

# Resolving an Issue

1 Navigate to <https://fleetio.com>

2 Click "Service History".

The screenshot displays the Fleetio dashboard interface. On the left is a dark blue sidebar menu with the following items: Dashboard, Vehicles, Inspections, Issues, Reminders, Service (highlighted with a dropdown arrow), Work Orders, Service Tasks, Service Programs, Shop Directory, Contacts, Vendors, Fuel & Energy, and Places. The 'Service' dropdown menu is open, showing 'Service History' (highlighted with a brown circle), Work Orders, Service Tasks, Service Programs, and Shop Directory. The main dashboard area is titled 'My Dashboard' and includes a refresh button and a filter for 'All Groups'. It features several widgets: 'Repair Priority Class Trends' (a line chart showing 100% completion from Feb '24 to Jul '24), 'Service Reminders' (0 Overdue, 0 Due Soon), 'Overdue Inspe' (0 Overdue), 'Open Issues' (4 Open, 0 Overdue), 'Vehicle Assignments' (3 Assigned, 7 Unassigned), and 'Vehicle Status' (Active, Inactive, In Shop, Out of Service). A 'Recent Comments' section is visible at the bottom.

### 3 Click "Add Service Entry"

The screenshot shows a web application interface for managing service tasks. At the top right, there is a notification bell icon with a red badge showing '24', a help icon, and a plus sign. Below this is a blue button labeled '+ Add Service Entry' which is circled in orange. The main area contains a table with columns: 'Repair Priority Class', 'Meter', 'Service Tasks', 'Issues', 'Vendor', 'Work Order', and 'Labels'. The table lists several service tasks, including 'Brake Inspection' and 'Engine Air Filter Element Inspect', with associated issue numbers and vendors like 'Texas Christian University'. A dropdown menu is visible at the top left with 'All' selected.

Repair Priority Class	Meter	Service Tasks	Issues	Vendor	Work Order	Labels
Scheduled	8,008 mi	Brake Inspection Engine Air Filter Element Inspect +6 more	#38	Texas Christian University	#46	—
Non-Scheduled	1 mi	—	#23	Texas Christian University	#25	—
Non-Scheduled	1 mi	—	#28 #36	Texas Christian University	#37	—
Non-Scheduled	1 mi	—	#24	Texas Christian University	#26	—
Scheduled	104,878 mi	Brake Inspection Engine Air Filter Element Inspect			#30	

### 4 Select the vehicle with the Issue.

The screenshot shows a dropdown menu for selecting a vehicle. The dropdown is titled 'Vehicle \*' and contains a search input field with the placeholder text 'Please select'. Below the search field, a list of vehicles is displayed, each with a small image icon, a vehicle ID, and status information. The vehicle 'VEH-0296' is highlighted with an orange circle. Below the list, there is another 'Please select' input field and a 'Labels' section with a 'Please select' input field.

Vehicle \*

Please select

- Active • CART • Custodial Services
- VEH-0247  
Active • CART • Custodial Services
- VEH-0262  
Active • Sedan • Custodial Services
- VEH-0296  
Active • Truck • Custodial Services
- VEH-0313  
Active • CART • Custodial Services
- VEH-0315  
Active • SUV • Custodial Services

Please select

Labels

Please select

5 Select the appropriate Repair Priority Class.

Issues ▾  
Issues  
Reminders ▸  
Service ▾  
Service History  
Work Orders  
Service Tasks  
Service Programs  
Shop Directory  
Contacts  
Vendors  
Fuel & Energy ▸  
Places  
Warranties

### Details

Vehicle \*  
VEH-0296

Repair Priority Class  
Please select

- Scheduled
- Non-Scheduled
- Emergency

Completion Date \*  
07/08/2024 3:03pm

Set Start Date

Reference

6 Add the current Odometer reading.

ms

### Details

Vehicle \*  
VEH-0296

Repair Priority Class  
Non-Scheduled

Repair Priority Class (VMRS Code Key 16) is a simple way to classify whether a service or repair was scheduled

Odometer \*  
mi  Void

Last updated: 8,043 mi (Today)

Completion Date \*  
07/08/2024 3:03pm

Set Start Date

Reference

7 Add the date the services were completed.

The screenshot shows a service form with the following fields and values:

- Repair Priority Class:** Non-Scheduled (selected)
- Odometer \*:** 8044 mi (with a "Void" checkbox)
- Completion Date \*:** 07/08/2024 (with a clock icon for time selection)
- Set Start Date:** (checkbox, not checked)
- Reference:** (empty text box)
- Vendor:** Please select (dropdown menu)
- Labels:** (empty text box)

An orange circle highlights the date field in the Completion Date section.

8 Select the name of the Vendor who provided the services.

The screenshot shows the vendor selection dropdown menu with the following options:

- AutoNation  
5000 Bryant Irvin Rd, Fort Worth, Texas 76132, US
- Bolen's Automotive** (highlighted with an orange circle)  
5200 McCart Ave, Fort Worth, Texas 76115, US
- Caliber Collision  
2510 White Settlement Rd, Fort Worth, Texas 76107, US
- Carlisle Air-Automotive  
5200 McCart Ave, Fort Worth, Texas 76115, US
- Discount Tire  
10101 Bonnie View Rd, Dallas, Texas 75241, US

The dropdown menu is open, and the "Bolen's Automotive" option is highlighted.

9 Select the Issues that were repaired in this Service Entry.

The screenshot shows a sidebar on the left with navigation options: Service Tasks, Service Programs, Shop Directory, Contacts, Vendors, Fuel & Energy, Places, and Warranties. The main content area has three tabs: Open, Resolved, and Closed. The 'Open' tab is active, displaying a message: 'Select any issues that were resolved as part of this service'. Below this is a table with columns: Priority, Issue, and Summary. Two rows are visible, both with checked checkboxes in the Priority column:

Priority	Issue	Summary
<input checked="" type="checkbox"/>	No Priority #51	[Inspection] Vehicle Condition OK
<input checked="" type="checkbox"/>	No Priority #50	[Inspection] Doesn't Work

Below the table is a 'Line Items' section with a search bar labeled 'Search Service Tasks...' and a message 'No line items added'.

10 Add notes as needed.

The screenshot shows the same sidebar as in the previous image. The main content area has a search bar labeled 'Search Service Tasks...' and a message 'No line items added'. Below this is a 'General Notes' section with a text area containing the placeholder text 'Add notes or additional details'. To the right of the text area, there are labels for 'Co', 'Lat', 'Par', 'Sub', 'We', 'Cre', and 'Dis'.

**11** Add labor and parts costs.

No line items added



### Cost Summary

Labor	\$	126	
Parts		\$0.00	
Subtotal		\$126.00	
Warranty Credits	\$	0	\$0.00
Discount	%	0	\$0.00
Tax	%		\$0.00
<b>Total</b>			<b>\$126.00</b>

**12** Add a scanned PDF of the invoice and click "Save Service Entry"

Drop files to upload

Drag and drop files to upload or click to pick files

Documents

Drop files to upload

Drag and drop files to upload or click to pick files

Save & Add Another

**Save Service Entry**

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The screen will refresh and show the issues that were resolved with this Service Entry.

The screenshot displays a user interface for managing service entries. On the left is a dark blue sidebar menu with the following items: Issues (with a dropdown arrow), Reminders (with a right-pointing arrow), Service (with a dropdown arrow), Service History (highlighted in a lighter blue), Work Orders, Service Tasks, Service Programs, Shop Directory, Contacts, Vendors, Fuel & Energy (with a right-pointing arrow), Places, and Warranties. The main content area is divided into two sections. The top section is a white card with a light gray border containing details for a service entry: 'Created By' is 'Test Test' (with a green circular icon containing 'TT'), 'Vendor' is 'Bolen's Automotive' (with a blue icon), 'Reference' is a dashed line, and 'Notes' is 'Fixed broken horn.'. The bottom section is a white card with a light gray border titled 'Resolved Issues' (with an orange circle next to the word 'Resolved'). It lists two items: '#50: [Inspection] Doesn't Work' and '#51: [Inspection] Vehicle Condition OK'. Each item is followed by a description: 'Generated by the failed inspection item "Horn" on the "Driver Vehicle Inspection Form - TCU" form sub Jul 8, 2024 at 2:47 PM CDT' and 'Generated by the failed inspection item "Vehicle Condition OK" on the "Driver Vehicle Inspection Form by Test Test on Jul 8, 2024 at 2:47 PM CDT'.