

# Arranging the Order of Services and Notes on ROs

When you have everything entered on an RO for an appointment or for additional services sold on an existing RO, place things in the following order to achieve the best efficiency.

## **FIRST:**

Critical notes.

Anything where we want to draw the attention of anyone involved in servicing the car.

Example: "Do NOT roll down the driver's window. The track is broken."

## **SECOND:**

Inspections. Testing. Diagnosis.

Anything where some evaluation is required.

We want to complete these before working on sold repairs so the estimating, authorization, and parts ordering can happen as soon as possible.

## **THIRD:**

Sold repairs and services that are unlikely to generate further estimates.

Human nature is to do these first because something can be complete; however, doing these first causes delays in estimating, authorization, and parts ordering.

## **SUMMARY:**

In general, everything on the RO should be in the order in which that thing occurred. When completing an RO, proofreading should show a story that the customer can logically follow from start to finish.

Copyright © 2003 - 2025 Automotive Management Network



**AUTOMOTIVE  
MANAGEMENT**  
NETWORK