

**PINEWOOD.AI**  
AUTOMOTIVE INTELLIGENCE

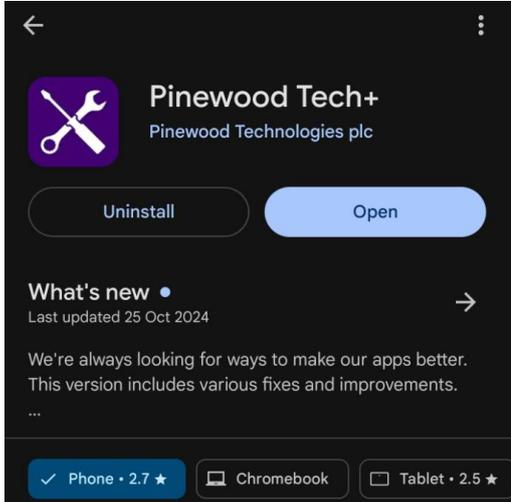
## Tech+ Guide



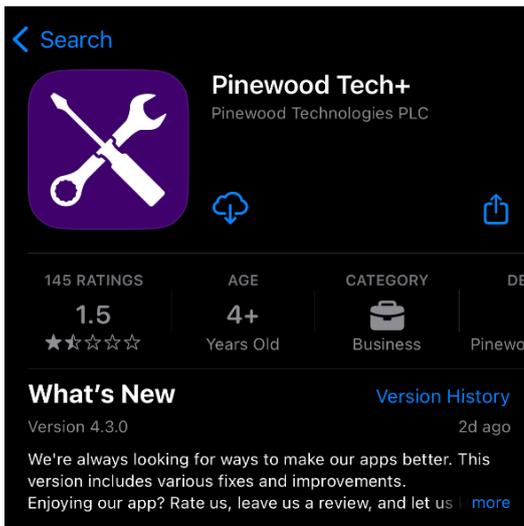
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# Download Platforms

## Android



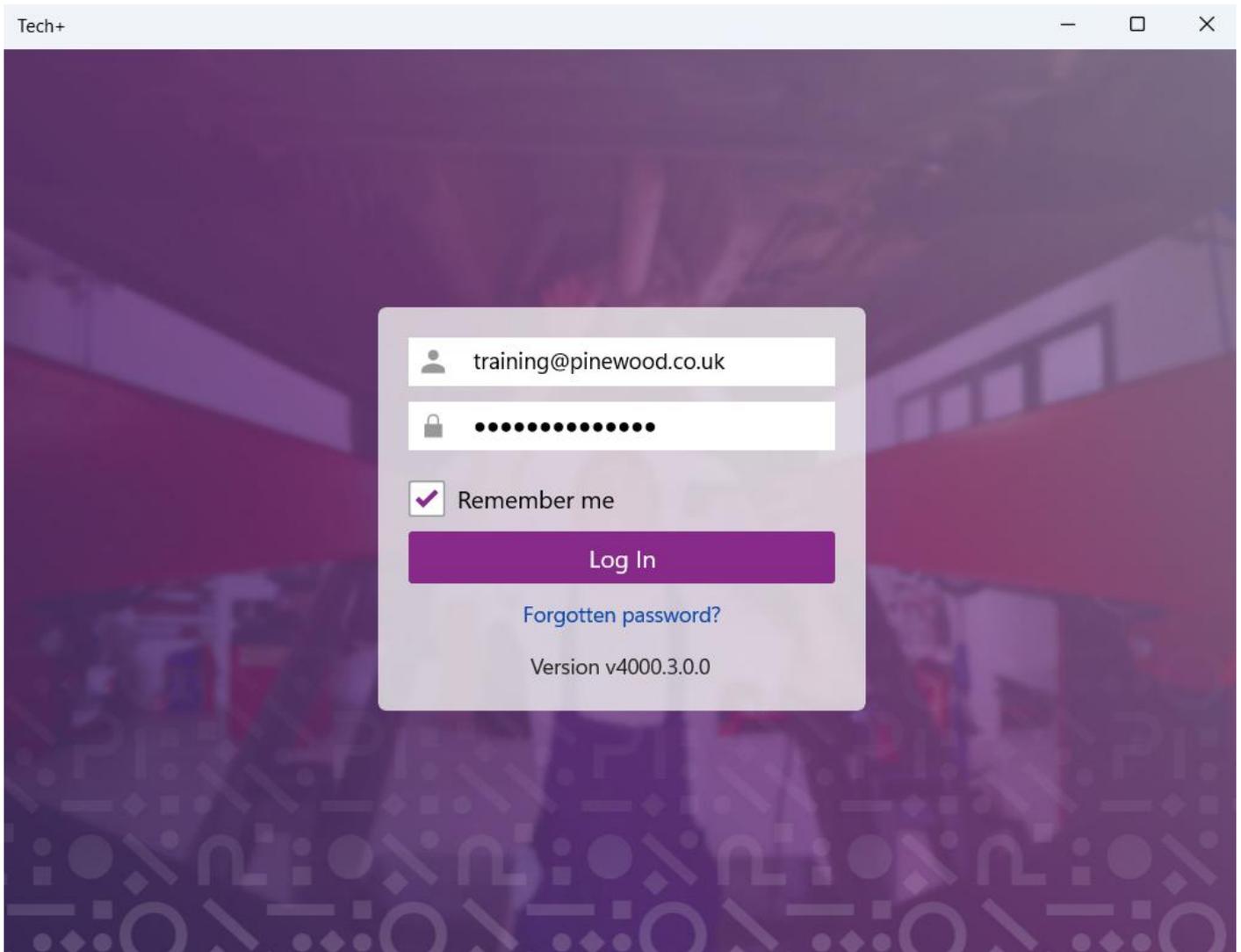
## Apple



## Windows



# Login Screen



To log into Tech+ you will need a verified email.

# Location Selector

Location Selector

elearning

Displaying top 5 of 5 locations. Use the search field above to find a specific location.

Pinewood eLearning

Pinewood Bodyshop

Pinewood SMART Repair 2

Pinewood Workshop

Pinewood Workshop 3

Pinewood Workshop 2

Select your working location from the Location Selector screen.

# Home Screen

Pinewood Workshop

Actions Recent Jobs

Next Operation

Find A Job

Planned Work

Authorised Idle

Health Checks

Idle  
Total Time: 00:00:07

On the home screen beneath the Actions tile are the following options:

- **Next Operation** - If Workshop Planner is being used, selecting the next operation option, will move onto the next job planned within the Planner for that technician. If no operations are planned the process will work as per find job. If the Planner is not used, it will present a list of jobs available.
- **Find a Job** - A list of available jobs will be presented. There is also a search option available. The search bar can be used to search vehicle registrations and job number. (Or customer/ company).
- **Planned Work** - Technicians can view their pre-allocated work for a particular date by using the Planned Work list feature
- **Authorised Idle** - Technicians can select an authorised Idle reason to record time spent on that named reason.
- **Health Checks** - Technicians can select a Health Check via the list presented or the search box.

Time on Idle is also recorded once the technician logs into the application.

This appears on the bottom of the screen:



This will also record the Allowed Idle time once clocked onto a job/operation.

**Recent Jobs Tile** - This will show any jobs that were recently clocked onto by the technician. These can then be selected and viewed again if necessary.

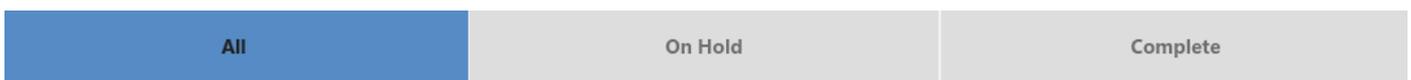
# Job Details Screen



Within the main job details page, there are several options along the top of the screen the technicians can view.

## Operations

You can view Current Operations to select to clock on to. You can also filter the status of these operations from All, On Hold or Complete.



The plus icon allows you to add a new operation.

<
Add Operation

Requirement \*

Please Select... v

Details \*

Characters Remaining: 500

Notes Only

Type \*

Please Select... v

Save Operation

≡

Idle

Total Time: **00:34:02**

Once you have selected the Requirement, Details, Type, and Load Hours, you can view further details.

This screen will display:

- **Customer Type**
- **Load Hours**
- **Invoiced** – Whether the operation has been invoiced.
- **Notes Only** – This is a notes only operation line for information the technician may need, they are unable to clock onto this line.
- **Parts** – If parts have been flagged for the job.
- **Rework** – Where the operation has been flagged for rework.
- **Operation Requirement** – Allows the technicians to add additional operation notes.

The parts tile will display any parts that have been issued to the job.

Select the Start Operation to begin working on the operation selected.

Once a job has been started, the Idle time on the timer will change to show the job number and the operation and also it will countdown the percentage of time taken based on the load hours.



Once clocking in, additional headings will become available.



If there is a health check or checklists associated, the vehicle health check will then appear for selection in the heading.

## Vehicle Health Check

On the main health check page, you can see the progress of any health checks that have been started.

Job Details (2623)

Operations
**Vehicle Health Check**
Recommended Work
Write-ups
Conversation
Documents
Parts
Customer Details
Vehicle Details
Vehicle History

In Progress

This health check has been started but is not yet finished. A summary of the progress so far is listed below.

36%

OK  
7/19

0%

Recommended  
0/19

0%

Urgent  
0/19

64%

Unrated  
12/19

Has Video? ✘

Continue Health Check

☰


 Job 2623, Operation 1  
 Total Time: 00:00:26

If any checks have been completed, it will show the status and counts. It will also display if any videos have been attached.

If it has a video, the red cross will update to a green tick.

Click the Start Health Check button to begin filling out the health check.

The screenshot shows a mobile application interface for a health check. At the top, a dark grey bar contains a back arrow, the title 'Health Check (2623)', and a progress bar with three segments: green (7), amber (0), and red (0). Below this, the interface is organized into sections: BRAKES, EXTERNAL, LIGHTS/WIPERS, and UNDERSIDE. Each section has a heading, a list of items, and an 'All Ok' status indicator (a green dot). The items listed are: REAR BRAKES, CABLES, Front discs & Pads, DRIVE / FEEL, MIRRORS / GLASS, LIGHTS / LAMPS, WIPERS / WASHER / HORN. At the bottom, there are two buttons: 'Finalise' (grey) and 'Save' (purple). Below the buttons, a grey bar shows a hamburger menu icon, a circular progress indicator at 15%, and the text 'Job 2623, Operation 1' and 'Total Time: 00:02:12'.

Once a check has been selected and the appropriate actioned noted, the headings will account for these and display the green, amber, and red sections depending on how they've been marked.

There is the option to select the icon 'All Ok' to select all the checks within that category as green.

This screenshot shows a close-up of the 'BRAKES' section. The heading 'BRAKES' is on the left, and 'All Ok' with a green dot is on the right. Below the heading, there is a list of items: REAR BRAKES, CABLES, and Front discs & Pads. Each item has a right-pointing arrow next to it.

Once a check has been selected, you can select if this work is Ok, Recommended, or Urgent.

Clicking the ellipsis icon in the bottom left to add a video to the health check.

Click save to partially complete the health check and complete at a later date, when you are ready to complete this click finalise.

Once selecting Finalise, this will prompt that this can no longer be updated.

Select No to go back or Yes to confirm.

**Warning**

Are you sure? Finishing a Health Check will prevent it from being updated in the future.

Yes

No

This will then give the option regarding clocking off the current operation.

Select Yes to clock off or No to remain clocked onto the operation.

## Recommended Work

The technicians are able to add any additional recommended work to the job (this is available with or without a health check/checklist being associated). Here the technicians are able to add the approximate Load Hours, Notes, Category and Skill associated to the recommended work.

**EXHAUST**

OK**Recommended**Urgent

Hours

Notes \*

Characters Remaining: 500

Add MoreSave

☰

2% Job 2623, Operation 1  
Total Time: **00:00:13**

Recommended work can also be added from the ellipsis button in the bottom left of the app but only when you are not completing the vehicle health check.

Add Operation

Add Recommended Work

Add Parts

 Planned Work

 Clock Out

 Settings

 Log Out

  Job 2623, Operation 1  
Total Time: **00:02:09**

## Conversations

Technicians are able to add conversation notes to a job, this information can be accessed by any individual who drills into the job within the system or from the job progress screen.

**Job Details (2623)**

Operations Vehicle Health Check Recommended Work Write-ups **Conversation** Documents Parts Customer Details Vehicle Details Vehicle History

Light bulb on right front side has broken

Pinewood (JH)  
31 October 2024 10:01



Characters Remaining: 500 

## Documents

Technicians can upload any documentation to the job through the documents tab, they can use the camera to take the picture directly in the app or upload from the device. After uploading they will need to enter a document name and document category.

This can be viewed with the button at the end of the document line.

Job Details (2623)									
Operations	Vehicle Health Check	Recommended Work	Write-ups	Conversation	Documents	Parts	Customer Details	Vehicle Details	Vehicle History
Vehicle Warranty			Pinewood (JH)		31/10/2024 10:03		Warranty Documents		



1 Document(s)

## Customer Details

Technicians are able to view the Owner, Driver, Keeper record held against the job.

## Vehicle Details

Technicians are able to view specific details of the Vehicle associated to the job.

## Completing Operations

Once an operation is complete, select the Finish Current Operation button.

The app will then present the list of finish reasons;

**Set Operation Status**

Odometer Reading

- \*VOR\* - Part on Backorder
- Awaiting Authorisation
- Awaiting Parts
- Carried Over
- Job Complete
- On Hold
- Operation Complete
- Quality Control
- Service Quality Control Form Completed
- Work Authorised

71% Job 2623, Operation 1  
Total Time: 00:10:34

Once a reason is selected, it will then present the technician with the option to choose what they would like to do next;

**Actions**

What would you like to do next?

- Next Operation
- Return to the home screen
- Return to current job
- Search for another job

This improves the ease at which the technician can move between jobs.

# Parts Issues

Once clocked onto a job, users have the ability to add parts to jobs.

Once clocked onto the operation, users can select the 'Add Parts' option:

Add Operation

Add Recommended Work

Add Parts

 Planned Work

 Clock Out

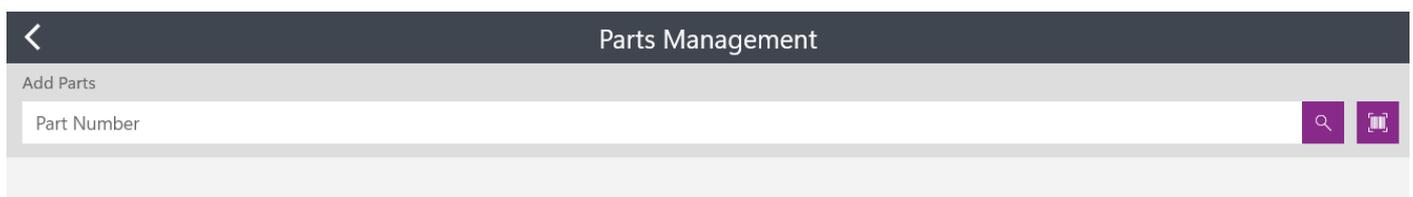
 Settings

 Log Out



A horizontal bar showing job progress. On the left is a hamburger menu icon. Next to it is a circular progress indicator with a green segment and the text '14%'. To the right of the progress indicator, the text reads 'Job 2623, Operation 1' and 'Total Time: 00:02:09'.

This can be done by searching the parts number, the two options are manually entering in the part number or if barcodes are enabled scanning this.



A screenshot of the 'Parts Management' interface. At the top, there is a dark header with a back arrow on the left and the text 'Parts Management' in the center. Below the header, the text 'Add Parts' is visible. Underneath is a search bar with the placeholder text 'Part Number'. To the right of the search bar are two icons: a magnifying glass (search) and a barcode scanner icon.

Technicians are also able to issue any reserved parts against jobs. When issuing parts, technicians are able to select which operation these are to be issued to.

**Job Details (2623)**

Operations   Vehicle Health Check   Recommended Work   Write-ups   Conversation   Documents   **Parts**   Customer Details   Vehicle Details   Vehicle History

Displaying 1 Issued Parts (1 Unissued Parts)

Current Operation - Light bulb replacing

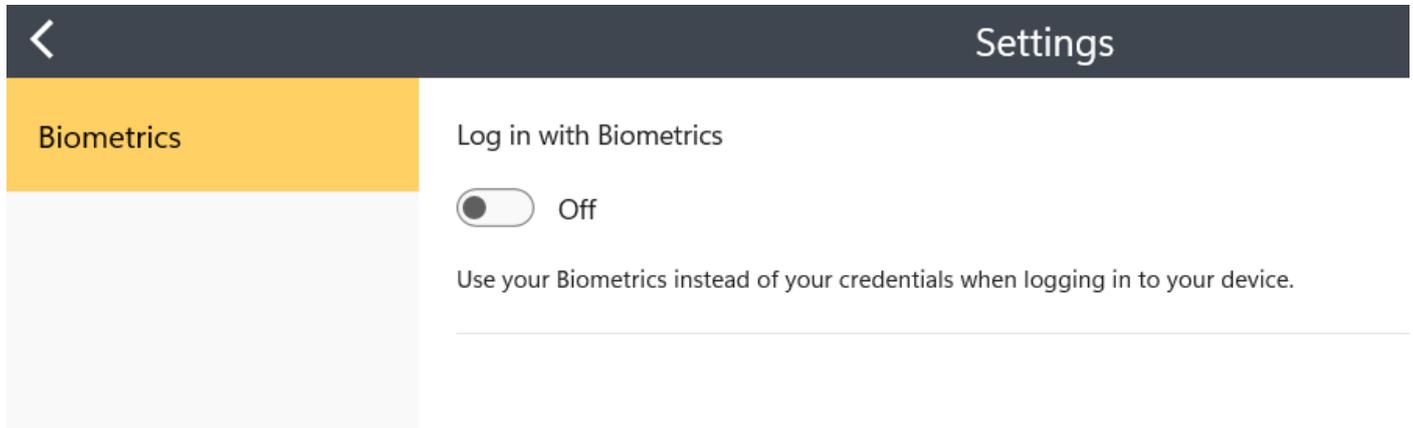
0005911919	1.00
CARRIER	

[Manage Parts](#)

☰  Job 2623, Operation 2  
Total Time: **00:03:45**

# Biometrics

If the technician is using a mobile device with facial recognition, they can enable log in with biometrics by clicking the ellipsis button and clicking Settings.



# Technician Write Up

This feature will give technicians the ability to add Write Ups digitally against a vehicle repair. This functionality will reduce the need for a printed document to carry out vehicle repairs as everything is able to be recorded within Tech+ and then be visible within the Workshop department of the DMS automatically.

## Set Up

To use the Write Up feature, some set up will need to be completed within the DMS. Go to Workshop > Parameters > Time Management > Write Up.

Write Up Reasons

Make	<input type="text" value="All"/>		
Reason	<input type="text"/>		
Active	<input checked="" type="checkbox"/>		

Make	Reason	Active
All	Check	✓
All	Diagnosis	✓
All	Solution	✓
Renault	Check	✓
Renault	Diagnosis	✓
Renault	Solution	✓

Displaying 6 Items 1

Within here, Write Up Reasons can be added. These can be split by Franchise Make or set to be applicable for all Franchise Makes. The available Franchises in the drop down will be determined by the Makes held in the Vehicle Price List.

Users are able to make the Write Up Reasons active or inactive but cannot be deleted once added.

## App Process

Within the Tech+ App, a Technician Write Up can be added to an operation when clocked on a job, in place of the typically handwritten notes on a job card.

When clocked into a job, the Write Up tab will display along the top within the Job Details.

## Job Details (2623)

Operations Vehicle Health Check Recommended Work **Write-ups** Conversation Documents Parts Customer Details Vehicle Details Vehicle History

All Operations ▾



The dropdown menu will let you select All Operations or a specific operation line.

Technicians are able to filter existing notes per operation or by all operations.

**Please Note:** once a write up has been added, it cannot be deleted, only amended.

Users are also able to add write up notes by clicking the Context Menu in the bottom left-hand corner

---

Add Operation

Add Recommended Work

Add Parts

Add Write-up

 Planned Work

 Clock Out

---

 Settings

 Log Out

---

  Job 2623, Operation 2  
Total Time: **05:24:18**

The clocked-on operation is always selected by default in the dropdown when adding Write Up Notes. The section headings pull through any active headings set in the DMS Parameters. This will only retrieve active headings per Franchise Make, as specified in the DMS Parameters.

The user can then add up to 5000 characters in the Write Up notes textbox. Once happy, select save.

### Write-up

Operation 2 ▼

Please Select... ▼

Type your write-up here...

Characters Remaining: 5000

Save

Cancel

All fields must be completed for the Save button to become available.

**Please Note:** only one write up note can be stored against each write up reason per operation and once added can only be amended and not deleted if an error is made.

The “Created User” and Timestamp can be viewed on each write up note.

Operation 2	
<b>Diagnosis</b> Slight issue with the engine making a rattling noise	
Pinewood (JH)	31 October 2024 15:39

Once the job is invoiced, write ups can no longer be added or amended.

## DMS View

Once a write up note has been added within the Tech+ app, it will be visible from the following locations within the DMS:

Workshop > Job Progress

Workshop > Jobs > Amend Job

Number	Requirement	Status
A	Scheduled Service	Open

Summary					
Customer	Mr Ayokunle Arikawe	Loan Vehicle	✗	Collect and Deliver	✗
Vehicle	Toyota - Aygo - VK62 VCL	WUV	✗	Service	✓
Booking Date	22/04/2021	Service Advisor	✓	MOT	✗
				Fixed Price (Inc)	n/a
				Fixed Price (Exc)	n/a

Workshop > Invoicing > Produce Invoice

Workshop > Planning > Planner

Workshop > Reporting > Repair Order Register – Write Up Tab

Operation	Reason	Write Up	Created By	Created Date	Amended By	Amended Date
1	Check	Test	Pinewood (CB)	22/04/2021 14:13:57	Pinewood (CB)	22/04/2021 14:13:57

## Service History on Customer Record

Invoice	Write Ups					
Write Ups						
Job Number 88889244						
Filter By Operation			Operation 1			
Operation	Reason	Write Up	Created By	Created Date	Amended By	Amended Date
1	Check	Test	Pinewood (CB)	22/04/2021 14:13:57	Pinewood (CB)	22/04/2021 14:13:57

<b>Version</b>	<b>Comments</b>	<b>Author</b>	<b>Date</b>
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