VIRAUTO

User manual

How the workshop uses VirAuto day to day: checking cars in, the jobs and the mechanics' tablet, parts, estimates, appointments, tyre storage, the calls to make, closing a car out and taking payment. For everyone who works with it.

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1. VirAuto in one page

VirAuto has two faces:

	Who uses it	Where
The office	Admin, service advisors, the parts person	Any PC on the workshop network, in a browser: `http://<server>:3300/`
The workshop tablet	Mechanics	A tablet in the workshop: `http://<server>:3300/kiosk.html`

The life of a car in VirAuto:

1. **Booked in** (optional) - an appointment in a bay on the calendar.
2. **Checked in** - a repair order: the car, the mileage, what the customer says, the key tag, when it's promised. The customer signs the printed work order.
3. **Jobs and parts** - the front desk writes the jobs (with the hours to charge) and gives them to mechanics; parts are added from stock or ordered.
4. **On the tablet** - the mechanic times each job, takes parts off the shelf, writes what they found, and says when the car is ready.
5. **Ready** - the front desk sees it on Home and calls the customer.
6. **Closed - car collected** - every line priced, parts taken off the shelf, the next service written down, what the customer paid recorded, the priced summary printed. The invoice itself is made in the workshop's own invoicing program: VirAuto does not issue fiscal invoices.
7. **Reminders** - when the next service, the registration or the tyre change comes round, the customer is on the list to call.

Some things VirAuto always does:

- **Prices are net**; VAT is added once, on the total.
- **A line with no price is not free**: it's left out of the totals, counted, and the order can't be closed (or an estimate given) until it has one. 0 is a valid price.
- **Mechanics never see money** on the tablet - hours yes, prices no.
- **Labour is charged at book time** (the hours you write on the job). The mechanics' actual time is recorded beside it, and you can switch a job to charge the actual time instead.
- **Buttons that delete or cancel ask twice**: the button turns into *Confirm?*, and a second click within a few seconds does it.
- **If something can't be done, the reason appears beside the button.**

2. Signing in

The office

Open the VirAuto address and sign in with your **username** and **PIN**.

- Office accounts (Admin, Service advisor, Parts) need a PIN of **at least 6 digits**; mechanics **4**. Digits only.
- **6 wrong PINs within 15 minutes lock the account**, first for 5 minutes, then longer each time, up to an hour. An admin can set a new PIN on **Staff**, which unlocks it straight away.
- **Change your own PIN** at the bottom of **Home** (*Your PIN*).

- **Log out** is at the bottom of the menu, under your name. Your sign-in lasts while you use it; a day without using it signs you out.
- A mechanic who signs in to the office is shown a link to the workshop tablet instead.

The cog

The **cog** at the top right of every page holds **Language** (English or Hrvatski) and **Appearance** (light or dark). It's remembered **on that device** for everyone who uses it, and it doesn't change the language of printed documents - those follow **Settings**. This manual uses the English words; with Hrvatski chosen, the same buttons are in Croatian.

Roles

Role	Can do
Admin	Everything, including Staff and Settings.
Service advisor	Customers and cars, appointments, estimates, repair orders and their payments, tyres, reminders, time & reports. Can look at parts and purchasing.
Parts	Parts, stock, suppliers and purchase orders. Sees repair orders and handles their parts lines. Can look at estimates and customers.
Mechanic	The workshop tablet only. Never sees a price.

The full table is at the end of this manual.

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3. Home

Home shows what needs you today. Each box opens the page behind it.

Box	What's in it	Who sees it
Finish setting up	What's still missing: the workshop's name and address, the starter PIN still in use, no mechanics, no work bays, no shelves, and any problem with the backups. Empties as you go.	Admin
The workshop	How many cars are in, and lists: *Ready - call the customer*, *Past the time promised*, *Promised for today*, *Waiting for parts*.	Office
Booked in today	Today's appointments, with **Check in** to open a repair order for the car.	Admin, advisor
Working now	Who is timing which job right now.	Office
Parts	Parts *Below minimum*, and parts *To order for jobs*, with **Draft orders for low stock**.	Office
Calls to make	How many services, registrations and tyre changes are due, and how many overdue.	Admin, advisor
Estimates waiting for an answer	Estimates given to customers and not yet answered, with their dates.	Admin, advisor
Payments	The money taken today, and closed orders still owing - oldest first.	Admin, advisor
Your PIN	Change your own PIN.	Everyone

4. Customers & cars

Customers & cars has two tabs, *Customers* and *Cars*. The search finds a name, phone number, plate or VIN.

A customer

New customer: *Kind* (Private or Company), *Name*, *Phone*, *Email*, *OIB*, *Address*, *Notes*. A customer's page shows their cars (**Add a car**), their repair orders and their estimates.

A car

New car (or **Add a car** on a customer, or **+ New car** in a search that found nothing) asks for what's needed at the counter first:

1. **Plate** - if that plate is already in VirAuto, a box says so straight away, with **Open it** (and **Use this car** when you're checking a car in or booking it).
2. **Make** (common makes are offered as you type), **Model**, **Year**, **Mileage**.
3. **Owner** - type a name or phone and pick somebody already in VirAuto, or choose **+ New customer** (or + *New customer: the name you typed*) and fill in their name and phone right there, Private or Company. The customer and the car are saved together. Leave it empty if you don't know the owner yet.
4. **More details** - VIN, engine, fuel, colour, registration / inspection until, notes - when you have them.
5. **Plates** are stored in capitals with single spaces. Č, Š and Ž are kept - ČK and CK are different plates.
6. A **VIN** already on another plate is refused: it's the same car with new plates, so edit that car's plate instead.

A car's page shows:

- **Mileage now** - the latest reading, and an estimate of today's mileage from how much it's driven. A reading lower than before is accepted (odometers get replaced) and you're told. **Add a reading** at any time; each repair order also records one.
- **Next service** - from the last closed repair order marked as a service: its own next km/date (the windscreen sticker), or the workshop's service interval. *on time*, *due soon* or *overdue*.
- **Service history** - every visit and the work done; services are marked.
- **Tyres** - the car's sets in tyre storage.
- Buttons: **New repair order**, **New estimate**, **Book an appointment**, **Edit car**.

Delete is only for something entered by mistake. A customer or car with history is kept.

5. Repair orders

The board

Repair orders shows every car in the workshop, grouped by status. Each card shows the plate, the car, the customer, how many jobs are done, who's working on it, parts to order, and the time promised (red when late). The tabs show *In the workshop*, *Closed* or *All*; the search finds a plate, customer or order number.

Status	Means
Checked in	The car is here; nothing started yet.
In progress	Somebody has started work (set by itself when a mechanic starts a timer).
Waiting for parts	Set by you.

Status	Means
Waiting for the customer	Set by you (for an answer, an approval...).
Ready	The work is finished: set on the tablet (*The car is ready*) or by you.
Collected	Closed - the car has gone.
Cancelled	The order was cancelled.

Checking a car in

Start from **Repair orders → New repair order**, from **Check in** on Home, from an appointment (**The car is here - open a repair order**), or from a car's page.

1. **Which car?** Type the plate (or the owner's name or phone) and pick it. A plate VirAuto doesn't know yet is offered as **+ New car ZG 123-AB** - pick it to add the car (and a new owner) without leaving the page. **It's a new car** does the same.
2. **Customer** - the car's owner is filled in. If somebody else brought it, search for them.
3. **Mileage in**, **Key tag**, **Promised for**, and **What the customer says**.
4. **Check the car in.** A car can have only one open order; if it already has one, you're offered *Open it*.
5. **Print work order** for the customer to sign.

The order page

At the top: the car, the customer, when it was checked in (and the estimate it came from), and the editable *Mileage in*, *Key tag*, *Promised for* and *Advisor*. Below them, **Move to** sets another status by hand, **Cancel order** cancels it, and an empty order (no lines, no time) can be **deleted**.

Notes: *What the customer says*, *What we found* (the mechanic writes this on the tablet too), *Recommended, not done*, and an *Internal note (never printed)*.

Work - the jobs

Add job: *What's to be done*, *Hours charged* (the book time) and the *Mechanic* (or *Anyone*). Each job shows:

- **Actual** - the time mechanics have logged on it, in red when it's more than the hours charged.
- **Rate** - the labour rate from Settings; change it per job if needed. **Disc. %** - a discount.
- **Done** - tick it off (the mechanic usually does this on the tablet).
- **Charge actual** - sets the hours charged to the time actually worked.

Parts

- **From stock**: search the catalogue, type the quantity and **Add part**. Tick **Take it off the shelf now** to take it from stock straight away. The line shows how many are in stock.
- **Take from shelf** takes a line off the shelf (the fullest shelf). **Put back** returns it.
- **Needs ordering** marks a line *TO ORDER*; it then shows on Home and on the order's card.
- **Not in the catalogue**: part number, description, quantity, unit and price, for a one-off part.

Parts still on the shelf when the order is closed are taken off then.

Other

Anything else on the bill (disposal, a sublet job, materials): description, quantity, price.

Totals and time

Totals: labour, parts, other, discounts given, net, VAT and **To pay**. Lines without a price are counted and listed in red. Below, what the parts cost the workshop and the margin on them (a part with no cost makes the margin look too high, and it says so).

Time: the hours charged against the time worked, per person, and who is on it now.

Printing

- **Print work order** - for the customer to sign at check-in: the car, the complaint, the jobs, and a space for signatures. No prices.
- **Print priced summary** - every line with prices, totals and VAT, what was found and recommended, and the next service. It says *This is not an invoice*: make the invoice in your invoicing program.

Documents print in the language chosen in **Settings**. If the print window doesn't open, allow pop-ups for VirAuto.

Closing - the car is collected

Close - car collected opens a short form:

1. **This was a service** - tick it if it was. Then **Next service at (km)** and/or **or on** (a date). Left empty, VirAuto uses the workshop's service interval from today's date and mileage.
2. Parts still on the shelf are listed; choose a shelf or leave *the fullest shelf*.
3. **How does the customer pay?** - press **Cash**, **Card**, **Bank transfer** or **Pays later**. Nothing is chosen for you, and the order can't be closed until you've answered. With a way of paying, the amount still owed is filled in (change it if they pay part). **Pays later** leaves it owing - a company paying by bank transfer, say - and it shows under **Payments → Still owed** until the payment is recorded. With nothing left to pay, this step just says so.
4. **Close - car collected** at the foot of the form. It's refused while any line has no price. Timers still running on the car are stopped.

A closed order is final. Only an admin can **Reopen** it.

Payment

Every repair order has a **Payment** box under the totals: three figures - **To pay**, **Paid** and **Still owed** (or **To give back** if more was paid) - and a pill saying where it stands: *Not paid*, *Part paid*, *Paid* or *Paid too much*. Under them, the payments on the order.

- **Take payment** (**Take a deposit** while nothing is owed yet) opens a panel: the amount (what's still owed is filled in), then **How is it paid?** - press **Cash**, **Card** or **Bank transfer**; nothing is chosen for you, so a card payment can't slip in as cash. A note if you need one. **Paid on another day?** is for a transfer that arrived earlier. The green button says exactly what will be recorded - *Record €429.38 · Card*. While the car is still in, money taken counts as a deposit.
- **Give money back** - a deposit when the work isn't done after all, or money paid twice. The same panel: the amount, how it's given back, and why (needed). Never more than has been paid.
- **Void** - for a payment typed by mistake. Write why, then press **Void** again. It stays on the order, struck through, with who voided it and why, and counts for nothing.
- **Invoice number (from your invoicing program)** - type the number of the invoice you made, so the two can be matched up later. It can be written even after the order is closed.

On a closed order a payment can't be more than is still owed. An order with money paid on it can't be cancelled until the money is given back.

Card payments are taken on your bank's card terminal as always; in VirAuto, record them as *Card*.

VirAuto records money; it doesn't issue invoices or receipts. The fiscal invoice is made in your invoicing program as before, and nothing VirAuto prints says a bill was paid.

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6. Payments

Payments is where the money is checked - payments themselves are taken on the repair order. For admins and service advisors. It has three tabs:

- **Today** - the money taken today: **Cash**, **Card**, **Bank transfer** and **Total**, with money given back already taken off; the **Cash-up** - whether the drawer has been counted, and the **Count the drawer** button (see below); and today's payments, newest first. **Print the takings** prints today's sheet.
- **Still owed** - repair orders that are closed and not paid in full, oldest first, with how long ago each was closed and the customer's phone (and any paid too much, marked *give back*). **Take payment** on a row records the money without opening the order. Orders closed before VirAuto recorded payments aren't listed.
- **History** - any period: *Yesterday*, *This week*, *This month*, *Last month*, or dates. The same tiles; **Day by day** - a row per day with its cash, card, transfers, total and how its count came out (*Balanced*, *Short*, *Over* or *Not counted*) - click a day to see just that day (and count it, if it was missed); and every payment, which can be narrowed to one way of paying (only bank transfers, to check against the bank statement) or one person, with the total of what's shown. Voided payments are hidden until you tick *Show voided*. **Print the takings** prints the period, **Export CSV** saves the payments as a spreadsheet.

Click a payment to open its order. The printed takings are an internal record, not an invoice. Home shows the money taken today and what's still owed.

Counting the drawer (the cash-up)

At the end of the day, **Payments → Today → Count the drawer** opens two short steps:

1. **The cash** - VirAuto shows the cash taken that day, adds the **Float** (the change you keep in the drawer, which isn't takings - it starts at what the last count left) and shows what **Should be in the drawer**. Type what you **Counted in the drawer**; the **Difference** shows straight away: *Balanced*, *Short* or *Over*.
2. **The card terminal** - read the end-of-day total off the terminal's slip and type it in. Leave it empty if you don't take cards.

A note if something's off, then **Save the count**. Today's tab then shows how it came out and who counted it.

Every count is kept, with who counted it and when. Counting again (**Count again**) adds a new count beside the first - the latest is the day's answer. If a payment for that day is voided or added after it was counted, the count is marked *changed since*: count it again. Bank transfers arrive in the bank, so they aren't counted. A day you forgot can be counted later: pick that day.

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7. The workshop tablet

Signing in and out

The mechanic types their **username** and **PIN** (the tablet's own keyboard comes up) and taps **Sign in**. **Signing in clocks them in.**

Log out (tap twice) **clocks them out and stops their timer**. Each browser tab has its own sign-in, so two mechanics can share a tablet in two tabs. The cog sets the tablet's language.

The home screen

- Who's signed in and since when.
- **Working on** - the running timer, with **STOP**.
- **Your jobs** - the jobs given to you, with **START** or **STOP**.
- **Cars in the workshop** - every car, with the plate, key tag, jobs done, book time, time so far and who's working on it. **Find a plate…** searches.

On a car

Tap a car to open it:

- **Customer says** - the complaint.
- **Jobs** - each with its book time and time so far. **START** starts timing that job; **STOP** stops it; **DONE** marks it finished (and stops the timer if it's yours); **Not done** undoes that.
- **Diagnosis / the car in general** - a timer for working on the car but not on one job.
- **Parts on this car**, and:
  - **I used a part** - search the parts, say how many and from which shelf, **Add it**. It comes off the shelf at once.
  - **A part is needed** - for a part that isn't in the list or has to be ordered. Tick *It has to be ordered* if so, then **Tell the front desk**. The front desk prices it.
- **What you found** - written for the customer; it's printed on the summary. **Save.**
- **The car is ready** - sets the order to *Ready* and stops your timer on it. The front desk will call the customer.

One timer at a time: starting a job stops whatever you were timing before. Starting work on a car moves its order to *In progress*.

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8. Estimates

An estimate prices work before it's done. **Estimates → New estimate**:

1. The **car** (from the register), or **or describe the car** for one that isn't registered; the **customer**; the **mileage**; and **What it's for** (e.g. *Timing belt and water pump*).
2. **Create estimate**, then add lines: **Add work** (job and hours), **Add part** (from the catalogue, or not in the catalogue), **Add other**.
3. *Valid until* (left empty, it's filled in from Settings when the estimate is given to the customer), a *Note for the customer (printed)* and an *Internal note (never printed)*.
4. **Print**, and **Mark as given to the customer**. It's refused while a line has no price.

Then:

Button	What happens
Customer said yes	The lines go onto the car's open repair order, or a new repair order is opened with them. The estimate shows *Became repair order …*. The car must be chosen from the register first.
Customer said no	The estimate is declined.
Reopen to change	Back to a draft, to change it.
Duplicate	A new draft with the same lines - for an accepted one, or a similar job.

A given estimate past its date reads **Expired**. An estimate given to a customer can't be deleted - decline it instead.

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9. Appointments

Appointments shows a week, day by day, with **Previous week**, **This week** and **Next week**.

New appointment (or **+ New appointment** under a day) asks three things:

1. **Who's coming?** - type a plate, a name or a phone number; a car in VirAuto comes up straight away, with its owner. Somebody new: **Just write down "..."** keeps a name, phone and plate for the booking (enough until the car comes in, when it's added at check-in) - or **Add to VirAuto now** to register the car and its owner on the spot. **+ New car** adds a car that isn't in VirAuto yet. *Someone else is bringing it?* sets a different customer.
2. **When?** - the day and time, with buttons for the next few days and the usual hours, and **How long** (30 min to *All day*).
3. **What for?** - a few words. Then *Bay* (or *Any bay*) and *Mechanic*, if you want them.

Book it saves it.

- Two bookings in the same bay at the same time are **allowed** (workshops double-book on purpose) but marked **clash**, and the booking says who it clashes with.
- **The car is here - open a repair order** - opens a new repair order for the car with the complaint filled in. Once you check the car in, the appointment becomes *Arrived* and links to the order.
- **Didn't come**, **Cancel booking**, and **Back to booked** to undo either. A cancelled or missed booking can be deleted.

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10. Tyre storage

Tyre storage is the tyre hotel: whose tyres are on which shelf. The tiles count the sets in storage, summer and winter. Filter by status and season; the search finds a plate, customer, code or shelf.

Store a set: the car (or customer), *Season* (Summer, Winter, All-season), *Size*, *Brand*, *Model*, *DOT* (week and year, e.g. 2423), *How many*, *On rims*, *Tread (mm)* for each wheel, *Where they are now* (in storage here, on a shelf - or on the car) and *Notes*. Each set gets a code (GUM-2026-0001).

On a set:

Button	What it does
Swap with the set on the car	The seasonal change in one step: this set goes on the car, the one on the car goes onto this shelf.
Fit on the car	This set goes on the car.
Store	A set on the car comes into storage, onto a shelf.
Move to shelf	Another shelf. VirAuto says if another set is already there.
Given back to the customer / Disposed of	The set leaves for good.
Print tag	A tag for the tyres: the code and shelf, the customer and plate, season, size, how many, tread, and a QR code that opens the set in VirAuto.
History	Every time it was stored, fitted, moved or measured.

11. Reminders

Reminders is the list of customers to call, and why. It's worked out from the cars every time, so it's never out of date.

Kind	On the list when
Service	The next service is due within the days set in Settings (by date, or by the estimated mileage), or overdue.
Registration	The registration / inspection date is coming up, or passed less than 60 days ago.
Tyres	The customer's tyres for the coming season are on your shelf: winter sets from 1 October, summer sets from 15 March.

A car that's in the workshop now, or already booked in, is left off - the customer is coming anyway.

After calling, choose what happened:

Button	The reminder...
Told them	is done until the next due date.
Book them in	is done, and the calendar opens to book the car.
No answer	comes back in 3 days.
Not interested	is done until the next due date.
Later...	comes back on the date you choose.

Show the ones already dealt with shows them again; each shows the last call (what happened, when, who). **Export the call list** saves the list as a spreadsheet (CSV). If email is set up, the list is also emailed each morning at 07:30 when there's something new.

12. Parts & purchasing

Parts & stock

The tiles show how many parts, how many below minimum, the stock value (at cost), and how much is in stock with no cost. Three tabs:

Parts - the catalogue with stock and where it is. *LOW* means below its minimum; *on order* shows what's on purchase orders. **New part**: *Part no.*, *Name*, *Brand*, *Unit* (pcs, l, kg, m, set), *Barcode*, *Cost (net)*, *Price (net)*, *Minimum*, *Order this many*, *Usual supplier*, *Notes*, and **Put some on a shelf now** (a shelf and quantity). Quantities can have decimals (litres of oil).

Open a part for:

- **Receive** - stock in, onto a shelf.
- **Count** - type what is really on the shelf. VirAuto corrects the stock and records the difference (a matching count changes nothing).
- **Move** - from one shelf to another.
- **History** - every movement, with the stock after each.
- **Edit part**. For a part you no longer keep, untick *Active* there: it leaves the lists but its history stays. **Delete** is for a part entered by mistake.

Shelves - the shelf codes and how many parts are on each. **Add shelf**; **Switch off** a shelf that's no longer used.

Movements - everything received, issued, returned, counted and moved, with who did it and for which repair order. Search, filter by type, choose the dates (the last 30 days to start with), and **Export CSV**.

Purchasing

Suppliers - name, contact, phone, email. **Add supplier**.

Purchase orders:

1. **New purchase order** - choose the supplier. Or **Draft orders for low stock**: one draft order per usual supplier for every part below its minimum and not already on order (quantity: *Order this many*, or what's missing). Parts with no usual supplier are named.
2. **Add a part** - search the catalogue, quantity, unit cost.
3. **Print** the order, and **Mark as sent**. (**Back to draft** to change it, **Cancel order** if it's not needed.)
4. When the delivery comes: choose the shelf and **Receive it all**. Everything goes onto that shelf, and each part's cost becomes what this order paid.

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13. Time & reports

For admins and service advisors.

- **Right now** - who is clocked in, since when, and what they're on. **Clock out** clocks out somebody who forgot.
- **Period** - *This week*, *Last week*, *This month*, or dates.
- **People** - per person: *Clocked in*, *On jobs*, *% on jobs*, *Book hours done*, *Efficiency* and *Forgot to clock out*. Book hours are the hours charged on jobs finished in the period, shared out by the time each person logged on them; efficiency over 100% means faster than the book. **Export CSV.**
- **Repair orders closed in this period** - book hours against actual hours, per order.
- **Timers** - every timer in the period, for everyone or one person. Correct a start or end somebody got wrong, delete one, or **Add a timer** somebody forgot to start: the person, the repair order (search by order or plate), the job or *On the order as a whole*, and the start and end. Overlapping timers for one person are refused.

A clock-in more than 16 hours old is treated as a forgotten clock-out.

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14. Staff & settings (admin)

Staff

Add a person: *Username*, *Full name*, *Role* and *PIN* (office 6+ digits, mechanics 4+). Each row shows the role and, when it applies, *starter PIN* or *timer running*.

- **New PIN** - set somebody's PIN (leave empty to keep it). It also unlocks an account locked by wrong PINs.
- **Mark as left** - for someone who no longer works here: their timer is stopped and they're signed out everywhere; their work stays in the history. **Back at work** undoes it.
- **Delete** - only for an account with no work recorded (made by mistake).

The page also explains what each role can do.

Settings

Section	What's in it
Your workshop	Name, OIB, address, phone, email, IBAN - printed at the top of every document.
Prices	Currency, VAT %, labour rate per hour (net).
Documents	The language documents are printed in (Hrvatski or English), how many days estimates are valid, and the note at the foot of the priced summary.
Service reminders	Service every (km), or every (months), and how many days ahead to remind.
Number series	The prefixes for repair orders, estimates, purchase orders and tyre sets. Numbers look like RN-2026-0001 and start again each year.
Work bays	The lifts or places a car can be booked into. **Add bay**.
Subscription	At the top. Whether VirAuto is on a free trial, paid until when, or read-only; this install's **install id** (VIR Systems asks for it); the last check with the licence server. **Subscribe** (when there's a payment page), **Check now** (after paying, so you don't wait), **Install a licence file…** (one sent by VIR Systems).

The subscription and read-only

VirAuto is paid for monthly and renews its licence by itself, every few hours. A bar under the top of the page says when something needs doing:

- **Blue - free trial**: the days left (the admin only).
- **Amber - payment due**: the paid date has passed; VirAuto becomes read-only on the date shown unless it's paid.
- **Red - read-only**: not activated yet, or the trial or subscription has ended.

Read-only means everything can still be looked at, searched, printed and exported, but nothing new can be added or changed - a refused button says *VirAuto is read-only…*. You can still sign in and out, change PINs and accounts, stop a running timer and clock out. Nothing is deleted: once it's paid (**Settings → Subscription → Check now**), everything works as before. On the workshop tablet, a red note says so and **Start** is refused.

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15. Who can do what

	Admin	Service advisor	Parts	Mechanic
Home	yes	yes	yes	-
Customers & cars	edit	edit	view	-
Repair orders	everything	everything	view, parts lines	tablet
Close a repair order	yes	yes	-	-
Reopen a closed order	yes	-	-	-
Payments (take money, the Payments page, the cash-up)	yes	yes	see them on the order	-
Estimates	edit	edit	view	-

	Admin	Service advisor	Parts	Mechanic
Appointments	edit	edit	-	-
Tyre storage	edit	edit	-	-
Reminders	edit	edit	-	-
Parts & stock	edit	view	edit	parts used, on the tablet
Purchasing	edit	view	edit	-
Time & reports	yes	yes	-	own clock and timer
Staff, Settings	yes	-	-	-
Sees prices	yes	yes	yes	never

16. Questions

Question	Answer
The customer wants a proper invoice.	Make it in your invoicing program from the priced summary. VirAuto doesn't issue fiscal invoices.
A company pays by bank transfer a few days later.	Close the order with **Pays later**. When the money arrives, **Payments → Still owed → Take payment** (or **Take payment** on the order) with *Bank transfer*, and the day it arrived under *Paid on another day?*.
A payment was typed wrong.	**Void** it (with a reason) and record it again.
The cash in the drawer doesn't match.	Count again (**Count again**). If it still doesn't match, save it anyway with a note on where the difference may have come from - the difference stays on record.
A day's cash-up says *changed since*.	A payment for that day was voided or added after it was counted. Open the day and count it again.
The customer wants a receipt for what they paid.	Make the invoice in your invoicing program - that's their receipt. VirAuto doesn't print one.
A mechanic forgot to start the timer.	**Time & reports → Timers → Add a timer.**
A mechanic forgot to clock out.	**Time & reports → Right now → Clock out.**
A job took much longer than the book time.	The *Actual* column is red. Charge the book time, or **Charge actual** on that job.
The order won't close.	A line has no price - the totals list how many. Give each one a price (0 is allowed).
The car's mileage is lower than last time.	It's saved and you're told. Fine if the odometer was replaced; otherwise correct it.

Question	Answer
The same car came back with new plates.	Edit the car's plate. A new car with the same VIN is refused.
A part isn't in the catalogue.	On the order, use *Not in the catalogue*. On the tablet, *A part is needed*.
I can't see a page in the menu.	Your role can't open it - ask an admin.
The print window doesn't open.	Allow pop-ups for VirAuto in the browser.
A tablet says VirAuto isn't answering.	Check the tablet is on the workshop network and the server PC is on. On the server, **VirAuto Control** says whether VirAuto is running - press **Start** if it isn't.
Somebody is locked out.	Wait a few minutes, or an admin sets a new PIN on **Staff**.
A red bar says VirAuto is read-only.	The subscription needs sorting out - the admin looks at **Settings → Subscription**. Everything can still be looked at and printed meanwhile.
We paid, but it's still read-only.	**Settings → Subscription → Check now**. If it says it couldn't reach the licence server, the PC needs the internet.