



eDirectGlass Work Order Print-out Changes

As of March 21, 2013, eDirectGlass has changed the look and feel of the Work Order print-out package to align the upcoming or current requirements by insurance companies and/or their third-party administrators such as Safelite, LYNX Services, and others.

Over all, only the Work Order itself was slightly redesigned to accommodate two (2) new elements; the all new 'Damage Location' graphic and the new 'Customer Satisfaction' box.

- You have always had the ability to add your logo to your print-outs.
- We moved the relevant information pertaining to the participants in the work order to a logical position.
- The Schedule Date and Time are now clearly visible and not buried in the print-out.
- The Customer information has been highlighted for easier identification.
- All of the Insurance/Fleet information is now combined in one area rather than separated in several.
- The Service Address and Service Notes are now clearly visible and not buried in the print-out. The Service Notes has more printable room.
- Work Order Notes now have more room and are logically placed next to the Service Address Notes.
- New requirements to show the location of the damage for a repair or replacement on the windshield have prompted us to include the 'Damage Location' graphic.
- The Technician Notes replaces the old "Vehicle Notes" and we have increased the space.
- A new feature to measure Customer Satisfaction has been added to your eDirectGlass account. For more information, download the [CSI Quick Start Guide](#).

SHADES AUTO GLASS

Work Order

Date: 03/19/2013
Work Order #: 3193491
Store: Sha-3740
Written By: Gary Hart
Sales Rep/Demo: Salesguy
Technician: Marco Lefrancois

Shades Auto Glass
8687 E Via De Ventura
STE 310
Scottsdale, AZ 85260
TAX ID# 8766403644

Phone: (480) 993-0915
Fax: (480) 422-9085

Scheduled Date: 3/22/13 12:00 pm

Customer: Ted Reynolds
1234 E Anywhere Str
SCOTTSDALE, AZ 85258
Phone: (480) 777-5151
Phone 2:
Fax:
Mobile:

Insurance-Fleet-Broker Information
STATEWIDE MUTUAL Policy # 56577740-01
1515 ROCKEFELLER PLAZA
NEW YORK NY 01234
Phone: 212-555-5555
Claim # 243423242T
Date: 03/04/2013
Authorization #: 12345
Cause:

Automobile Information VIN # KL1TD6DE4AB126501
Year: 2010 Color: White
Make: Chevrolet Mileage: 15254
Model: Aveo License: 135THX
Style: 4 Door Sedan State: AZ

Service Address
Manny Posadburg
1234 E Anywhere Circle
STE 114
SCOTTSDALE, AZ 85258
Phone: (480) 555-3333
Phone 2:
Mobile: (480) 666-1212

Service Address Notes
Please go to reception desk to get owner and keys. Cross streets are Hayden and Scottsdale Rd.

Subreport: RepairOrder.rpt # TRY-009876
Fleet PO#: RT-8873737373
Driver Name: Manny Taylorship
Driver Lic.: BG766373737
Card # 1234567890123456 Exp Date: 06/30/2013

Work Order Notes
Customer was informed about spots on seat and blinking dash lights.
Rain sensor was checked in front of customer.

MFG Part	Description	Qty	Unit	List	O&A	Discount	Net
DW01650BNN	Windshield	1	Each	\$270.00	Y	50%	\$135.00
DW01650BNN	Windshield	2.8	Hrs	\$35.00	Y	Nil	\$135.00
RAH000448	Adhesive	1	Each	\$45.00	Y	Nil	\$50.00
WFS 01655	Moulding	1	Each	\$25.93	Y		\$25.93

Damage Location

Owner Insurance

	Owner	Insurance
Sub Total	\$0.00	\$346.18
Tax	\$0.00	\$5.17
Gross Total	\$0.00	\$349.35
Deductible	\$100.00	(\$100.00)
Net Total	\$100.00	\$249.35

AMOUNT TO COLLECT \$100.00

Technician Notes
Assignment of Shades and Authorization to Rep:
Shades Auto Glass and / or its representatives guarantee: 1) THE USE OF NEW PARTS ONLY; 2) THE USE OF ALL PARTS MEET MANUFACTURERS' SPECIFICATIONS FOR THE VEHICLE. The glass listed has been repaired or replaced with like kind and quality to my entire satisfaction and I authorize my insurance company to pay Shades Auto Glass, Inc. directly for the services provided. Shades reserves the right to interchange parts and assign part numbers, including original equipment manufacturer part numbers, meeting vehicle specification requirements regardless of the actual part(s) installed, to bill for the highest price available per part to meet insurance company or network billing requirements.

Please Take a Moment to Tell Us How We Did Today at [www.YourFeedbackCounts.com](#)

Use Survey Code: 3193491

Signature: _____ Date: 03/19/2013