

# Under the Hood



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## Key Factoids:

As of August 22, the average price of regular gas in the US was down to 3.63 / gallon. Price of regular gas in Canada was 123.25 C/L.

Henry Ford once said: If I had asked my customers what they wanted, they would have said a faster horse.

The 1948 Cadillac was inspired by the P-38 WWII fighter plane.

A pickup truck in South Africa is called a bakkie.

The first gas gauge was put into a car in 1922.

## Setting up Multiple Users within a Repair Shop for Tracking Quotes and Orders

A very handy feature for Repair Shops who have more than one Service Writer or person placing electronic orders is to setup multiple users on the web site. This is very useful and allows the repair shop to keep track of who wrote (and saved) the quotes and who ordered parts. In the following example, on the Saved Quotes tab, it shows the various users who generated these quotes:

Year	Make / Model	Total	Labor	Created by	Quote Desc / Vehicle Desc
1999	GMC TRUCK	105.39	No	tomjones	
	SIERRA 1500 PICKUP				
2001	LINCOLN TOWN CAR	10.41	No	tomjones	
2002	CHEVROLET IMPALA	32.34	No	frankgray	
2006	FORD TRUCK EXPLORER	24.97	No	johnsmith	
1999	FORD TAURUS	140.16	No	johnsmith	
2001	FORD TRUCK F150 PICKUP	5.98	No	tomjones	
2002	FORD TAURUS	145.68	No	junyarmus	
2004	FORD TRUCK EXPLORER	101.54	No	junyarmus	

Within the Quotes tab on the top line is the Saved Quotes tab. Note that the user name of the person who created (wrote) the quote is shown in the sortable "Created by" column. The Search Options allow for selecting all of the users or an individual one that could be searched for.

Creating multiple users is quick and easy. The Administrator at the Repair Shop can setup additional users, as shown on the following page.

To create a new user fill out the required information (\*) and click the Add User button

After new users are created, they need to log in using the Username created for them and the Password. The system will do the rest in terms of keeping up with what each user is doing. It makes it easier for the owner or shop manager to know who to go to in case of a question about an order or a quote.

Username	First Name	Last Name	Remove
frankgray	Frank	Gray	<input type="checkbox"/>
johnsmith	John	Smith	<input type="checkbox"/>
tomjones	Tom	Jones	<input type="checkbox"/>

Order Date	Year	Make	Model	Conf #	PO #	Total	Labor	Ordered by	Seller	Order Desc/Vehicle Desc
Aug 17, 2011 01:52 PM	2005	CHEVROLET	TRUCK	4616		279.62	No	johnsmith	Eagle Stage 1	
Aug 17, 2011 01:41 PM	2000	DODGE	TRUCK	4615		80.81	No	tomjones	Eagle Stage 1	

Similar to the way Saved Quotes work, Order History allows the manager to see who placed which orders. There are several options available in the search criteria to make it easier to find a specific order or all the orders sent in by a particular user.

### Technical Tip

**Q: Is it possible to order non-application parts (Supplies)?**

**A: Yes!** Provided the Supplier has setup a Supplies Catalog, the system will automatically turn on the Supplies Tab for the Automotive Service Professional to be able to place orders. Ask your store manager about adding this feature if it isn't already available.



The Automotive Service Professional can easily log in with a different user name if someone else is already logged in. On the home page, below the Power Box, there is a simple link to log out and log back in.

### Suggestions

Please send any suggestions that you or your customers have regarding Newsletter topics or product ideas to: [suggestions@iapshop.com](mailto:suggestions@iapshop.com)

