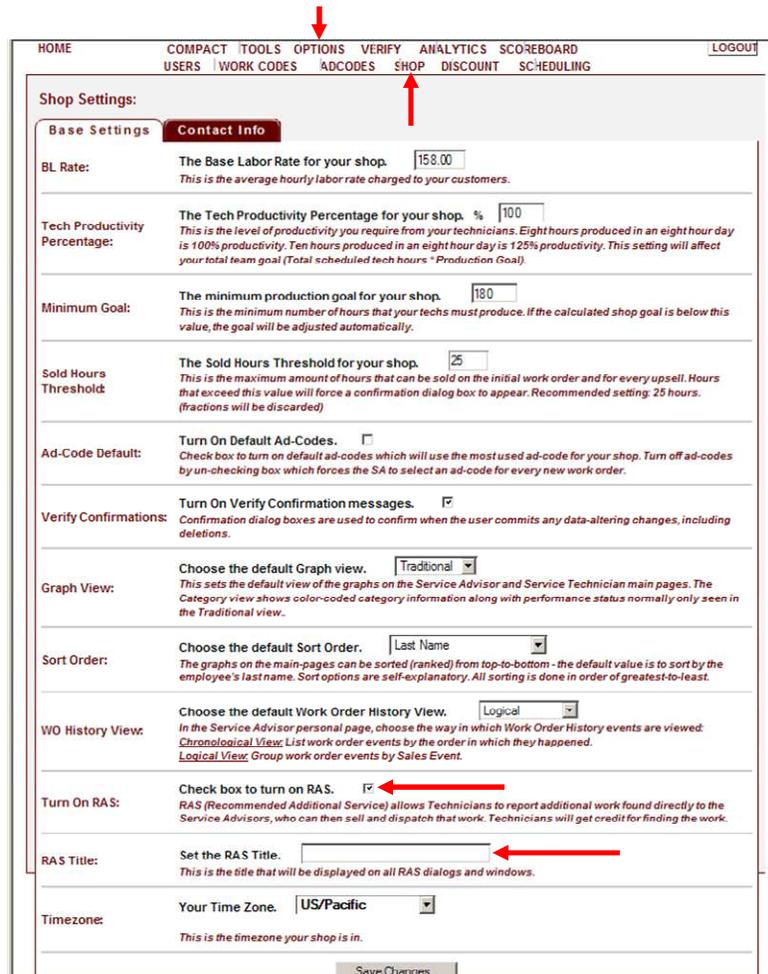**QuickTrac™**

Patent Pending

Recommended Additional Services (RAS)—

Recommended Additional Services (RAS) is a module that allows the service technicians to record found work and present it to the service advisors. A RAS event is, in service advisor terms, an up-sell opportunity identified by the technician.

If RAS is an option the shop would like to use, turn on this option via Options > Shop Settings. Simply check mark the box option "TURN ON RAS".

The RAS TITLE option allows the shop to customize the title "Recommended Additional Services" to something familiar to the shop. Make sure to click on the Save Changes button to confirm any new option settings.

Once the technicians' record found work, QuickTrac attaches this found work to the work order and it can be seen by the service advisor through their personal page. The service advisors can then process the found work by selling the work and dispatching it to a technician or recording the work as unsold. RAS work is color-coded RED in both the service advisor and service technician modules.

Recommended Additional Services (RAS)

Reporting RAS work is a process initiated by the service technicians.

Once the service advisor dispatches a work order to a service technician, the service technician has the ability to enter a description of found work by clicking on the wrench icon (this is the QuickTrac RAS icon).

The service technician then clicks on the CREATE NEW RAS button.

The RAS icon will bring-up the RAS-entry page. Within this mini form, the service technician is asked to enter three pieces of information - one of which is optional. The service technician must supply a label for the Recommended Item (Brake Job, Flush, etc.) and the amount of hours that they will require to complete that item. The optional component is the Comments field where the service technician can enter comments (up to 1,024 characters) about the RAS. Once all information has been entered, click on the SAVE button to confirm and save the RAS request, or the CANCEL button (or the small [x] button in the upper right side of the form), to close the form without saving the information.

Recommended Additional Services (RAS)

A work order that has RAS already recorded will present that information as a history to the service technician. The RAS history shows information about the RAS line items as follows; the technician employee ID number registered in QuickTrac, the date the RAS was recorded, the recommended items (found work), the hours the technician will require to complete the RAS, the comments entered by the technician (mouse over balloon), the edit icon (pencil), and the delete icon (red x).

Tech Credited For Found Work

RAS HISTORY

Tech	Date	Recommended Items	Hours	
3	10/7/08	Needs New Brake Pads	2.00	☺ ✎ ✗

Create New RAS

If a RAS has not been processed (sold) by the service advisors, then the service technician will have the ability to edit or delete the RAS as indicated by the pencil and X icons.

After RAS work is entered and recorded by the service technicians the service advisor can process the RAS.

If the RAS has been processed by the service advisor, then the edit/delete icons will not be visible. Additionally, the service technician will see a super-scripted number in the HOURS column of the table. The number on the left side is the amount of hours originally estimated by the service technician for the job. The super-scripted number that appears to the right represents the number of hours that the job was adjusted to, by the service advisor. The service advisor has the authority in recording estimated billable hours. This information is provided to help the service technicians view the accuracy of their work estimates.

Tech Credited For Found Work

RAS HISTORY

Tech	Date	Recommended Items	Hours	
3	10/7/08	Needs New Brake Pads	$2.00^{1.50}$	☺

Create New RAS

Recommended Additional Services (RAS)

On the service advisor page, a work order that has RAS attached to it will appear in the RAS Queue for processing.

Clicking on any work order in the RAS queue will open that work order in the work order detail view's RAS window.

Here, the service advisor can see all RAS line items created by the technician for a work order. Note that, for any work order that has un-sold RAS items, the title bar for the RAS view will be colored using a red background.

Work orders with no RAS work, or with all RAS work processed, the RAS box background will be color-coded using the default QuickTrac color (maroon).

Recommended Additional Services (RAS)

As mentioned earlier, the service advisor is considered to be the "authority" when determining billable hours for any job within the shop. The service advisor must first determine if the hours estimated by the service technician are accurate or not. Therefore, for all RAS requests, the service advisor has the ability (and the authority) to edit all RAS hours presented on a work order.

If the technicians estimate of billable hours are not accurate, the service advisor should change the number that appears in the text-edit box in the column "Adj Hrs".

The hours-edit functionality provides a check/balance to the service technician's estimate thereby allowing the program to measure the accuracy and efficiency of a service technician's work estimates.

There are six columns in the RAS detail table which provide you with the following information:

- This is the RAS number - an arbitrary numbering system based on the time stamp of the RAS when created by the service tech. Mousing over the number will show the service technician's name who filed the RAS.

Recommended Items - This is a short (30-character) description of the RAS request.

Hrs - The number of hours requested by the service technician.

Adj Hrs - The adjusted hours (text box) or number of hours sold (text only) for the line item.

Balloon - Comment header. If there is a comment present for a RAS item, mouse-over the ellipse (...) to view the comment.

Check Mark – Indicates status of the RAS line item. If the check mark is red, the RAS needs to be processed (sold). A green check mark indicates that the RAS has been processed.

Recommended Additional Services (RAS)

To process RAS, adjust the hours if needed to show the time the technician should be able to complete the work (billable time), and then click on the red checkmark.

Next, enter the sold hours (sold work) and dollars agreed by the customer (as shown in the screenshot below). The billable work hours that the customer agrees to may be less than all the work you presented to him/her. Any work hours that was not sold will be automatically calculated and populated in the declined hour's box. Next, enter the declined dollars box and then click on the SAVE UPSELL button to confirm entries.

Note: In this above case, the "Declined Hours" text box is not editable. Whatever value you supply for "Sold Hours", if that value is less than the "Adj Hrs" on the previous form, the *difference* between the two values is recorded as "Declined Hours" automatically by QuickTrac.


The "TECH CREDITED" drop-down list box has been replaced with plain text of the name of the service technician requesting the RAS. This cannot be changed or edited.

Recommended Additional Services (RAS)

The time sold will be available for dispatch and will appear in two places; the DISPATCH QUEUE and the DISPATCH WORK BAR. Click on either the work order number in the dispatch queue or the dispatch work bar to assign work to technician(s). If the work needs to be assigned to several technicians, simply assign work to the first technician, click on the dispatch button, and then continue to assign to the other technicians the same way until all time is dispatched.
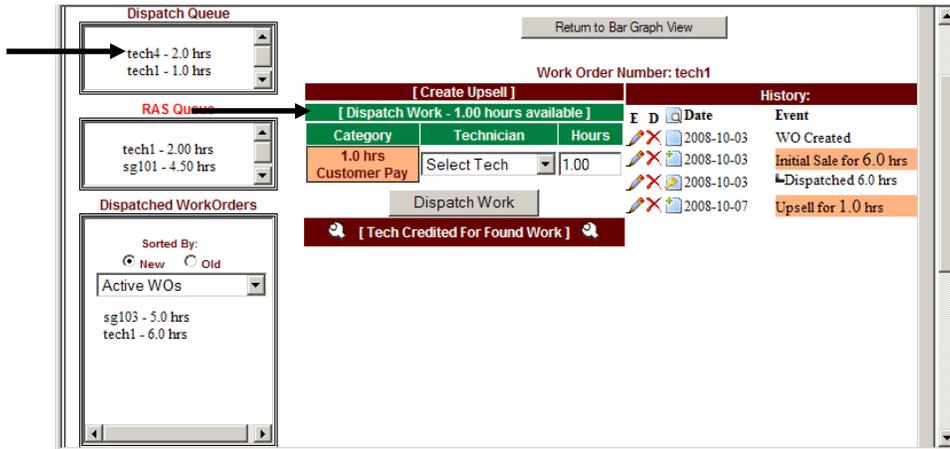
When the service technician has RAS work dispatched to them, they will see the work order numbers in red in their AVAILABLE WORK box which indicates work orders with RAS dispatches. The technician can enter produced time and complete their work orders as usual.
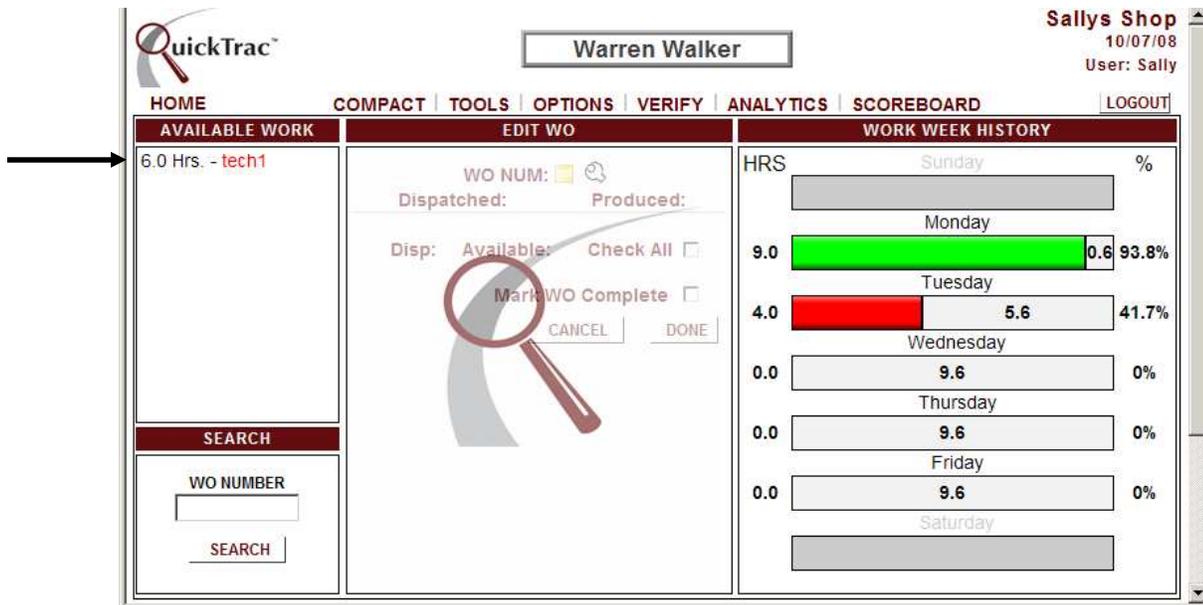
RAS Deletion

If you delete a work order, or a work order upsell, or a sales event, any one of which contains as RAS event, then the RAS event will be completely purged from the system as part of the process. The only time a RAS can be deleted from a work order is by the service technician *before* the RAS has been processed by the service advisor.