

## **Priority and Order of Tasks on a New RO**

When creating a new RO, it is important to place things in a specific and logical order so that estimates, authorizations, and parts procurement can occur as soon as possible in the service process.

1 Special notes.

Example: DO NOT PUT DRIVER'S WINDOW DOWN

2 Locking lug nut information.

3 Recheck something.

4 Observe for something.

5 Complementary inspection.

6 Testing and inspections where we will likely create new estimates after entering the findings.

Note: At this point, the technician should alert the estimator that the inspections and testing are complete so estimating can begin. Then the technician can continue with the tasks that do not involve testing or inspection.

7 Tasks that do NOT involve inspections or testing.

Example: Replace the cabin filter from a previous recommendation.