

# GETTING STARTED GUIDE

Superservice Menu empowers you to create quick and accurate quotes. Here's how:

## VEHICLE SELECTION

Start creating a quote by identifying a vehicle by VIN or by selecting a model from the vehicle index.

The screenshot shows the 'VEHICLE SELECTION' screen in the Superservice Menu. At the top, there are navigation tabs for 'VEHICLE SELECTION', 'OPERATION SELECTION', 'QUOTE DETAILS', and 'SAVED QUOTES'. A search bar is present with the text 'Search by customer name, VIN or registration number' and a search icon. Below the search bar, there are three dropdown menus for 'Vehicle Type', 'Model', and 'Model Year', along with a 'Reset' button. The main area displays a grid of 18 vehicle models, each with a small image and a label indicating the model and year range. The models are arranged in three rows and six columns. The labels are: A 450 (2000 - 2006), B 450 (2007 - 2012), C 450 (2012 - ), D 450 (2010 - 2012), E 450 (2015 - ), F 450 (2010 - 2014), G 450 (2016 - 2019), H 450 (2002 - 2009), I 450 (2006 - 2012), J 450 (2015 - ), K 450 (2010 - 2013), L 450 (2014 - ), M 450 (2007 - 2010), N 450 (2013 - 2018), O 450 (2016 - 2018), P 450 (2013 - 2019), Q 450 (2015 - 2018), and R 450 (2006 - 2010).

- 1 Navigate through the main screens of Superservice Menu.
- 2 Identify the vehicle by customer name, VIN or registration number.
- 3 Use the drop-down menus to filter the vehicles down by vehicle type, model and model year.
- 4 Identify a vehicle by selecting the model from the vehicle index.
- 5 Access all quotes for the dealership in one easy-to-find location.

### GOOD TO KNOW:

- All settings and saved quotes will be carried over from your previous version of Superservice Menu.
- To access your settings and training resources, click the  icon.
- For more information on the settings, refer to the Superservice Menu Settings Guide.

# OPERATION SELECTION

Find the operation you want by searching for an operation or by simply selecting from the graphic index and the list of operation descriptions.

1

2

3

## GOOD TO KNOW:

- To view model and vehicle details, click the  icon.
- To access and add customer information, click the  icon.
- To go to the Operation Selection screen, click the  icon.

**SUPERSERVICE™**  
Menus 

- 1 Search for an operation by operation code, operation description, part number or warranty code.
- 2 Select the operation you want from the graphic index.
- 3 Choose from the available options to find the operation you need.

# OPERATION DETAILS

View the operation details such as the labour time, the parts required and the sundries. You can then add the operation to the quote.

**SUPERSERVICE™ Menu** IFM-Menu Training

VEHICLE SELECTION OPERATION SELECTION QUOTE DETAILS SAVED QUOTES

**1** A 450 2WD 1.6L 4 Cyl Petrol 5 sp Manual (2000 - 2006)  
23232 - ABCDEFGHIJ1234567 - 12AB34

**5** Total Inc. Tax: \$235.86  
Total Labour Time: 0.60hrs  
**Add to Quote**

Operation Selection | Search Results | Supply and Fit Roof Spoiler

ARRSPOIL: Supply and fit roof spoiler. **Customer Type** [v]

**2** Details Labour - Retail Qty Unit Price Discount Tax Total Exc. Tax Total Inc. Tax

ARRSPOIL: Supply and fit roof spoiler.	0.60hrs	Labour - Retail	0.00%	20.00%	\$40.80	\$48.96
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Warranty Code: N/A

**3** Invoice Lines

Parts	Dealer	Qty	Unit Price	Discount	Tax	Total Exc. Tax	Total Inc. Tax
AB9876C543	BCKDOOR SPOILER	1.00	\$140.75		20.00%	\$140.75	\$168.90

Sundries	Qty	Unit Price	Discount	Tax	Total Exc. Tax	Total Inc. Tax
SS Shop Supplies	1.00	\$15.00		20.00%	\$15.00	\$18.00

**4** Total \$196.55 \$235.86

**6**

- 1** Use the section breadcrumbs to go back a level or two.
- 2** View the operation details and change the labour rate.
- 3** Expand the invoice lines and view parts and sundries.
- 4** View the total cost of the operation.
- 5** Preview the cost and add the operation to the quote.
- 6** Change the customer type (if available).

## GOOD TO KNOW:

- To view alternate part information, click the ↔ icon.
- To view supersession information, click the ↕ icon.
- To change the labour or parts price level, click the ▾ icon.

# QUOTE DETAILS

View and edit quotes before printing or emailing them directly to your customers. You can also add more operations to the quote by returning to the Operation Selection screen.

The screenshot displays the 'QUOTE DETAILS' screen in the SUPERSERVICE™ Menus application. At the top, there's a navigation bar with tabs for 'VEHICLE SELECTION', 'OPERATION SELECTION', 'QUOTE DETAILS', and 'SAVED QUOTES'. The main content area shows a car image, job number (2), quote status (Quotation), created date (11 December 2019), expires date (11 January 2020), and a user (Joe Spares). A 'Price Summary' section shows 'Total Inc. Tax' and 'Total Labour Time'. A 'Notes' section contains a note: 'Please call 1234567 to book in with the Service Department.' and a 'Customer questions or comments' section with 'Polish out scratch on front guard.' Below this is an 'Add Operation' button. A list of operations is shown, with an 'Expand All' button. The operations include 'ARRSPOIL: Supply and fit roof spoiler.' and 'ARPSA: Supply and fit rear parking assist.' A 'Quote Actions' menu is open, showing options like Transfer, Clear, Delete, Print, Email, and Recalculate Pricing. Numbered callouts 1-6 point to various UI elements: 1 points to the Job No. dropdown, 2 to the Notes section, 3 to the Expand All button, 4 to the Quote Actions menu, 5 to the Quote Actions dropdown arrow, and 6 to the Add Operation button.

- 1 Click the title bar on the **Job No.** box to view and edit job, vehicle and customer details.
- 2 Add notes and view customer questions or comments.
- 3 Expand or collapse the operation details.
- 4 Access your saved quotes.
- 5 Click **Quote Actions** for a range of useful options.
- 6 Add more operations to the quote.

## GOOD TO KNOW:

- To delete an operation line, click the  icon.
- To expand the Price Summary, click the  icon.
- To go to the Operation Selection screen, click the  icon.

# SAVED QUOTES

Click the **Saved Quotes** tab to access saved quotes from a centralised location for all users in the dealership.

The screenshot shows the SUPERSERVICE™ Menu interface with the 'SAVED QUOTES' tab selected. The interface includes a search bar, filter dropdowns, and a table of saved quotes. A date range filter is open over the 'Date Created' column.

Job No.	Date Created	Customer	Vehicle	Registration Number	VIN	Total Inc. Tax	Quote Status	Source
3	Last 7 Days		2WD 1.6L 4 Cyl Petrol 5sp Manual	91EF011	ABCCEEHILL1234567	\$120.00	Quotation	Superservice Menu
2	Last 30 Days		2WD 1.6L 4 Cyl Petrol 5sp Manual	56CD78	AADDFFGI1234567	\$245.89	Quotation	Superservice Menu
1	Selected Date Range		2WD 1.6L 4 Cyl Petrol 5sp Manual	12AB34	ABCDEFGHU1234567	\$321.65	Quotation	Superservice Menu

- 1 Click the **Saved Quotes** tab to access your saved quotes.
- 2 Search for saved quotes by customer name, VIN or registration number.
- 3 Filter your list of saved quotes with the drop-down list.
- 4 Click the icon to filter your saved quotes by a date range.
- 5 Click a line to open up a saved quote.
- 6 Close the Saved Quotes screen.

## GOOD TO KNOW:

- Click the < > icons to page through your list of saved quotes.
- To delete a saved quote, click the icon.

# LIFETIME SERVICE

Generate estimates of lifetime service costs for scheduled service operations and maintenance repairs based on time and distance. For best results, identify the vehicle by VIN. You can view the projected total price and the monthly costs.

**Lifetime Service**

Description	12M15K	24M30K	36M45K	48M60K	60M75K	72M90K	84M105K	96M120K	108M135K
<input checked="" type="checkbox"/> CPI % = 2.00%	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
<b>Time (hrs)</b>	0.40	1.30	0.60	1.30	0.40	1.60	0.40	1.30	0.60
<b>Labour</b>	\$48.00	\$159.12	\$74.91	\$165.55	\$51.96	\$192.00	\$48.00	\$156.00	\$72.00
<b>Inspections</b>									
<b>Parts</b>	\$15.00	\$37.70	\$15.61	\$80.55	\$16.23	\$134.20	\$15.00	\$75.90	\$15.00
<b>Sundries</b>	\$57.25	\$64.78	\$59.56	\$67.39	\$61.97	\$63.50	\$57.25	\$63.50	\$57.25
OD - Oil Disposal	\$5.00	\$5.10	\$5.20	\$5.31	\$5.41	\$5.00	\$5.00	\$5.00	\$5.00
SS - Shop Supplies	\$8.00	\$8.16	\$8.32	\$8.49	\$8.66	\$8.00	\$8.00	\$8.00	\$8.00
EO - Engine Oil	\$29.25	\$29.84	\$30.43	\$31.04	\$31.66	\$29.25	\$29.25	\$29.25	\$29.25
OF - Oil Filter	\$15.00	\$15.30	\$15.61	\$15.92	\$16.24	\$15.00	\$15.00	\$15.00	\$15.00
BFC - Brake and Clutch Fluid		\$6.38		\$6.63		\$6.25		\$6.25	
<b>Total Exc. Tax</b>	\$120.25	\$261.60	\$150.08	\$313.49	\$130.16	\$389.70	\$120.25	\$295.40	\$144.25
<b>Tax</b>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Total Inc. Tax</b>	\$120.25	\$261.60	\$150.08	\$313.49	\$130.16	\$389.70	\$120.25	\$295.40	\$144.25

**Price Summary**

Scheduled Service Operations: 5/27

Labour: \$499.54  
Parts: \$165.09  
Sundries: \$310.95  
Tax: \$0.00  
**Total Inc. Tax: \$975.58**

**Service Costs**

The costs shown have been calculated based on the following: 75000 kilometres, 60 months

Projected Monthly Cost: \$16.26  
Projected Cost per Kilometre: \$0.01 (0.01301)

**Options**

Operation Category: Scheduled Service  
Labour Price Rate: Retail Rate  
Parts Price Rate: Retail Rate

- 1 Click the icon to open the Lifetime Service module.
- 2 Use the checkboxes to deselect and select the scheduled services.
- 3 Expand Inspections, Parts and Sundries lines to view the details.
- 4 View and expand the Price Summary.
- 5 View or edit the Projected Service Costs by month and per kilometre.
- 6 Choose the Operation Category, Labour and Parts Price Rate.

## GOOD TO KNOW:

- To print or export the lifetime service costs, use the **Action** drop-down.
- To apply CPI adjustments, select the  CPI % checkbox.
- To add expected repair operations, click **Add Operation**.