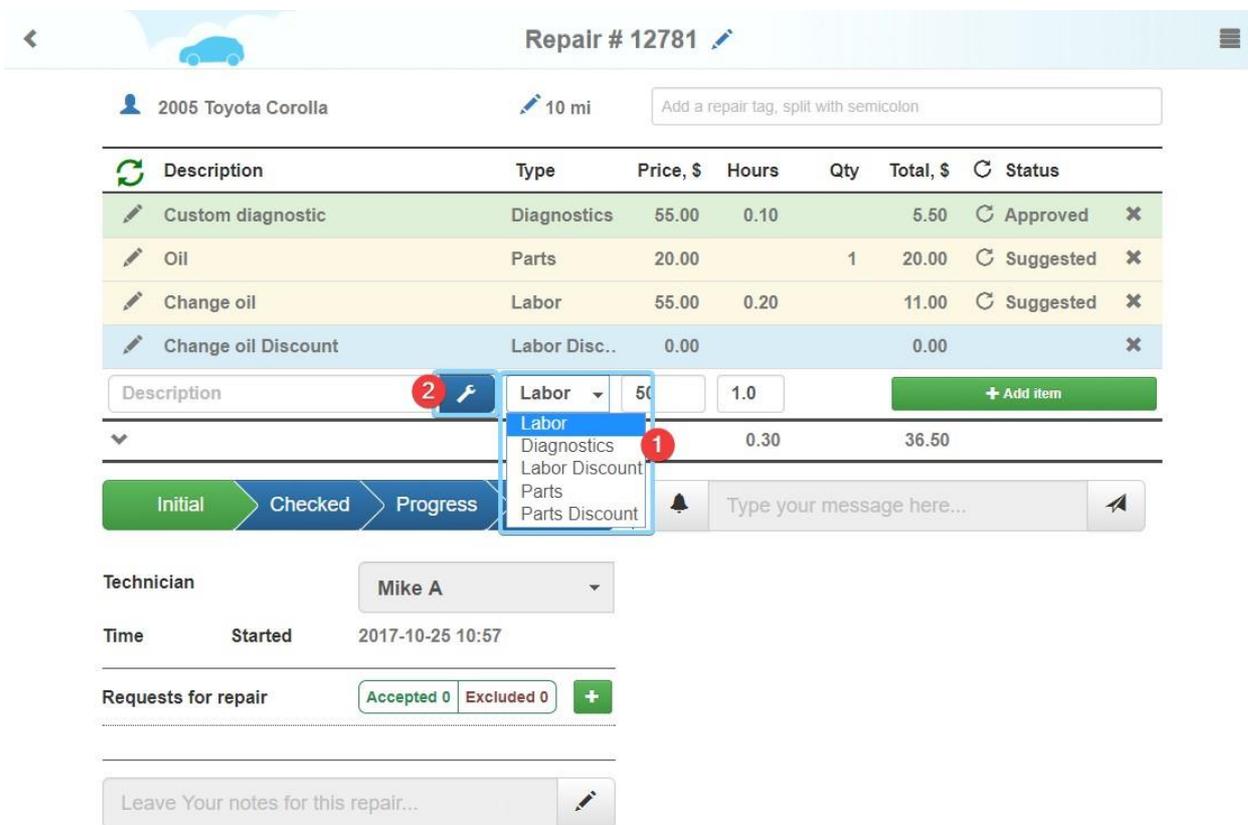
Requests for repair: Accepted 0 Excluded 0

Leave Your notes for this repair...

Help Send Email Download Print Delete Chat

If you have not set your Labor Rates yet, go to Configuration than Invoice settings section.

AutoRepair Cloud provides more than 400 auto repair operations for different vehicle types and mileage. Maintenance recommendations for some of the cars can be viewed by selecting Labor (1) in the Type menu field and clicking on the button with a wrench (2), more about this you can find in Labor Estimate guide. If this option is not available, enter the items manually.



Repair # 12781

2005 Toyota Corolla 10 mi

Description	Type	Price, \$	Hours	Qty	Total, \$	Status
Custom diagnostic	Diagnostics	55.00	0.10		5.50	Approved
Oil	Parts	20.00		1	20.00	Suggested
Change oil	Labor	55.00	0.20		11.00	Suggested
Change oil Discount	Labor Disc..	0.00			0.00	

Progress: Initial → Checked → Progress

Technician: Mike A

Time Started: 2017-10-25 10:57

Requests for repair: Accepted 0 Excluded 0

[Help](#)
[Send Email](#)
[Download](#)
[Print](#)
[Delete](#)
[Chat](#)



Labors for Toyota Corolla 2005

Search []

[Add selected item\(s\) to repair](#)

- Brake > Anti Lock > Actuator Assembly
- Brake > Anti Lock > Anti-Lock Brake System Component Each
- Brake > Anti Lock > Control Unit
- > Control Unit Replace** Time: 1.39 h [Add and return](#)

Description
The anti-lock brake system (ABS) control module operates the ABS system based on data received from its various sensors.

Symptoms
Illumination of the ABS warning light; A failing ABS control module can turn on the ABS light and disable the traction and stability control systems (if equipped); In some cases, the speedometer will stop working and the Check Engine Light will come on; A malfunctioning ABS control module can cause abnormal braking behavior when braking at low speeds.

Best practices
The ABS control module continuously performs diagnostic self-checks. If it finds a problem, it will shut down the system and illuminate a warning light. On some vehicles, it will be necessary to flush the brake system with new fluid when replacing the ABS control module. On newer vehicles, the module may need to be "programmed" before the vehicle is driven.

- Brake > Anti Lock > Front Sensor Assembly (2 services)

Change the repair's status to Checked.

Repair #12781

2005 Toyota Corolla

Customer notification: Notification - Inspection done

Description	Type	Hours	Qty	Total, \$	Status
Custom diagnostic		0.10		5.50	Suggested
Oil	Parts	20.00	1	20.00	Suggested
Change oil	Labor	55.00	0.20	11.00	Suggested
Change oil Discount	Labor Disc..	-1.00		-1.00	
Total		0.30		35.50	

Technician: Mike A
 Time Started: 2017-10-25 10:57
 Requests for repair: Accepted 0, Excluded 0

Notification - Inspection done (10/25/17 12:30)

Next, the customer has to approve the repair order items you suggest.

The customer can remove the items from a repair order at customer portal autorepaircloud.net, through the customer mobile application or by directly contacting the mechanic.

AutoRepair Cloud - Wednesday, October 25th, 2017

My repairs > Saturn Sky 2007

Attention: The new items (2) were added to the repair. Please approve or reject them.

Approve all | Reject all

Description	Type	Hours	Price, \$	Qty	Total, \$	Status
1. Maintenance repair time	Labor	0.3	50.00		15.00	Suggested
2. Cruise Control System Component Each Diagnose	Labor	0.69	50.00		34.50	Suggested
Total:		0.99h	\$100.00		\$49.50	

Repair status: Initial
 Time Started: 2017-10-23 19:29

Requests for repair: Accepted 0, Excluded 0

Check fluid level Windshield washer
 Flush Underbody

Notification: 10/23/17 21:44 - test (Mechanic)

If you do not have the spare parts you need, you can order them from the same page by clicking on the shopping cart button (1). Learn more about ordering auto parts from Auto parts guide.

You can also use a repair template and all the labors, part and discounts will be added to your repair order (2). More about repair templates in Repair templates guide.

The screenshot displays a repair order for a 2005 Toyota Corolla with 10 miles. The order is currently in the 'Progress' stage. The technician assigned is Mike A, and the work started on 2017-10-25 at 10:57. The interface includes a list of repair items, a parts list, and a notification banner. A dropdown menu is open over the 'Brake pad' item, showing options like 'Brake Service Simple' and 'Brake Service Combo'. A notification banner at the top right indicates 'Notification - Inspection done'.

Description	Type	Rating
Custom diagnostic	Diag	★★★★★
Oil	Pa	★★★★★
Change oil	La	★★★★☆
Change oil Discount	Labor Disc..	- 1.00

Parts	Price	Quantity	Action
Brake pad		1	+ Add item
Total		0.30	35.50

Progress: Initial > Checked > **Progress** > Finished

Technician: Mike A

Time Started: 2017-10-25 10:57

Requests for repair: Accepted 0 Excluded 0 +

Notification: 10/25/17 12:30 - Inspection done

Footer: Help Send Email Download Print Delete Chat

If the customer has approved all the necessary items, you can change the status of repair to progress in order to begin working (1).

If while working on the vehicle you will find any more breakdowns, you can identify them by taking pictures, adding your comments and sending as a recommendation to the customer. Click on the green plus button to proceed with recommendations (2).

You can notify your customer using the chat when the repair process is finished or you have questions to ask (3).

If a client has AutoRepair Cloud mobile application installed, he or she will get a notification or will be notified on a personal page at the customer portal. In case both options are not available, you can send an email for approval (4).

The screenshot displays the AutoRepair Cloud interface for Repair # 12781. At the top, there's a header with a car icon and the repair number. Below it, a list of items is shown, including 'Change oil Discount' and 'Brake pad'. A progress bar indicates the current status is 'Progress' (1). The 'Requests for repair' section shows 'Accepted 1' and 'Excluded 0', with a '+ Add item' button (2). A notification panel on the right shows 'Notification - Inspection done' (3). The bottom navigation bar includes 'Help', 'Send Email' (4), 'Download', 'Print', and 'Chat'.

When all the items are approved and repair is finished, change its status to Finished so that the customer can pay for the repair and pick up the car.

Note that your clients can create a repair request using application made for customers, or by logging in the customer portal. In this case, the request will appear in notes from owner field in the left bottom part of the page.