

Manager SE Inspections User's Guide

Setting up and using Manager SE Inspections / Inspections+

MANAGER SE /
SHOPKEY SHOP
MANAGEMENTSE

VERSION 9.2 or
newer required

September 2025

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Manager SE Inspections

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Manager SE Inspections

Requirements

- Manager SE 9.2.0 or later with **Job View** enabled
- Browsers – Chrome, Firefox and Edge
- Mobile Devices:
 - iOS - current version + 2 previous versions supported
 - Android - current + 2 previous versions supported

Introduction

Manager SE Inspections is a comprehensive vehicle inspection system designed to streamline 'in-house' communication between Service Writers, Technicians, and Management. It enables you to document upsell opportunities, share findings with customers to gain approvals faster and facilitates the sale of additional services. Additionally, Manager SE Inspections allows you to track unsold work and take follow-up action when necessary.

This guide offers detailed step-by-step instructions to help each user make efficient use of the Manager SE Inspections system.

Manager SE Inspections

1. Configuration WIZARD

The Configuration Wizard is provided to expedite the process of integrating Manager SE Inspections to your Manager SE database. This process requires the email reply with login credentials for mseinspections.com.

MANAGER SE

SHOP MANAGEMENT

Mitchell1

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1. Starting in the Manager SE Inspection System browser screen, enter your Manager account number, along with the Username and Password provided. Once entered, click on **Sign In**.

Mitchell1

Get Started

Welcome, please sign into your account using the form below.

User Type: Select Language:

Manager Account Number:

Username:

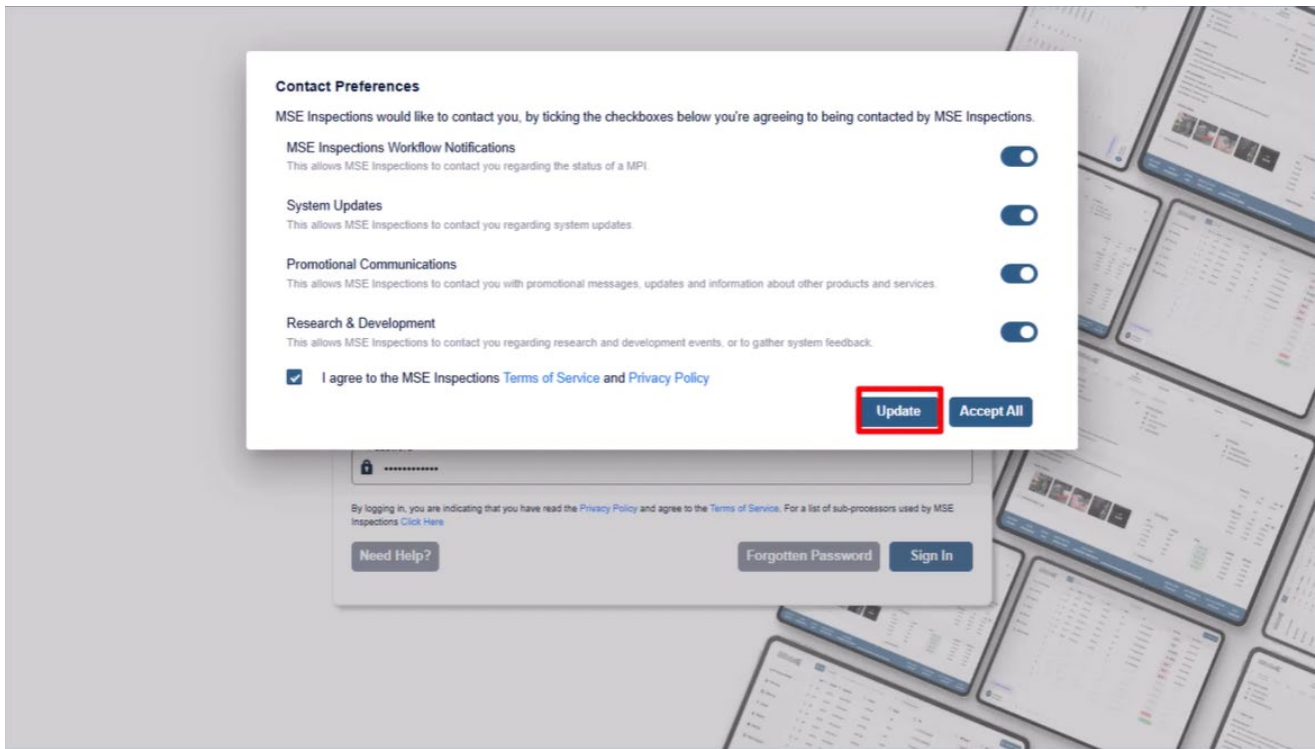
Password:

By logging in, you are indicating that you have read the [Privacy Policy](#) and agree to the [Terms of Service](#). For a list of sub-processors used by MSE Inspections [Click Here](#)

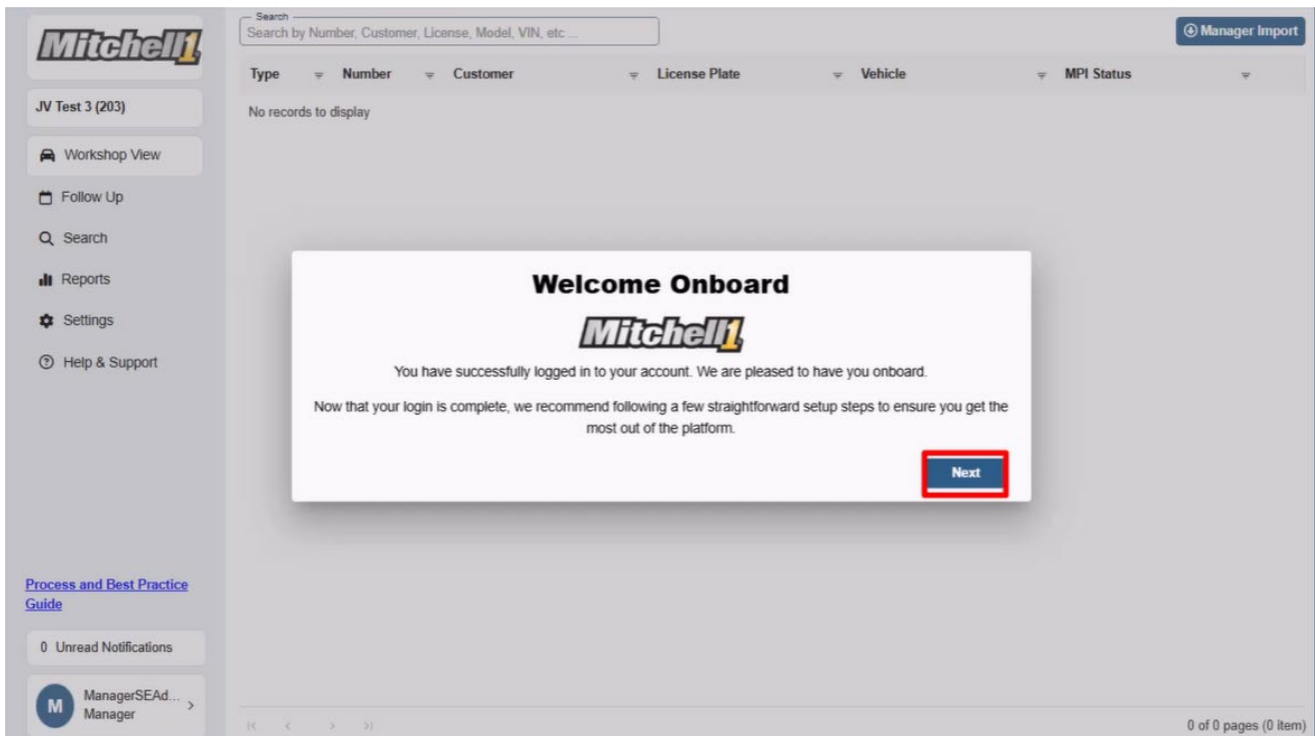
[Need Help?](#) [Forgotten Password](#) [Sign In](#)

Manager SE Inspections

2. Once logged into Manager SE Inspections, you will first be required to consider your Contact Preferences. When complete, click on **Update**.

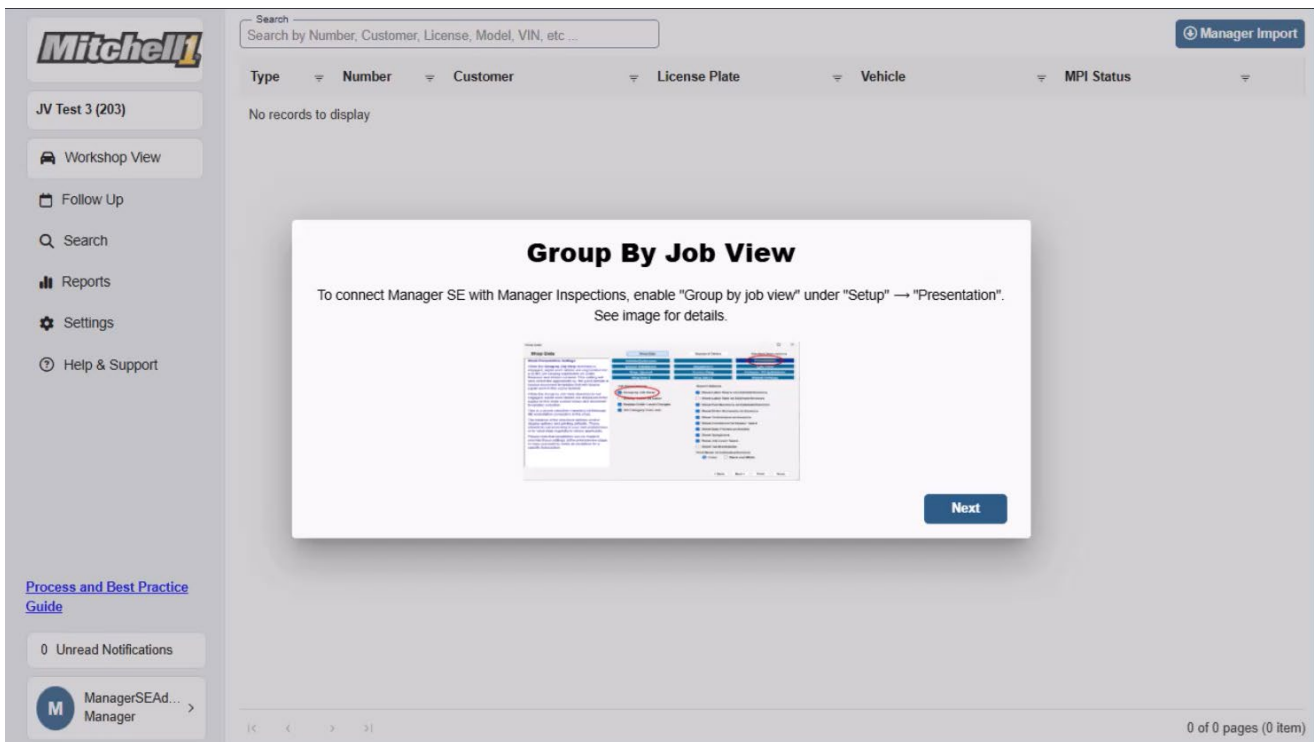


3. The Welcome Onboard Wizard screen displays. Once you have read the message click on **Next**.

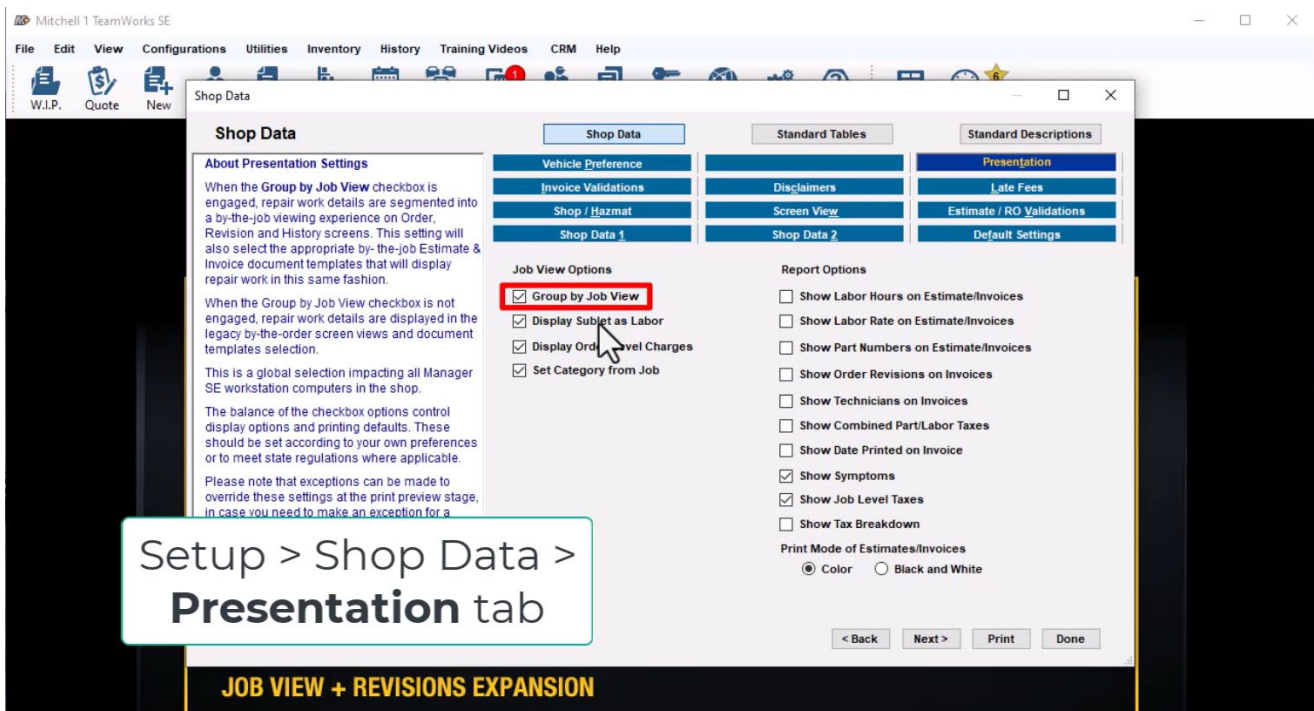


Manager SE Inspections

- To ensure proper results from this inspection integration, **Group by Job View** checkbox in Manager SE must be checked (ON). Once you've read this notice, click on **Next**.

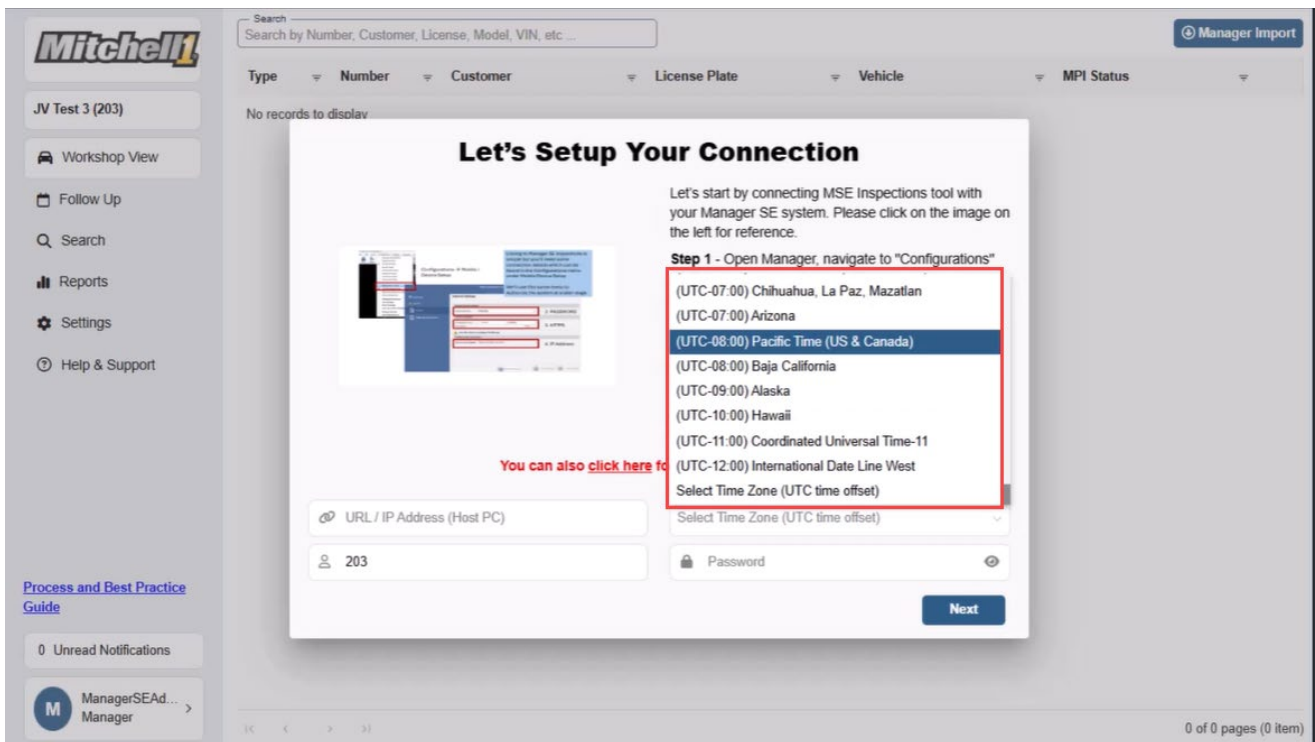


NOTE: Manager SE Setup > Shop Data > Presentation tab – Group By Job View check box shown below. If you're a new Manager SE user, this was checked by default. [as shown in [Configuration Wizard](#) video]

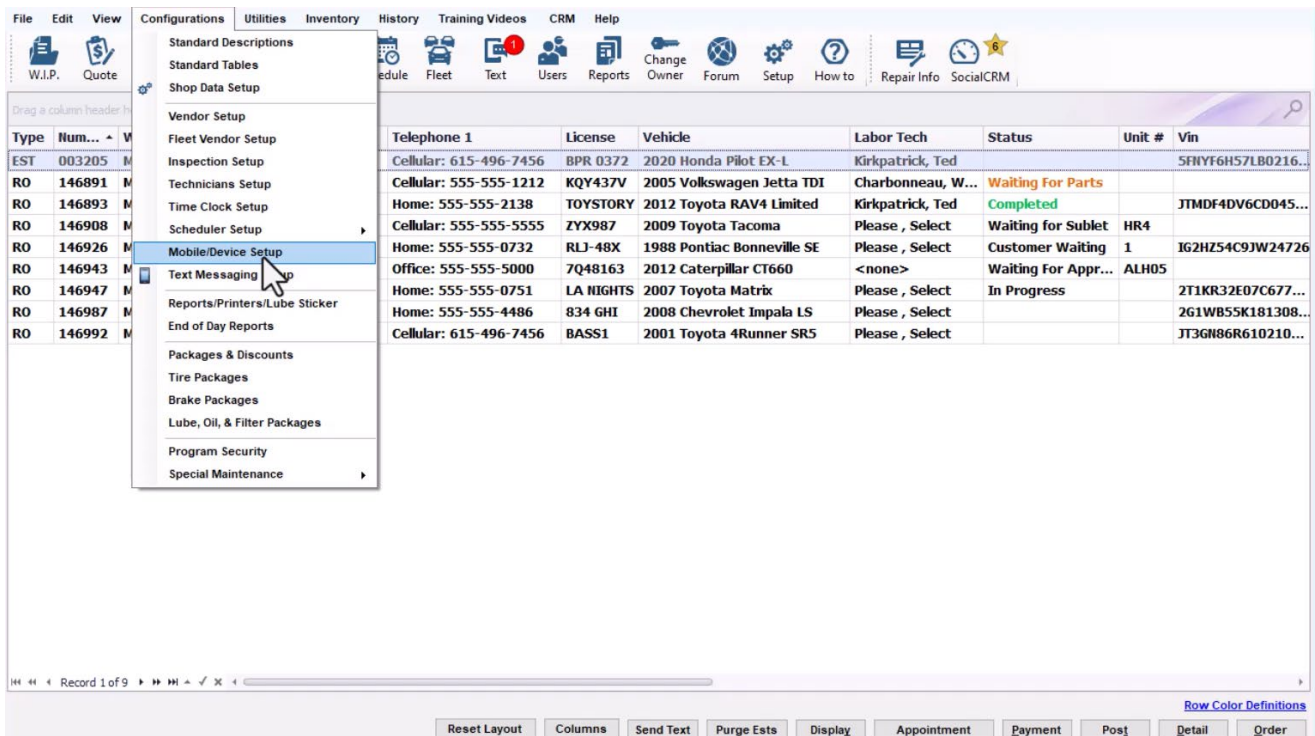


Manager SE Inspections

- This window is for entering required information, starting with setting to your local Time Zone. After reading screen notes, return to your Manager SE system. [TIP: Use Alt + Tab keys to swap screens]

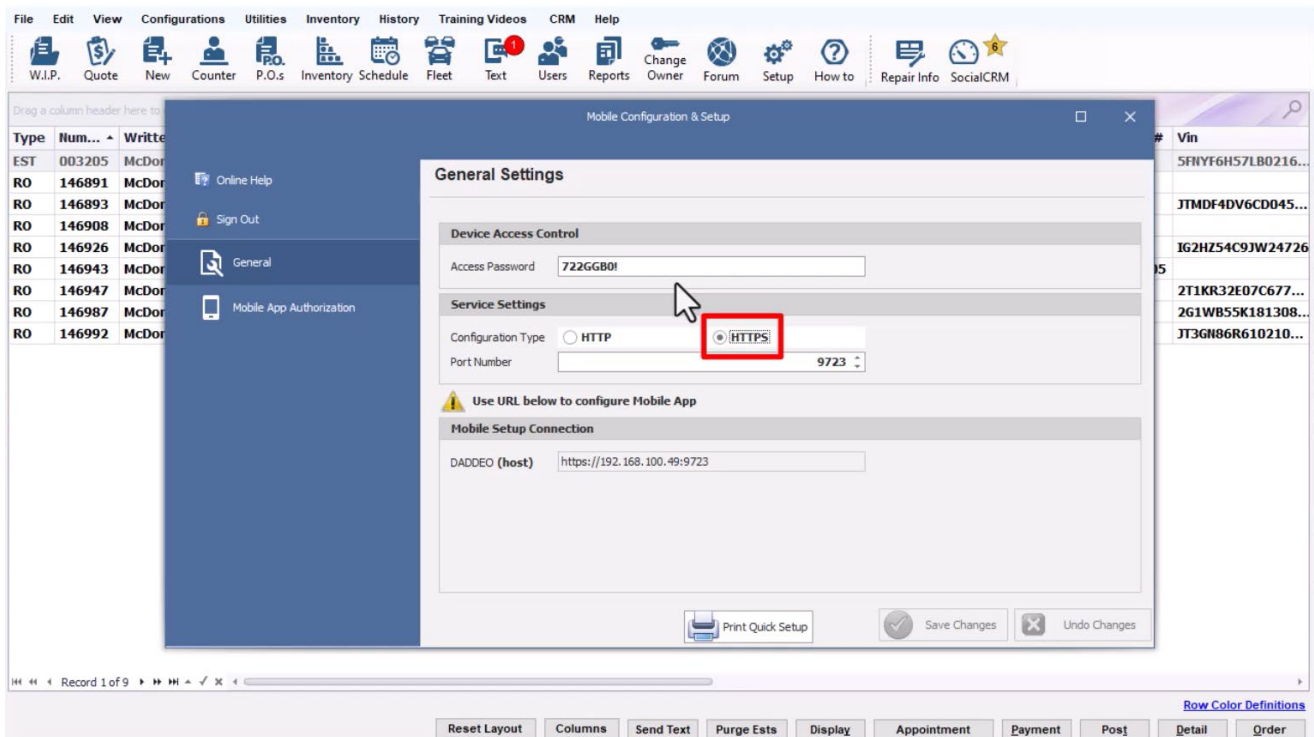


- From the **Configurations** menu, select the **Mobile Device Setup** option.

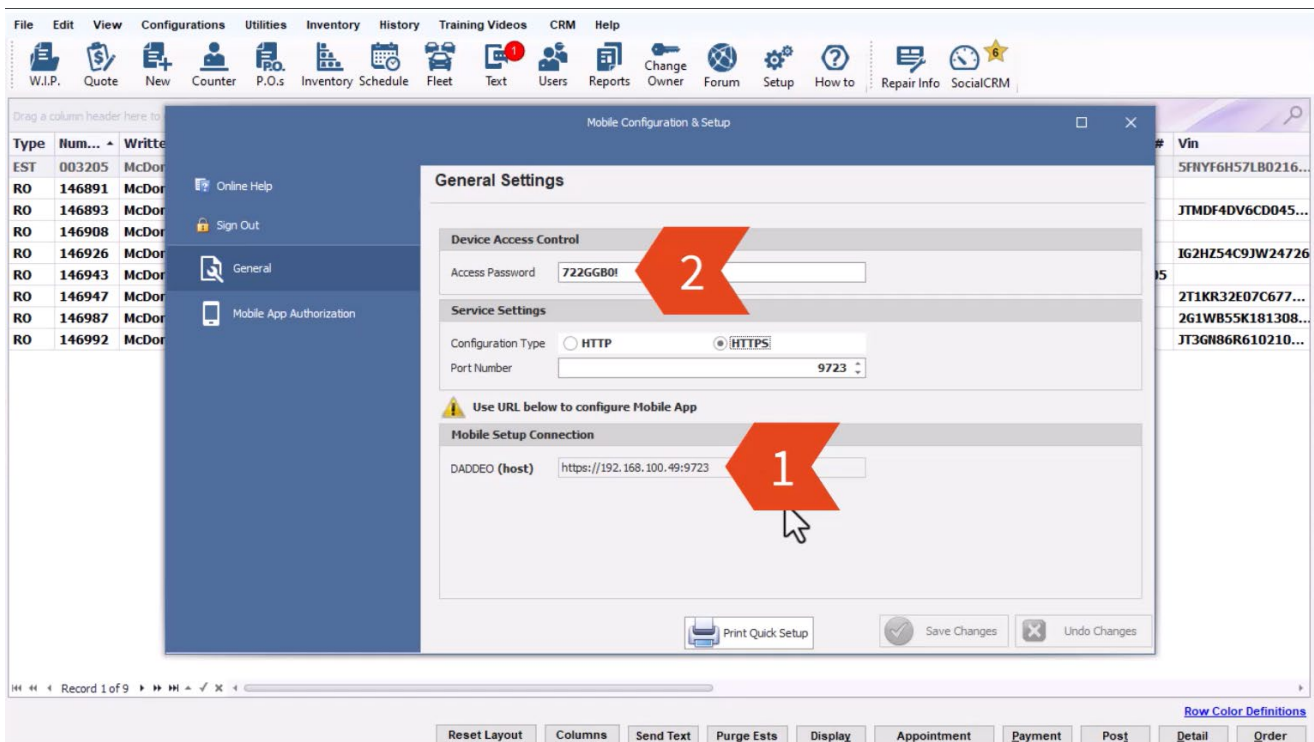


Manager SE Inspections

7. Select **General** from the left menu to open this settings panel. Make sure the **HTTPS** option is selected.

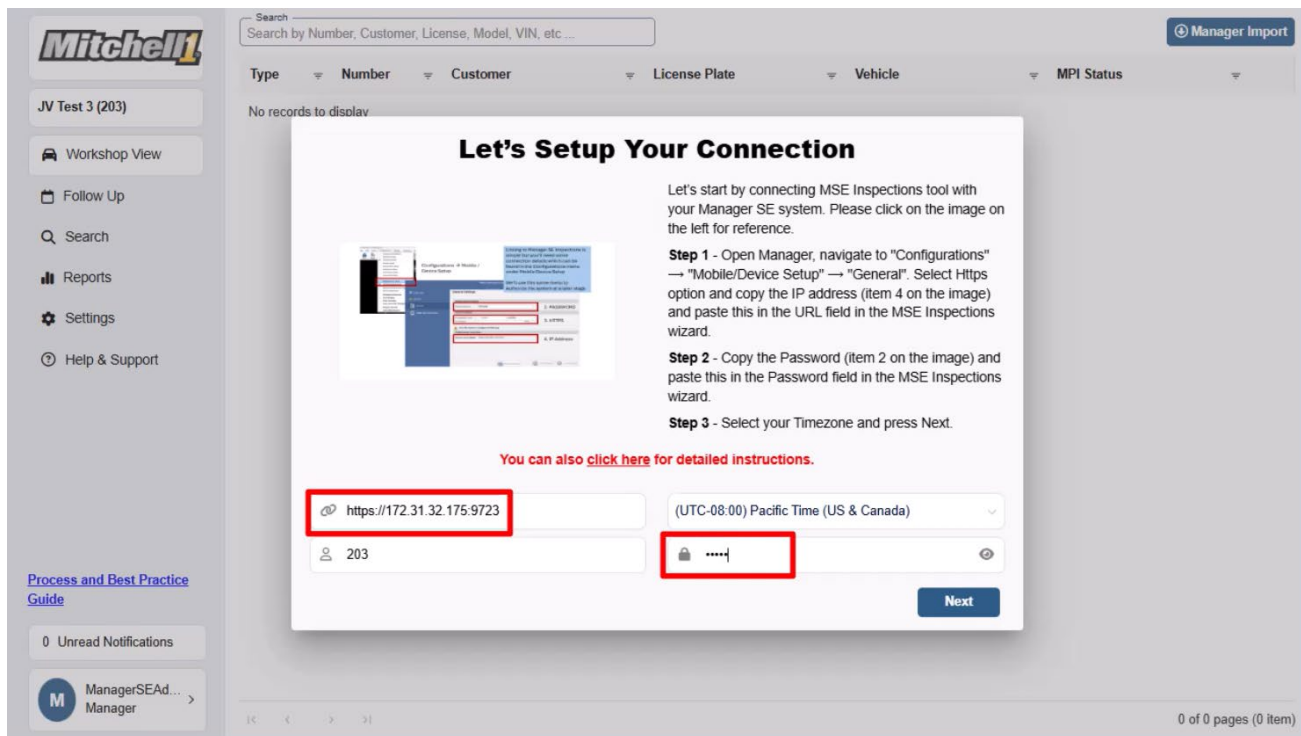


8. While here, make note of (1) the Mobile Setup Connection URL and (2) your Device Access Control Password. These values will be entered into the Wizard screen. Keep Mobile Configuration screen open.

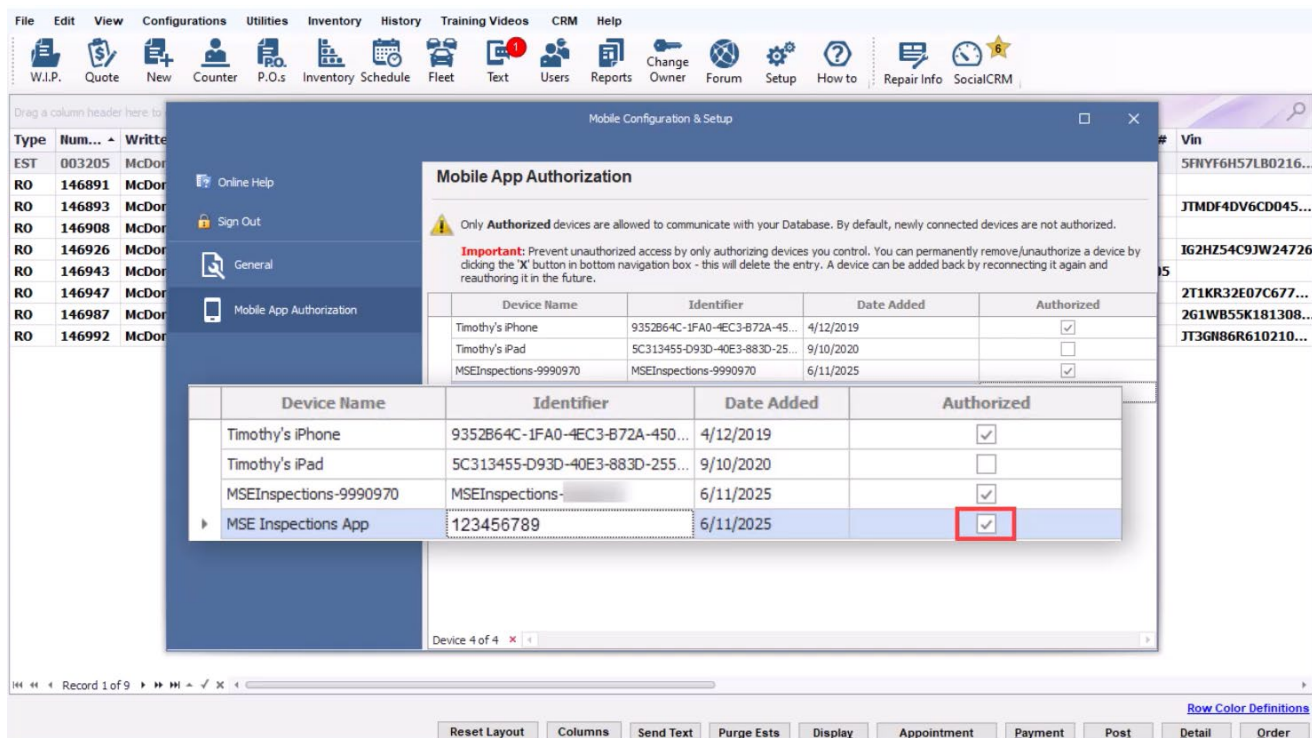


Manager SE Inspections

- Switching back to Manager SE Inspections Wizard, enter the copied URL and Password. For these connection settings to be allowed database access, return to Manager SE once more. [Alt + Tab]

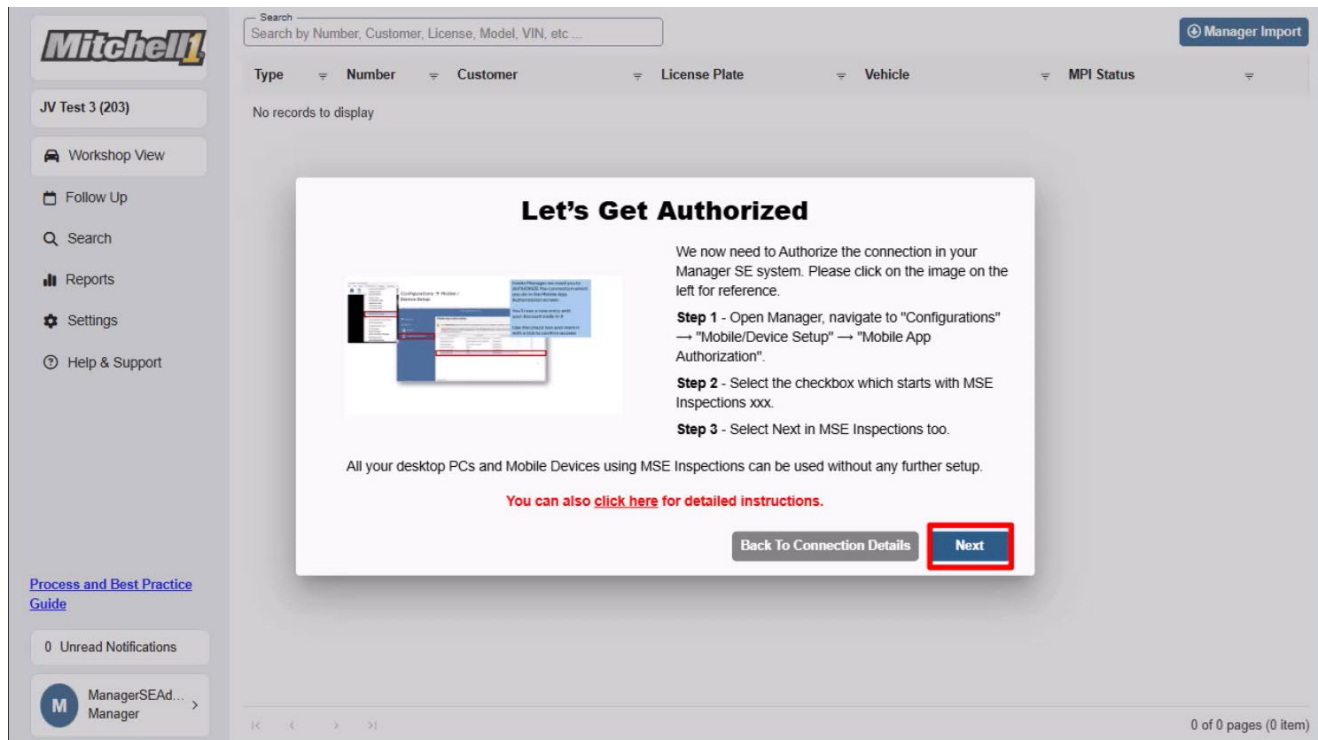


- Switch to **Mobile App Authorization** and scroll down to bottom of the Device Name list. Check the box next to the last entry that you have just added. Click the 'X' to close the Mobile App Authorization screen.

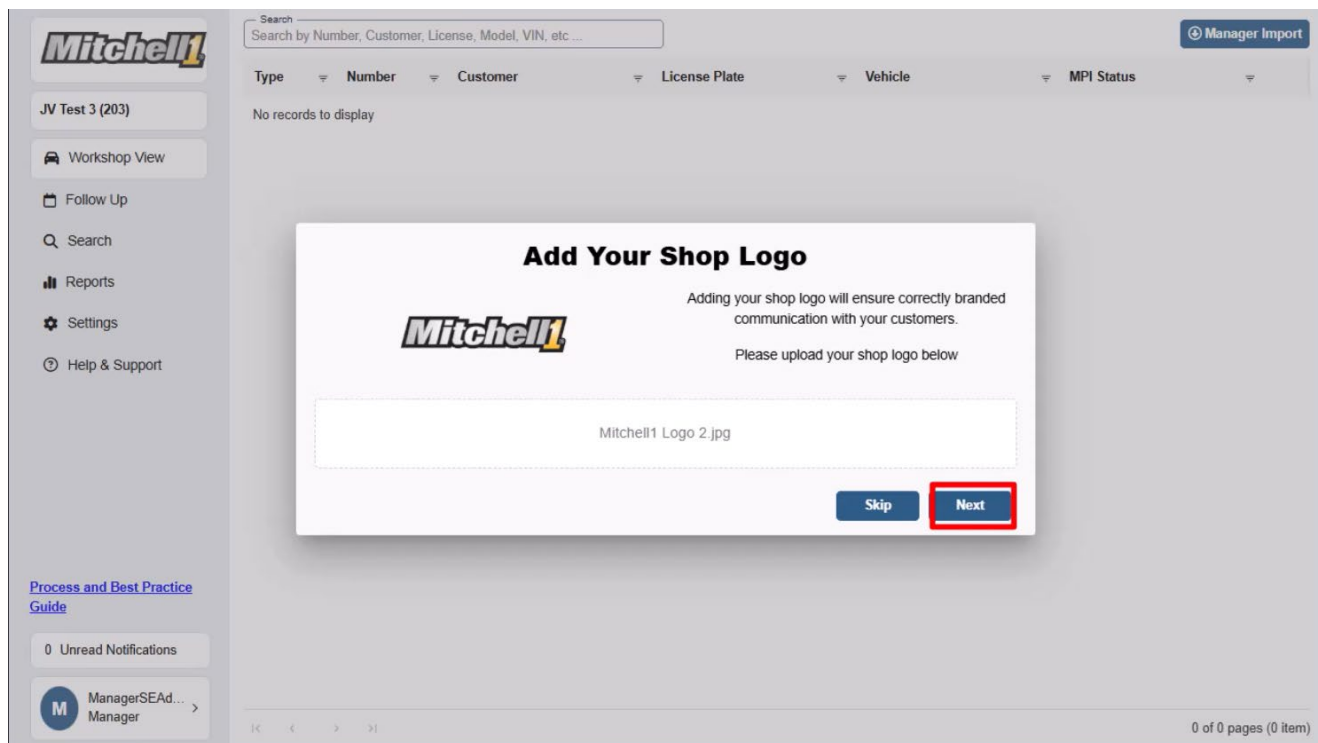


Manager SE Inspections

11. With this connection authorized, switch back to the Manager SE Inspections Wizard, click on **Next**.

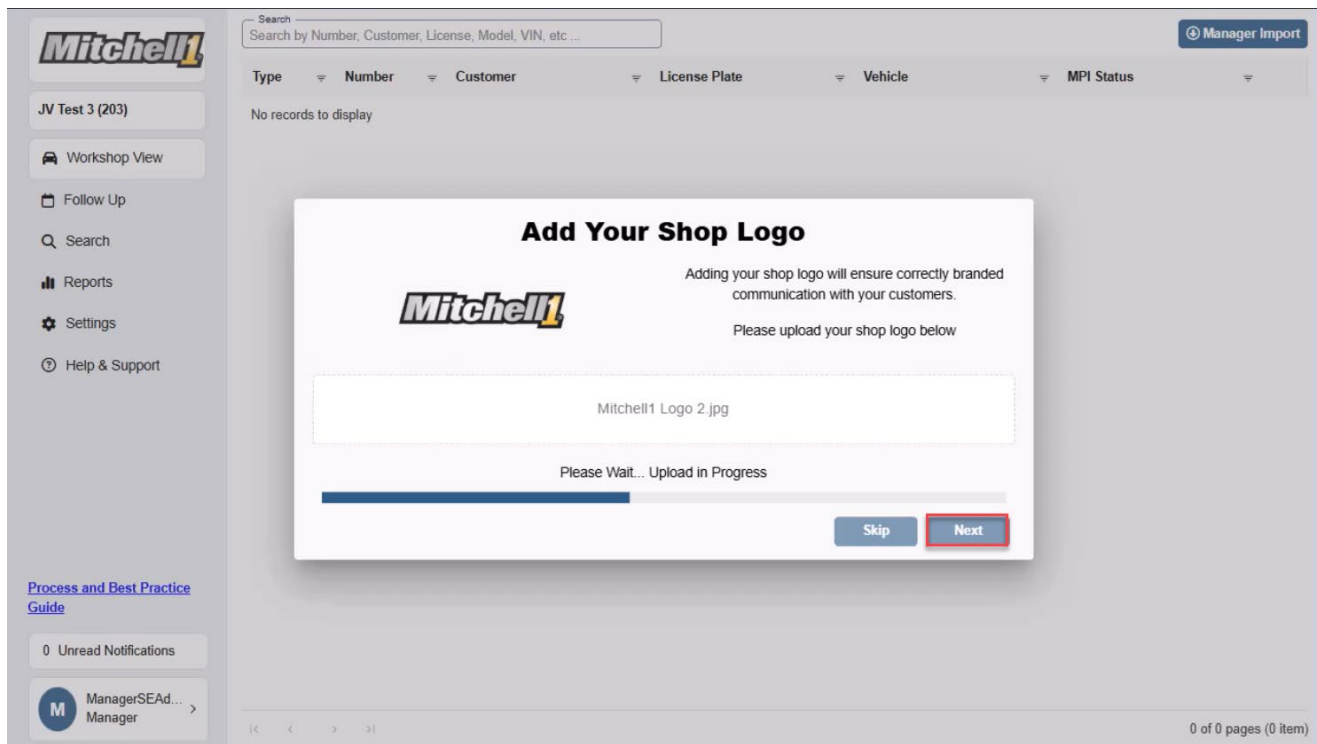


12. Here's the option to add your shop logo, if that file is handy. If not, click on **Skip** for now and add it later.

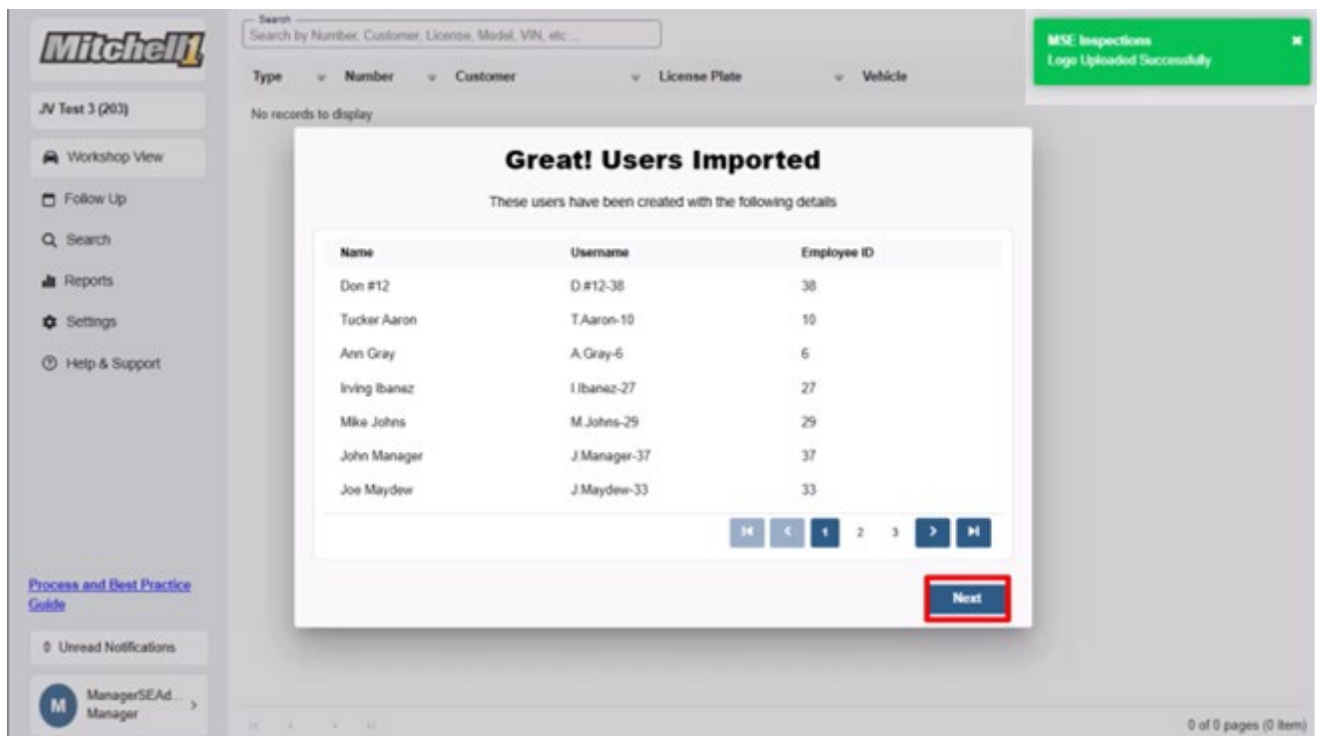


Manager SE Inspections

13. To add your logo, click on **Next**, then locate and click on the logo file you would like to add. With your logo selected, click on **Next** to upload it.

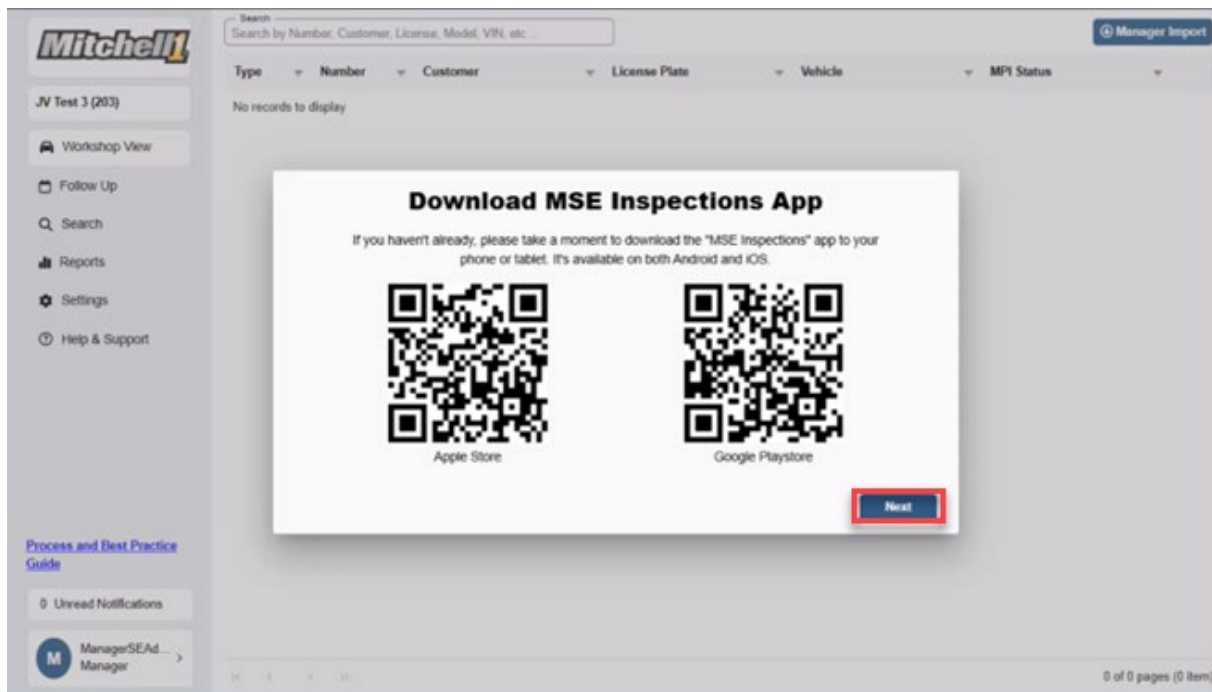


14. Once uploaded, the setup Wizard will auto import all your Manager SE Users. This includes your manager, service advisors and technicians. Then click **Next**.



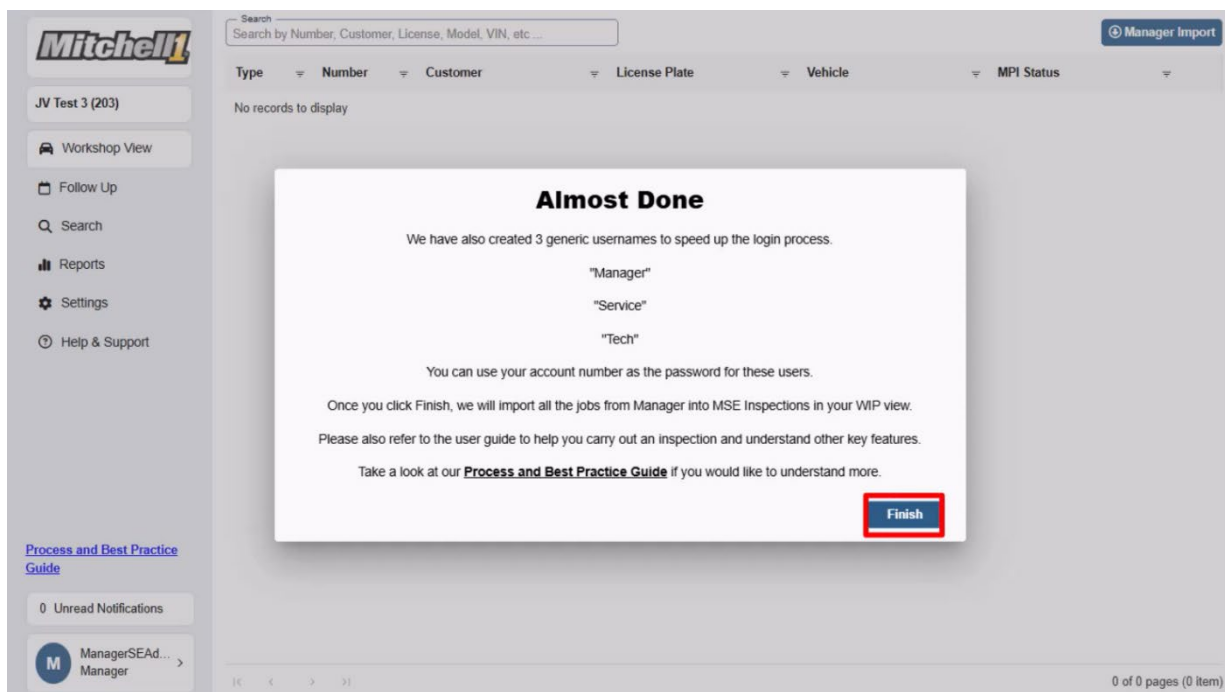
Manager SE Inspections

15. The Wizard now displays two app store QR codes to download the Manager SE Inspections app to Apple or Android mobile devices. If your devices are handy, use this shortcut to get them set up. Click on **Next**.



IMPORTANT: - To ensure proper communication of inspections data, make sure that your mobile devices are connected to the exact same network as your Manager SE system

16. Three general shop users were also added. Wizard screen explains more about these. Click on **Finish**.



Manager SE Inspections

17. The Wizard loads the WIP screen data from your Manager SE system. Click on the 'X' to wrap up and display the Workshop View.

Job Import Summary

Available Jobs : 14

Processed Jobs : 14

Unprocessed Jobs : 0

Import Complete : 14/14

Import Failed : 0/14

Type	RO No.	License Plate / VIN	Status
EST	80258	8N5LH97	Job Imported
EST	80298	4W3ZL76	Job Imported
INV	32221	7U5DT32	Job Imported
EST	80338	7E7JZ58	Job Imported
EST	80350	6H4BP15	Job Imported
RO	32257	ZZ01QWE123	Job Imported
EST	80356	3Y3AT81	Job Imported
EST	80358	3T2EJ39	Job Imported
EST	80362	6U6XG04	Job Imported
EST	80363	0F9SK76	Job Imported
EST	80364	90	Job Imported
EST	80368	HARR999	Job Imported
EST	80369	WILL112	Job Imported
EST	80370	JOEJOE	Job Imported

Your W.I.P. screen

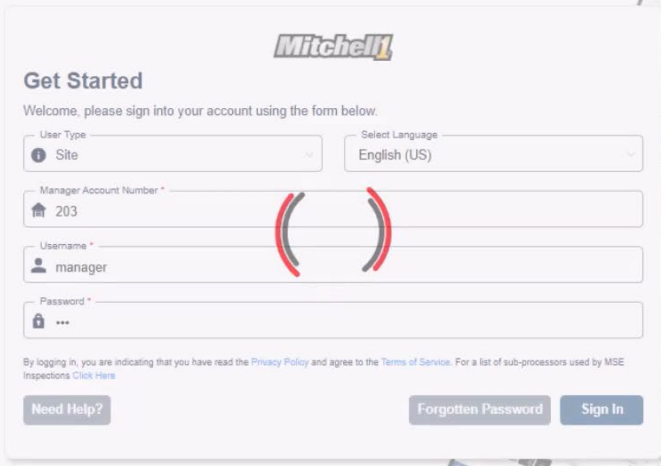
18. Click here (arrow in lower left corner) to log out of Manager SE Inspections. Then log back in, using your specific Username and Password.

Manager Import

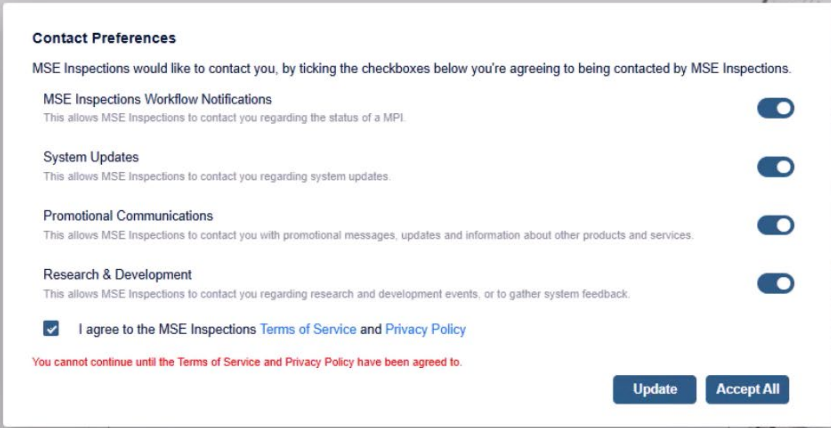
Type	Number	Customer	License Plate	Vehicle	MPI Status
INV	32221	Seth Kinyon	7U5DT32	1995 Pontiac Sunfire GT	SCHEDULED
RO	32257	Joe Maydew	ZZ01QWE123	2024 Audi RS 6 Avant Perfor...	INSPECTED
EST	80258	Arden Christina	8N5LH97	1996 Chevrolet Blazer	ARRIVED
EST	80298	Arden Farrier	4W3ZL76	2002 Pontiac Sunfire SE	ARRIVED
EST	80338	Sara Francia	7E7JZ58	2000 Mercury Grand Marquis ...	ARRIVED
EST	80350	Juan Lacombe	6H4BP15	2003 Chevrolet TrailBlazer	ARRIVED
EST	80356	Rey Garden	3Y3AT81	1997 Ford Crown Victoria	ARRIVED
EST	80358	Sharita Wagnon	3T2EJ39	1996 Oldsmobile Cutlass Sup...	ARRIVED
EST	80362	Danae Fackler	6U6XG04	1997 Mercury Cougar XR7	ARRIVED
EST	80363	Max Gendreau	0F9SK76	2000 Cadillac DeVille DHS	ARRIVED
EST	80364	Filomena Smitley	90	2019 Ford Mustang GT	ARRIVED
EST	80368	James Harrison-2	HARR999	2021 Hyundai Kona SE	OVERDUE
EST	80369	William Harrison-1	WILL112	2022 Alfa Romeo Stelvio Qua...	OVERDUE
EST	80370	Joe Smith	JOEJOE	2022 Chevrolet Camaro LT	OVERDUE

Manager SE Inspections

19. Enter your account-specific Username and Password. Then click **Log In**.



20. Once logged in with your account-specific credentials, set the Contact Preferences, then click on **Update**.



Your Manager SE Inspections system is now ready to use.

Manager SE Inspections

2. Logging In - Browser (Advisor - Workshop View)

Navigate to <https://mseinspections.com/login>

Note: 'User Type' & 'Select Language' should already be defaulted to correct values. The first-time data you enter here will be remembered by your browser for future logins.

Enter the credentials from your MSE Inspections email as follows:

1. Enter your **Manager Account Number**. [Mitchell 1 account #]
2. Enter your **Username**.
3. Enter your **Password**.
4. Now click on **Sign In**.

The screenshot shows the Mitchell1 'Get Started' login page. At the top is the Mitchell1 logo. Below it is the heading 'Get Started' and a welcome message: 'Welcome, please sign into your account using the form below.' The form contains four fields: 'User Type' (dropdown menu with 'Site' selected and a green checkmark), 'Select Language' (dropdown menu with 'English (US)' selected and a green checkmark), 'Manager Account Number' (text input field with a red circle '1' next to it), 'Username' (text input field with a red circle '2' next to it), and 'Password' (password input field with a red circle '3' next to it). Below the fields is a line of text: 'By logging in, you are indicating that you have read the [Privacy Policy](#) and agree to the [Terms of Service](#). For a list of sub-processors used by MSE Inspections [Click Here](#)'. At the bottom are three buttons: 'Need Help?' (grey), 'Forgotten Password' (grey), and 'Sign In' (blue with a red circle '4' next to it).

You are now logged into your Manager SE Inspections – Workshop View.

5. To exit Manager SE Inspections, click on your name in the bottom left corner of the screen.
6. Select the **Logout** option.



NEXT: Proceed to **Importing Jobs**.

Manager SE Inspections

3. Importing Jobs (From Manager SE WIP Screen)

Starting from logged into Manager SE Inspections in the browser and opened to Workshop View.

1. Select **'Manager Import'** in the top right corner.

The screenshot shows the Mitchell1 Manager SE Inspections interface. On the left is a sidebar with navigation options: Tim Stage (113), Workshop View, Follow Up, Search, Reports, Settings, and Help & Support. The main area displays a table of inspection jobs. The 'Manager Import' button is located in the top right corner, highlighted with a red circle and an arrow labeled '1'.

Type	Number	Customer	License Plate	Vehicle	MPI Status
EST	3165	Ben Caba	FSD 64F	Nissan Sentra XE	ARRIVED
EST	3169	John Harkins	234ABC	Toyota Tacoma	ARRIVED
EST	3170	Patrick San Nicholas	DRUMMER 1	GMC Yukon	ARRIVED
EST	3172	Timothy McDonnell	BPR 0372	Honda Pilot EX-L	ARRIVED
EST	3174	Aaron Paul	9E54839	Peterbilt 387	ARRIVED
EST	3183	Mike Nolan	JPT11J	Subaru GL	ARRIVED
EST	3184	Kyle Young	COOBFD	Ford Pickup F250 ...	ARRIVED
EST	3185	Brent Forrest	3185	Ford Econoline E350	ARRIVED
INV	146700	Terry Vincent	2RUE456	Dodge Dakota	ARRIVED
RO	146853	Timothy McDonnell	BASS1	2001 Toyota 4Run...	ARRIVED

2. The Repair Orders imported will display as shown. Now exit using 'X' in top right corner.

The screenshot shows the 'Job Import Summary' dialog box. It displays statistics: Available Jobs: 15, Processed Jobs: 15, Import Complete: 13/15, Unprocessed Jobs: 0, and Import Failed: 2/15. Below this is a table of imported jobs. A red circle with the number '2' and an arrow points to the 'X' button in the top right corner of the dialog box.

Type	RO No.	License Plate / VIN	Status
EST	80244	2N1KK59	Job Updated
EST	80204	3V1VR59	Job Updated
EST	80206	0K7BR63	Job Updated
RO	32155	1H4FH59	Job Updated
EST	80211	9B4UF54	Job Updated
EST	80216	3H2PX79	Job Updated
EST	80227	4DP4TEL	Job Updated
RO	32173	0J3BQ14	Job Updated
EST	80231	5DP4TEL	Job Updated
EST	80233	2J0ZJ34	Job Updated
EST	80234	3C0VG58	Job Updated
RO	32187	5DP4TEL	Job Already Exists
RO	32186	6B8FF21	Job Updated
RO	32188	AB12CDE	Job Already Exists
RO	32189	ZZ01QWE	Job Updated

Manager SE Inspections

4. Logging In – App on Mobile Device [Technician for MPI]

With Manager SE Inspections open on mobile device, enter the following:

1. Confirm **Sitecode** is displayed. (Mitchell 1 account # - only needs to be entered once)
2. **Username**
3. **Password**
4. Now select '**Login**'.

NOTE: Once Site Code and Username are confirmed, only Password will be required on future logins.

SM T510 14:46 58%

Mitchell1
Get Started
Welcome, please sign in to your account using the form below

Site Code 1

Username 2

Password 3

By logging in, you are indicating you have read the [Privacy Policy](#) and agree to the [Terms of Service](#)

Need Help Forgot Password

4 Login

Version: 1.0.6
Environment: QA

You are now logged in to the Manager SE Inspections app version of the Workshop View screen.

3:32 Fri, May 9 78%

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Search By Number, Customer, License, Model, VIN, etc.

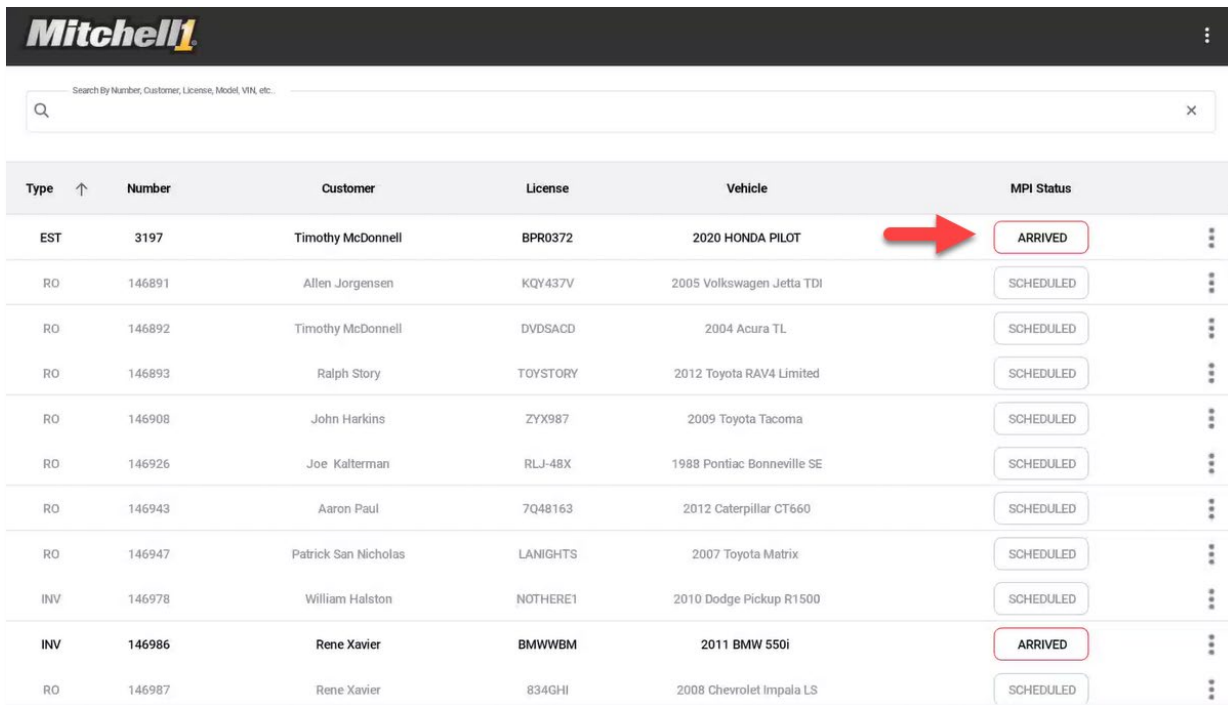
Type	Number	Customer	License	Vehicle	MPI Status
EST	3169	John Harkins	234ABC	Toyota Tacoma	ARRIVED
EST	3165	Ben Cabe	FSD-64F	Nissan Sentra XE	ARRIVED
EST	3170	Patrick San Nicholas	DRUMMER 1	GMC Yukon	ARRIVED
EST	3172	Timothy McDonnell	BPR 0372	Honda Pilot EX-L	ARRIVED
EST	3184	Kyle Young	COOBF0	Ford Pickup F250 Super Duty	ARRIVED
EST	3185	Brent Forrest	3185	Ford Econoline E350	ARRIVED
EST	3174	Aaron Paul	9ES4839	Peterbilt 387	ARRIVED
EST	3183	Mike Nolan	JPT11J	Subaru GL	ARRIVED
INV	146700	Terry Vincent	2RUE456	Dodge Dakota	ARRIVED
INV	146991	Timothy McDonnell	927Y2H	Acura TL	ARRIVED
INV	146993	Chris Robinson	RZG-23L	Chevrolet Chevy Van G20	ARRIVED

Manager SE Inspections

5. Performing an Inspection [Mobile Device]

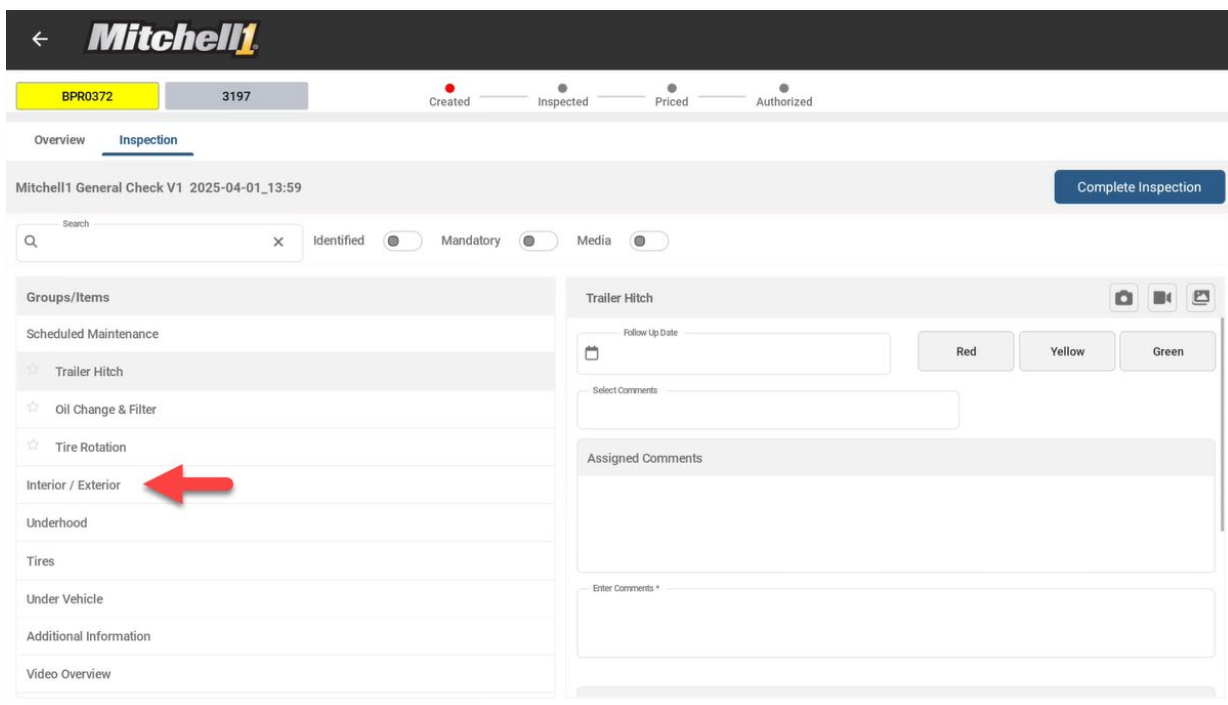
The Inspection template is divided into three levels. First, GROUPS which contain a drop-down list of ITEMS. users can enter typed or narrated COMMENT or select a stored entry to use per item from a drop-down list.

1. Once logged into your tablet, **double tap a record** to begin your Manager SE estimate inspection.



Type	↑	Number	Customer	License	Vehicle	MPI Status
EST		3197	Timothy McDonnell	BPR0372	2020 HONDA PILOT	ARRIVED
RO		146891	Allen Jorgensen	KQY437V	2005 Volkswagen Jetta TDI	SCHEDULED
RO		146892	Timothy McDonnell	DVDSACD	2004 Acura TL	SCHEDULED
RO		146893	Ralph Story	TOYSTORY	2012 Toyota RAV4 Limited	SCHEDULED
RO		146908	John Harkins	ZYX987	2009 Toyota Tacoma	SCHEDULED
RO		146926	Joe Kalferman	RLJ-48X	1988 Pontiac Bonneville SE	SCHEDULED
RO		146943	Aaron Paul	7Q48163	2012 Caterpillar CT660	SCHEDULED
RO		146947	Patrick San Nicholas	LANIGHTS	2007 Toyota Matrix	SCHEDULED
INV		146978	William Halston	NOTHERE1	2010 Dodge Pickup R1500	SCHEDULED
INV		146986	Rene Xavier	BMWWBW	2011 BMW 550i	ARRIVED
RO		146987	Rene Xavier	834GHI	2008 Chevrolet Impala LS	SCHEDULED

2. Next, select a inspection GROUP; 'Interior/Exterior'.



← Mitchell1

BPR0372 3197 Created Inspected Priced Authorized

Overview Inspection

Mitchell1 General Check V1 2025-04-01_13:59 Complete Inspection

Search

Identified Mandatory Media

Groups/Items

- Scheduled Maintenance
- Trailer Hitch
- Oil Change & Filter
- Tire Rotation
- Interior / Exterior
- Underhood
- Tires
- Under Vehicle
- Additional Information
- Video Overview

Trailer Hitch

Follow Up Date

Red Yellow Green

Select Comments

Assigned Comments

Enter Comments *

Manager SE Inspections

- Then select an Interior/Exterior ITEM - **Wiper Blades**.

The screenshot shows the Mitchell1 Manager SE Inspections interface. At the top, there's a header with the Mitchell1 logo and a navigation bar with tabs for Overview and Inspection. Below the header, there's a search bar and a list of items under 'Groups/Items'. The 'Wiper Blades' item is highlighted with a red arrow. To the right of the 'Wiper Blades' item, there's a 'Wiper Blades' section with a 'Follow Up Date' field, 'Red', 'Yellow', and 'Green' buttons, a 'Select Comments' field, and an 'Assigned Comments' section. A red arrow points to the 'Wiper Blades' item in the 'Groups/Items' list.

- From the selected item (Wiper Blades) - Assigned COMMENTS list, select **Wiper Split**.

The screenshot shows the Mitchell1 Manager SE Inspections interface. At the top, there's a header with the Mitchell1 logo and a navigation bar with tabs for Overview and Inspection. Below the header, there's a search bar and a list of items under 'Groups/Items'. The 'Wiper Blades' item is highlighted. To the right of the 'Wiper Blades' item, there's a 'Wiper Blades' section with a 'Follow Up Date' field, 'Red', 'Yellow', and 'Green' buttons, a 'Select Comments' field, and an 'Assigned Comments' section. The 'Assigned Comments' section contains a list of comments: 'Windshield Washers Inoperative', 'Wipers Smearing', and 'Wipers Split'. The 'Wipers Split' comment is highlighted with a red arrow.

Manager SE Inspections

NOTE: This stored COMMENT automatically defaulted item to RED status (requires immediate attention).

The screenshot shows the Mitchell1 Manager SE Inspections interface. The top navigation bar includes a back arrow, the Mitchell1 logo, and a status bar with 'Created', 'Inspected', 'Priced', and 'Authorized' tabs. Below this, there are tabs for 'Overview' and 'Inspection'. The main header displays 'Mitchell1 General Check V1 2025-04-01_13:59' and a 'Complete Inspection' button. A search bar and filters for 'Identified', 'Mandatory', and 'Media' are present. The left sidebar lists 'Groups/Items' including 'Scheduled Maintenance', 'Trailer Hitch', 'Oil Change & Filter', 'Tire Rotation', 'Interior / Exterior', 'Dents', 'Windshield / Glass', 'Wiper Blades' (highlighted with a red square), 'Lights (Head, Brake, Turn)', and 'Interior Lights'. The right panel shows the 'Wiper Blades' item details, including a 'Follow Up Date' of '06/10/2025' and status buttons 'Red', 'Yellow', and 'Green'. A red arrow points to the 'Red' button. Below the status buttons, there are sections for 'Select Comments', 'Assigned Comments' (with a 'Wipers Split' comment), and 'Enter Comments *'.

5. Return to the list of **Inspection Groups** - select the **Under Vehicle** group.

The screenshot shows the Mitchell1 Manager SE Inspections interface. The top navigation bar includes a back arrow, the Mitchell1 logo, and a status bar with 'Created', 'Inspected', 'Priced', and 'Authorized' tabs. Below this, there are tabs for 'Overview' and 'Inspection'. The main header displays 'Mitchell1 General Check V1 2025-04-01_13:59' and a 'Complete Inspection' button. A search bar and filters for 'Identified', 'Mandatory', and 'Media' are present. The left sidebar lists 'Groups/Items' including 'Scheduled Maintenance', 'Trailer Hitch', 'Oil Change & Filter', 'Tire Rotation', 'Interior / Exterior', 'Underhood', 'Tires', 'Under Vehicle' (highlighted with a red arrow), 'Additional Information', and 'Video Overview'. The right panel shows the 'Under Vehicle' group details, including a 'Photos' section and a 'Videos' section.

Manager SE Inspections

6. From the ITEMS drop-down list, select **Front Brakes**.

The screenshot shows the Mitchell1 inspection interface. At the top, there's a header with the Mitchell1 logo and a navigation bar with tabs for Overview and Inspection. Below the header, there's a search bar and a list of items. The 'Front Brakes' item is highlighted with a red arrow. The right side of the interface shows the 'Front Brakes' section with a 'Photos' area and a 'Videos' area.

7. Now select the issue/fault note being recorded for Front Brakes: **(3/32" or Less Equivalent to 2.38mm)**

The screenshot shows the Mitchell1 inspection interface with the 'Front Brakes' section expanded. A list of issue/fault notes is displayed, and the note '(3/32" or Less Equivalent to 2.38 mm)' is highlighted with a red arrow. The other notes in the list are: '7/32" or Greater equivalent to 5.76 mm or Greater*', '4/32" to 6/32" Equivalent to 3.18- 4.76 mm', 'Brake Service recommended', 'Brake Measurements Not Taken This Service Visit', 'Left Side Front Caliper Defective.', 'Right Side Front Caliper Defective.', and 'Front Brake Rotors Worn'.

Manager SE Inspections

NOTE: This stored comment has defaulted this item (Front Brakes) to reflect a RED condition status.

The screenshot shows the Mitchell1 Manager SE Inspections interface. The top navigation bar includes the Mitchell1 logo, a search bar, and tabs for Overview, Inspection, and Complete Inspection. The main content area is divided into two sections: Groups/Items and Front Brakes. The Groups/Items section lists various maintenance items, with Front Brakes highlighted. The Front Brakes section shows a Follow Up Date of 06/10/2025, a condition status of Red (indicated by a red button), and a comment: 3/32" or Less Equivalent to 2.38 mm. A red arrow points to the Red button.

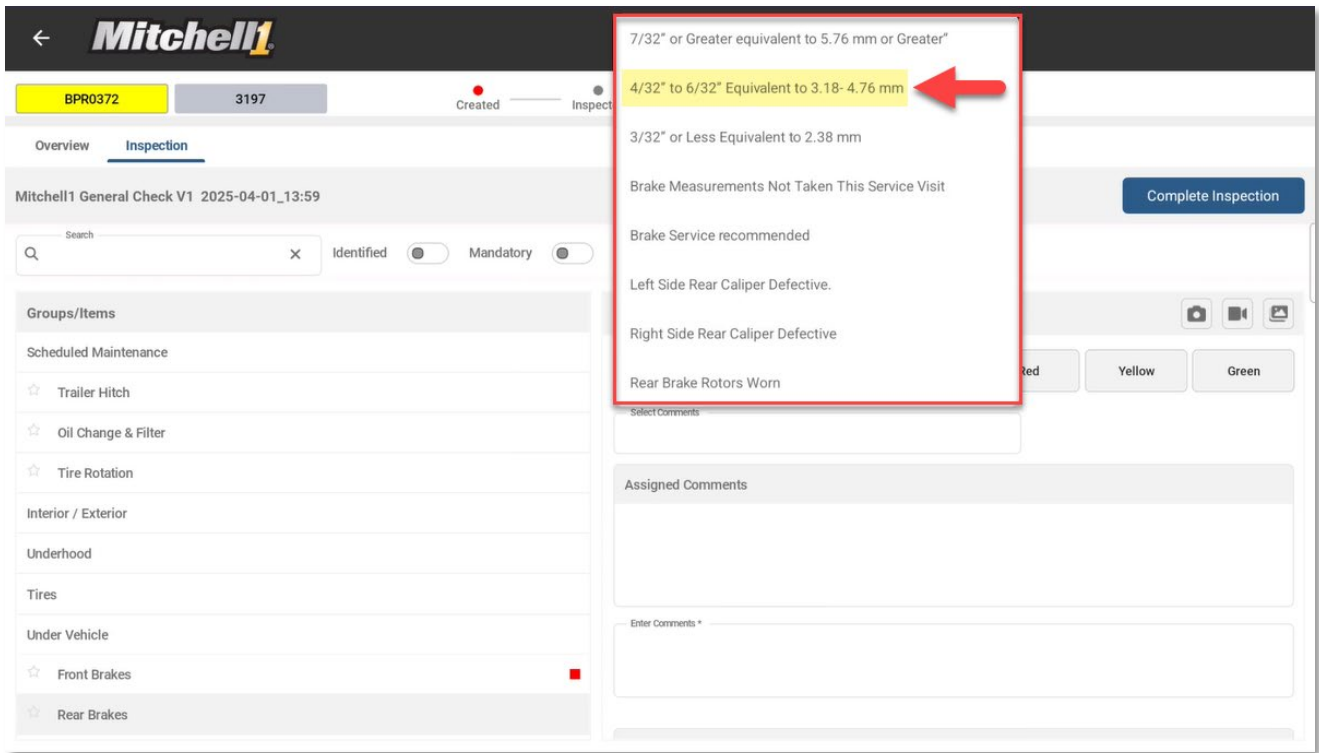
8. Select another item from the same GROUP - this time, choose **Rear Brakes**.

The screenshot shows the Mitchell1 Manager SE Inspections interface. The top navigation bar includes the Mitchell1 logo, a search bar, and tabs for Overview, Inspection, and Complete Inspection. The main content area is divided into two sections: Groups/Items and Rear Brakes. The Groups/Items section lists various maintenance items, with Rear Brakes highlighted. The Rear Brakes section shows a Follow Up Date field, condition status buttons (Red, Yellow, Green), and a comment field. A red arrow points to the Rear Brakes item in the Groups/Items list.

NOTE: When you type or narrate a new comment, make sure to select a condition type: (Red, Yellow, Green).

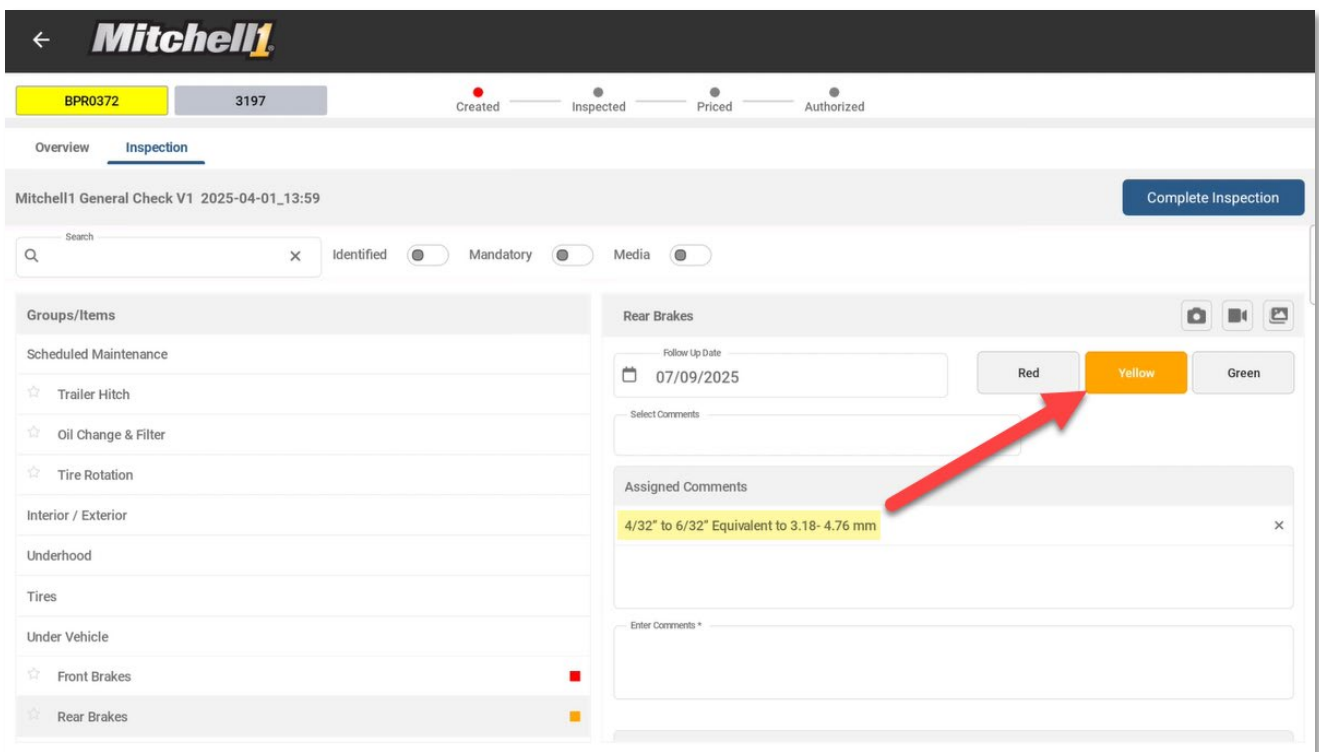
Manager SE Inspections

9. Select the condition/fault for Rear Brakes: (4/32" to 6/32" Equivalent to 3.16-4.76mm)



The screenshot shows the Mitchell1 Manager SE interface. The top navigation bar includes the Mitchell1 logo, a back arrow, and a search bar. Below the navigation bar, there are tabs for 'Overview' and 'Inspection'. The 'Inspection' tab is active, showing a search bar and a list of items. The 'Rear Brakes' item is selected, and a dropdown menu is open, displaying various condition/fault options. The option '4/32" to 6/32" Equivalent to 3.16-4.76mm' is highlighted, and a red arrow points to it. The dropdown menu also includes options like '7/32" or Greater equivalent to 5.76 mm or Greater', '3/32" or Less Equivalent to 2.38 mm', 'Brake Measurements Not Taken This Service Visit', 'Brake Service recommended', 'Left Side Rear Caliper Defective', 'Right Side Rear Caliper Defective', and 'Rear Brake Rotors Worn'. The 'Complete Inspection' button is visible in the top right corner.

NOTE: This selected comment has defaulted this item (Rear Brakes) to reflect a YELLOW condition status.



The screenshot shows the Mitchell1 Manager SE interface. The top navigation bar includes the Mitchell1 logo, a back arrow, and a search bar. Below the navigation bar, there are tabs for 'Overview' and 'Inspection'. The 'Inspection' tab is active, showing a search bar and a list of items. The 'Rear Brakes' item is selected, and the condition status is set to 'Yellow'. The dropdown menu is open, displaying the selected condition/fault option '4/32" to 6/32" Equivalent to 3.16-4.76mm'. A red arrow points to the 'Yellow' status button. The 'Complete Inspection' button is visible in the top right corner.

NEXT: How to add media (photos or video) to inspection item(s) as needed.

Manager SE Inspections

6. Adding Photos to an Inspection

Tablet devices vary in functionality details. The first time you take a photo (or video) with Manager SE Inspections, you'll likely encounter a permissions dialog such as the example shown here.

Select the **'While using the app'** option to allow the function. This option only needs to be selected once.

Allow **MSE Inspections** to take pictures and record video?

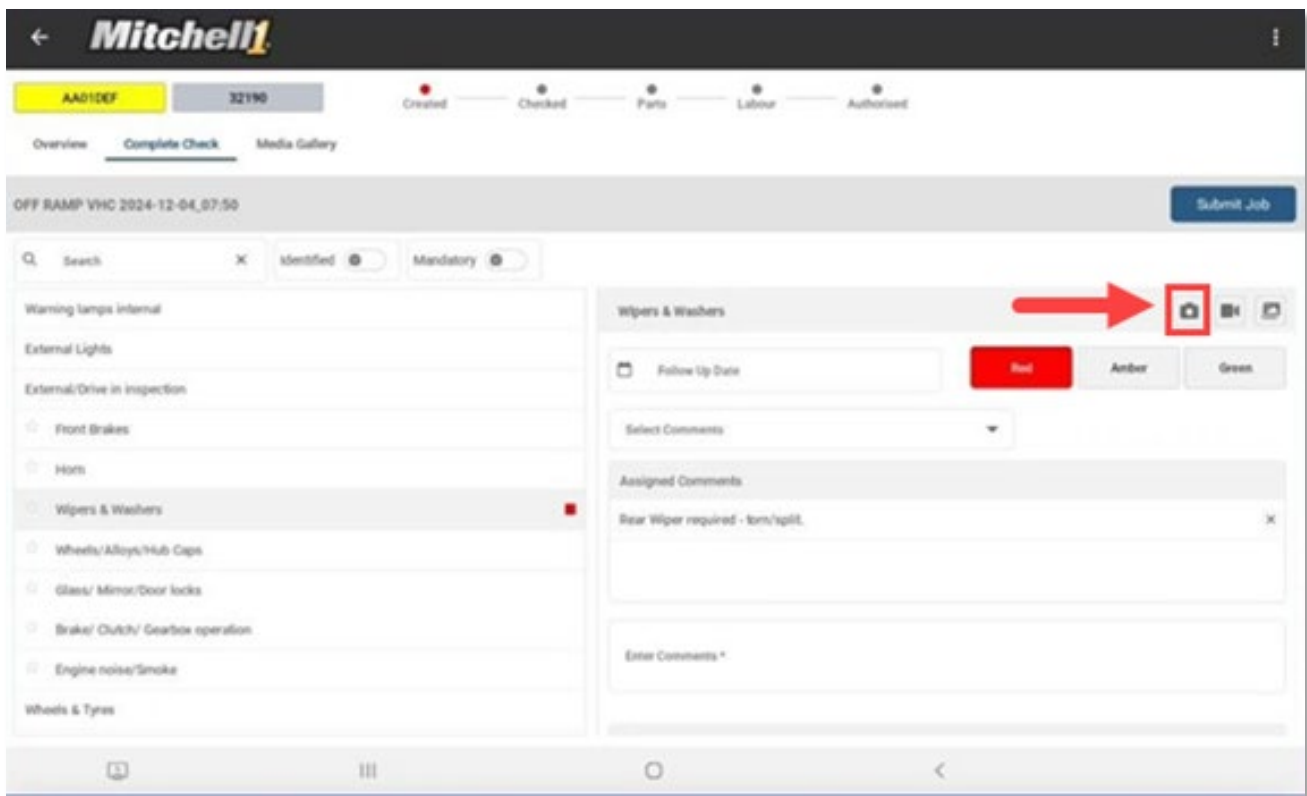
→ **While using the app**

Only this time

Don't allow

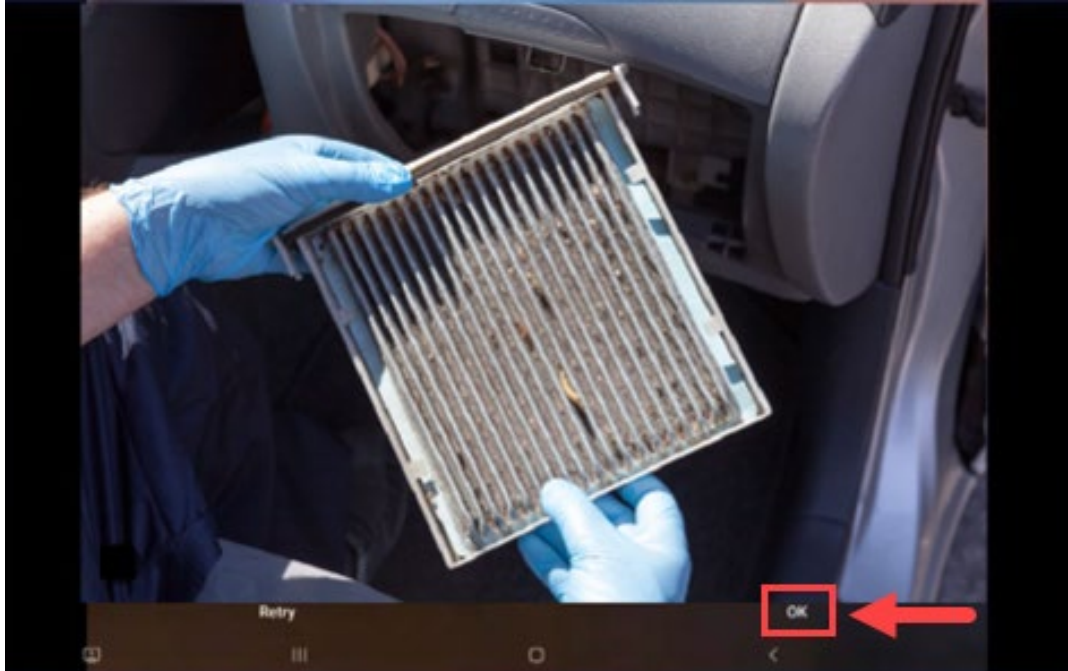
While completing an inspection item, users have the option to add a photo. These can either be shared internally (shop) and most importantly, to the customer for each inspection item.

1. Tap on the camera icon on your selected inspection item.

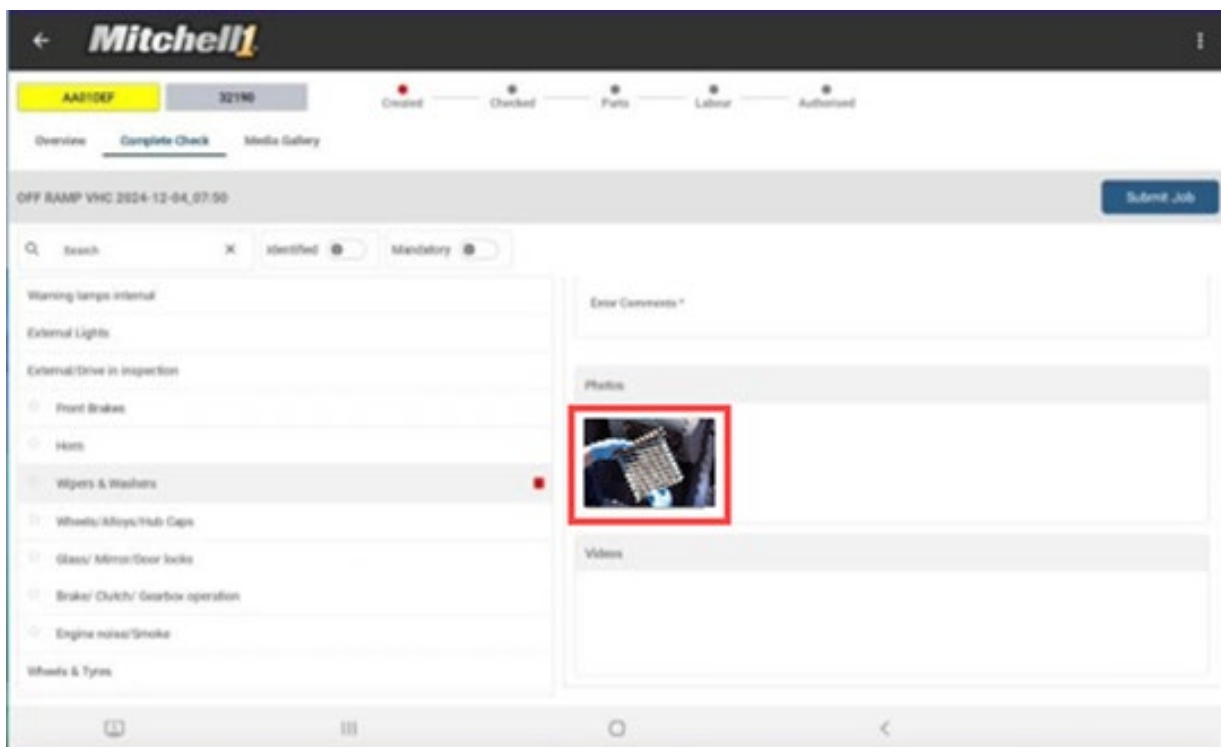


Manager SE Inspections

2. Your device camera will now open allowing you to capture photo(s).

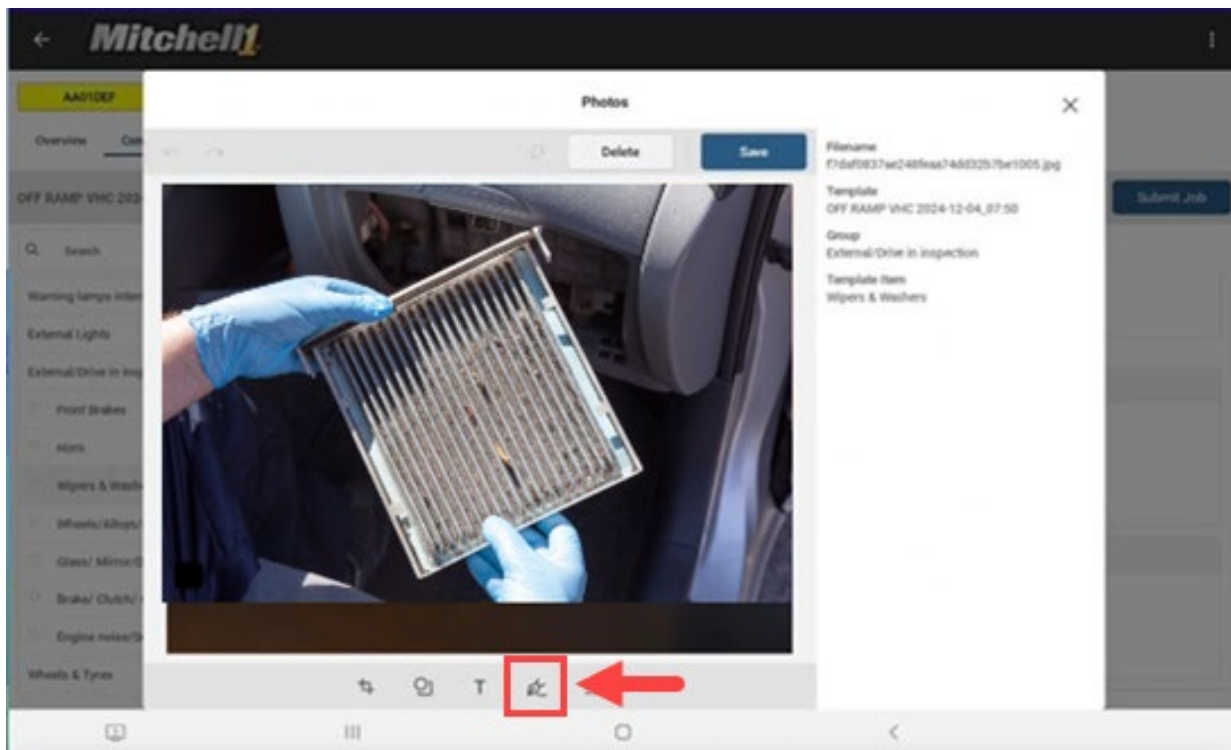


3. With the picture captured, select **OK** to save it to that specific inspection item.
4. To add an annotation to the photo, first make sure the photo is selected.

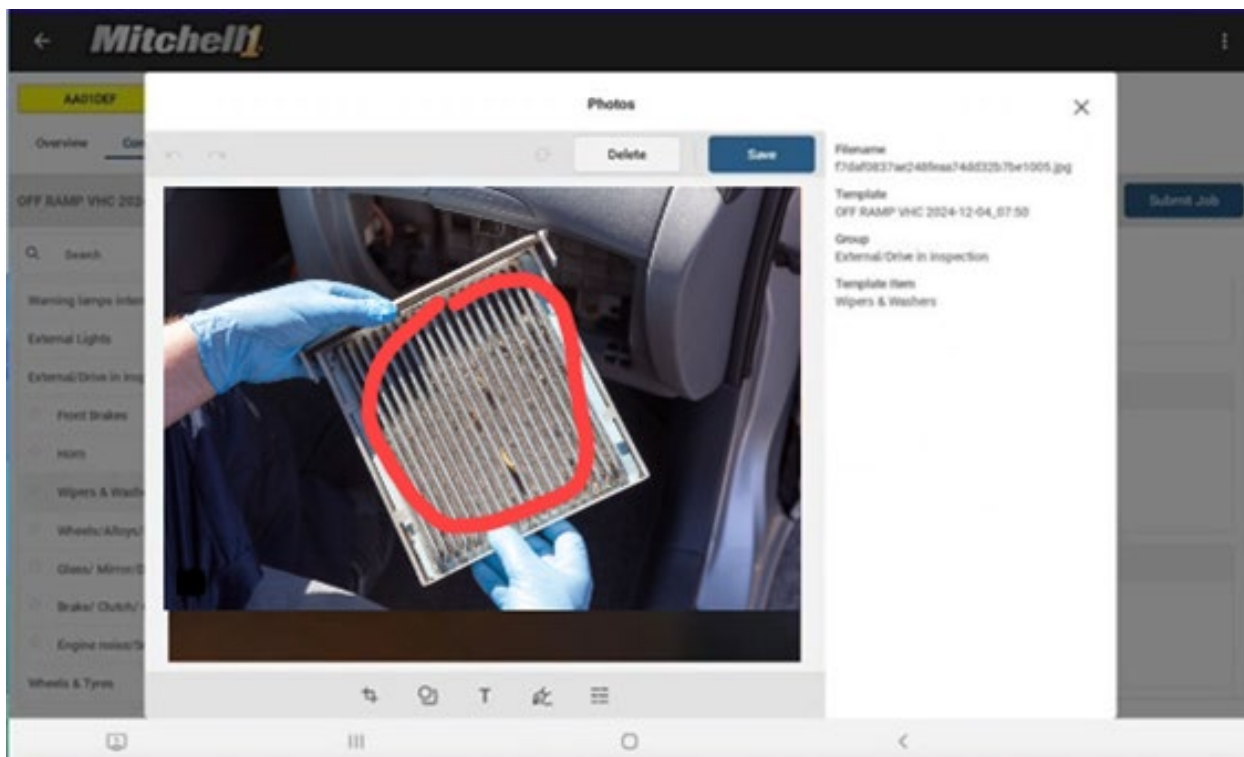


Manager SE Inspections

5. While photo is open in your tablet, select the **'freehand pen'** option from edit tools.

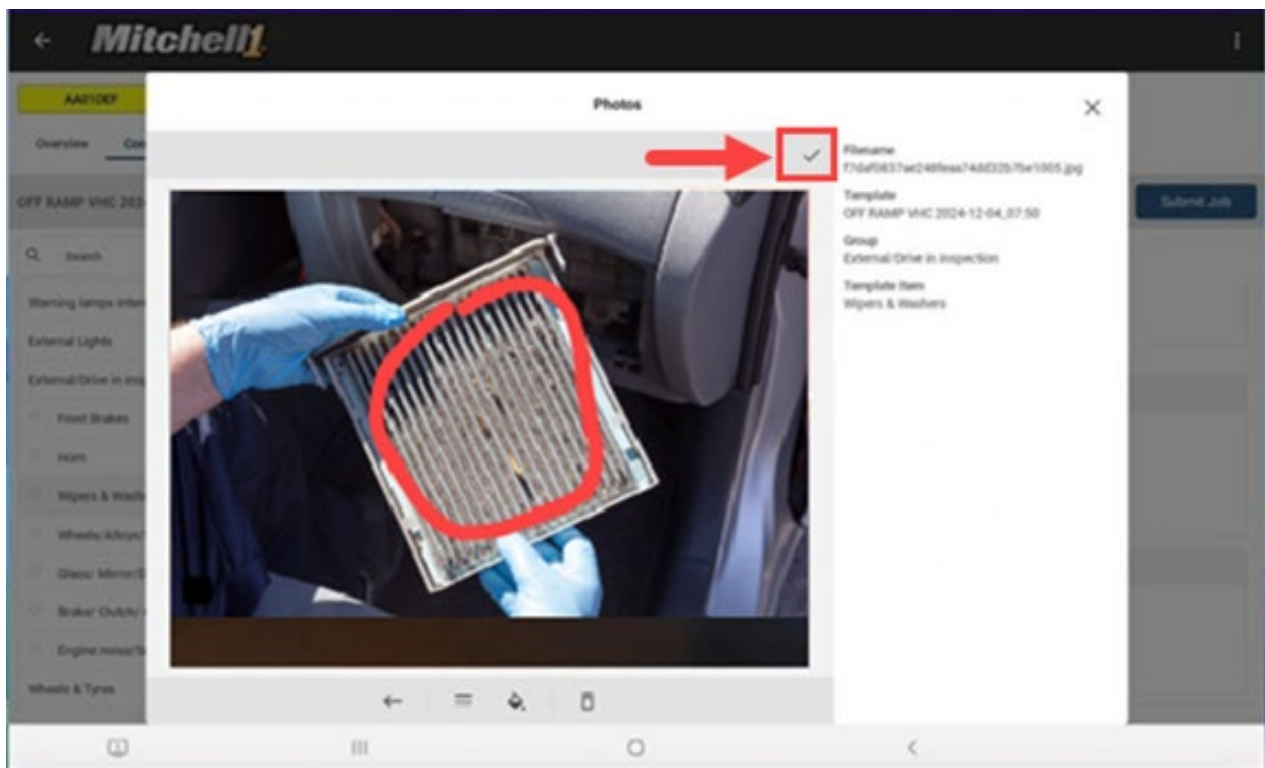


6. Now you can use the pen to draw on the screen to bring attention to something within the photo.

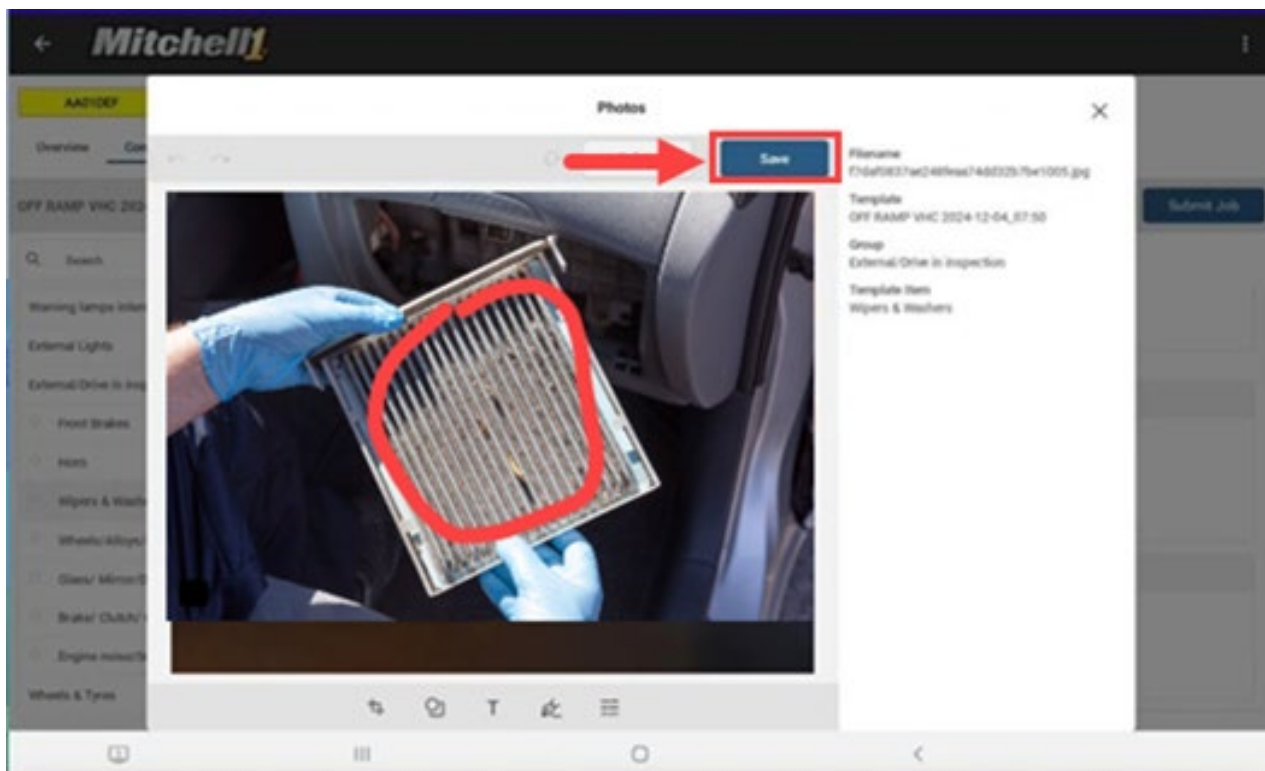


Manager SE Inspections

7. Once completed, click on the 'checkmark icon' directly above the photo to save drawing.



8. Click on the **Save** button directly above the photo.



Manager SE Inspections

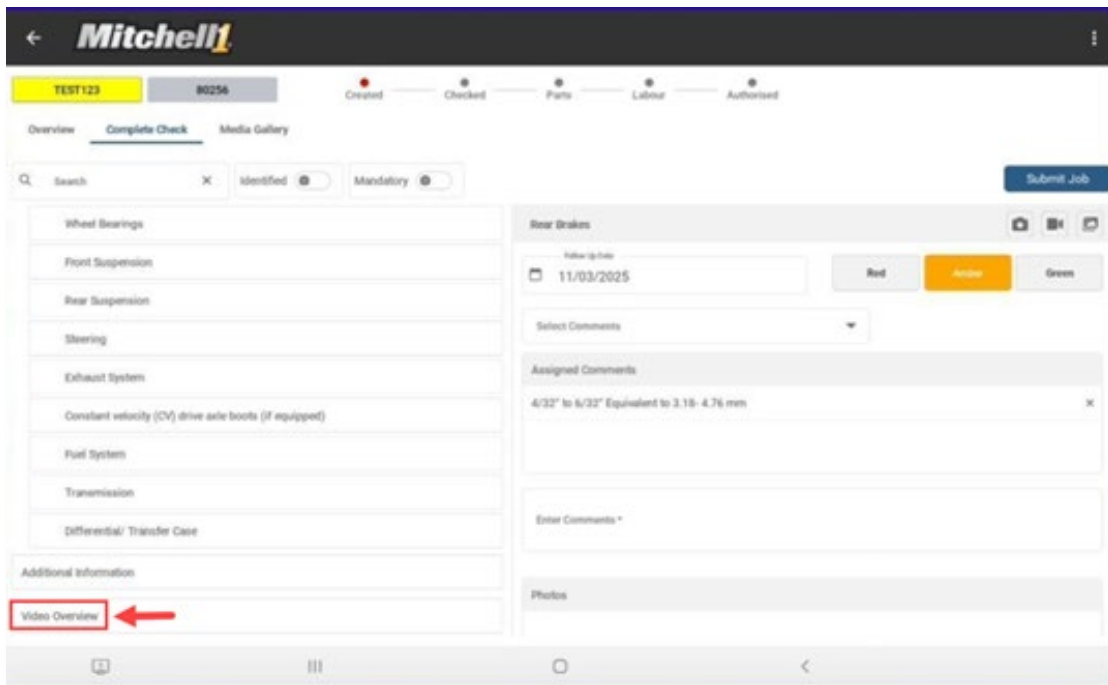
9. The annotated photo is saved back to the selected inspection item.

The screenshot shows the Mitchell1 Manager SE Inspections mobile app interface. At the top, there's a header with the Mitchell1 logo and a navigation bar with tabs: Overview, Complete Check (selected), and Media Gallery. Below the header, there's a status bar showing 'OFF RAMP VHC 2024-12-04, 07:55' and a 'Submit Job' button. The main content area is divided into two sections. On the left, there's a list of inspection items with checkboxes: Warning lamps internal, External lights, External/Drive in inspection, Front Brakes, Horn, Wipers & Washers (selected), Wheels/Alloys/Hub Caps, Glass/ Mirrors/Door locks, Brake/ Clutch/ Gearbox operation, Engine noise/Smoke, and Wheels & Tyres. On the right, there's a 'Photos' section with a red arrow pointing to a photo of a car's front end. Below the photos, there's a 'Videos' section. The bottom of the screen shows a mobile OS navigation bar with icons for home, back, and search.

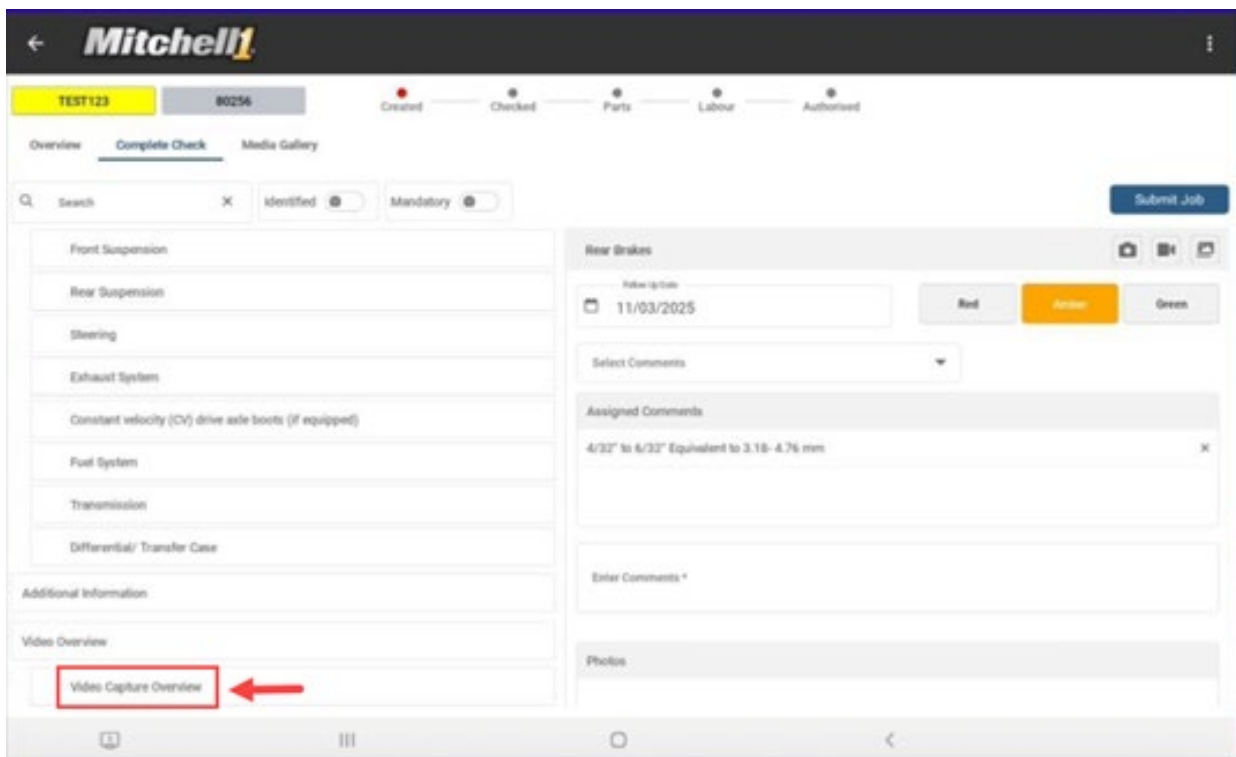
Manager SE Inspections

7. Adding Video to an Inspection

1. With an inspection item selected, tap on Group header **Video Overview**.



2. Then select **Video Capture Overview**.



Manager SE Inspections

- Click on 'Select Comments' to open drop-down list.

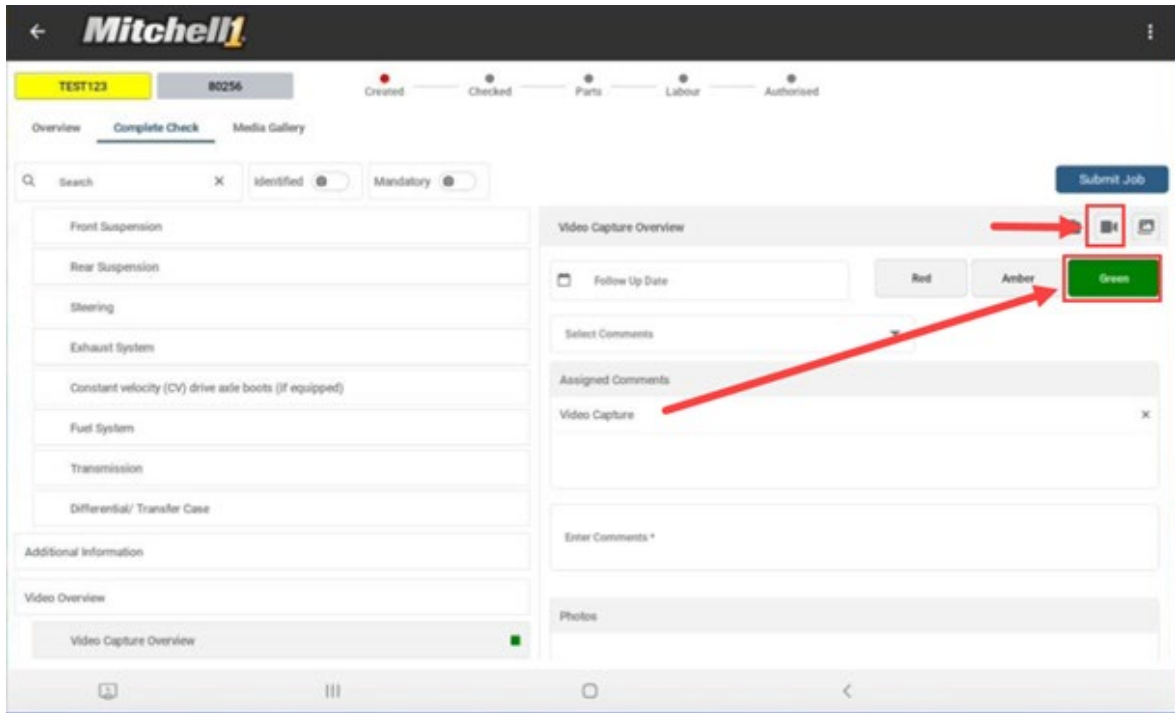
The screenshot shows the Mitchell1 Manager SE Inspections interface. The top navigation bar includes a back arrow, the Mitchell1 logo, and a status bar with 'TEST123' and '80256'. Below the navigation bar, there are tabs for 'Overview', 'Complete Check', and 'Media Gallery'. The 'Complete Check' tab is active. On the left, there is a search bar and a list of inspection categories: Front Suspension, Rear Suspension, Steering, Exhaust System, Constant velocity (CV) drive axle boots (if equipped), Fuel System, Transmission, and Differential/ Transfer Case. The right panel shows the 'Rear Brakes' section. It includes a 'Follow Up Date' field with the date '11/03/2025' and three status buttons: 'Red', 'Amber', and 'Green'. Below these is a 'Select Comments' dropdown menu, which is highlighted with a red box and a red arrow pointing to it. Underneath the dropdown is an 'Assigned Comments' section with the text '4/32" to 6/32" Equivalent to 3.18- 4.76 mm'. At the bottom of the right panel, there is an 'Enter Comments *' text area and a 'Photos' section.

- Now select **Video Capture**.

The screenshot shows the Mitchell1 Manager SE Inspections interface, specifically the 'Video Capture Overview' section. The top navigation bar is the same as in the previous screenshot. The 'Complete Check' tab is active. The left panel shows the same list of inspection categories. The right panel shows the 'Video Capture Overview' section. It includes a 'Follow Up Date' field with the date '11/03/2025' and three status buttons: 'Red', 'Amber', and 'Green'. Below these is a 'Select Comments' dropdown menu. Underneath the dropdown is a 'Video Capture' option, which is highlighted with a red box and a red arrow pointing to it. At the bottom of the right panel, there is an 'Enter Comments *' text area and a 'Photos' section.

Manager SE Inspections

- Video will be recorded as **Green** status, since we are not adding new faults, but instead providing the shop and customer with visual evidence of vehicle issues identified within the inspection.
- Select the Video icon shown here: 

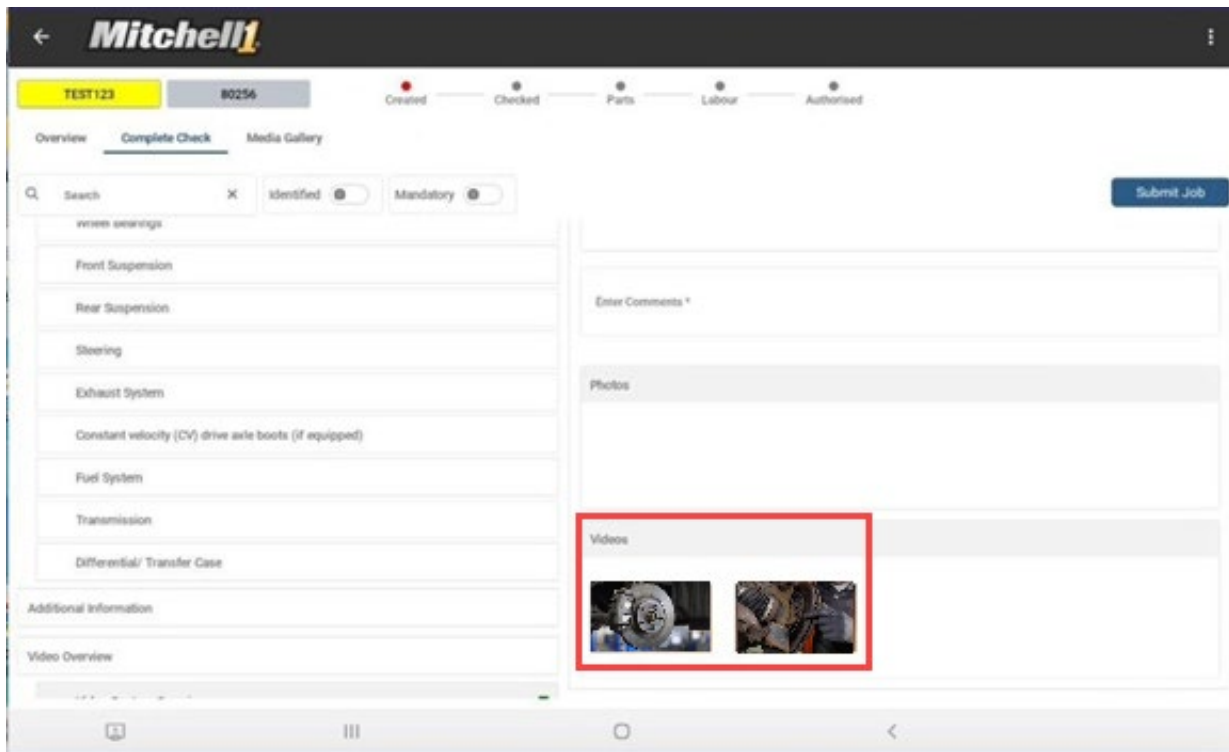


- Follow the instructions for your device to record and save the video.



Manager SE Inspections

8. Two videos have added to this inspection example.

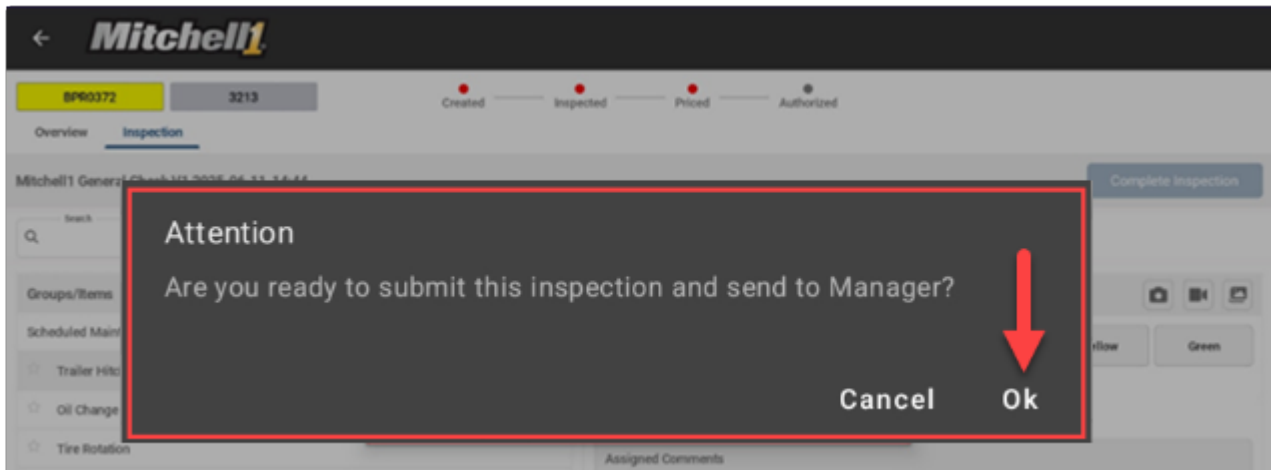


NEXT: Marking the inspection completed + sharing MPI results back to Manager SE for pricing.

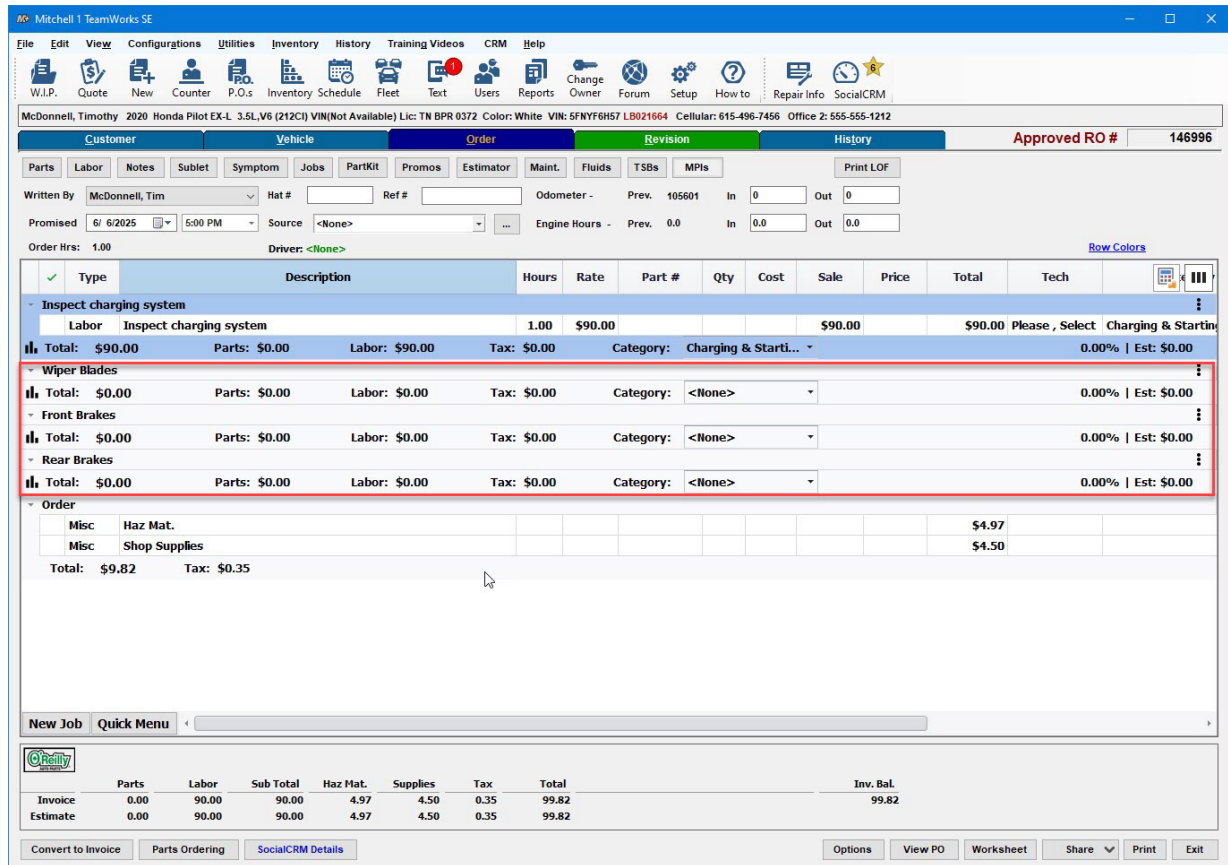
Manager SE Inspections

8. Completing the Inspection (Share Results Back to Manager SE)

1. Once all items requiring attention have been recorded with any related media, the tech will tap on **Complete Inspection**. A confirmation appears before committing to share MPI items back to Manager SE for pricing. Tap on **OK** if MPI is completed. Workshop View record will update to display as **INSPECTED**.



MPI items marked as requiring attention will automatically create Job View containers in Manager SE.

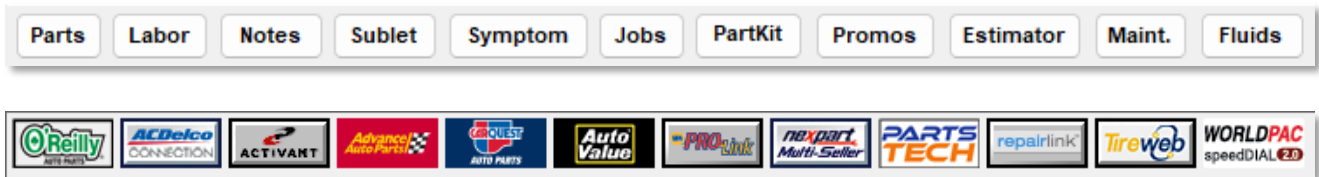


Next: Service advisors price those items using familiar options in Manager SE.

Manager SE Inspections

9. Pricing Inspection Item Jobs in Manager SE

The service advisor will select a Job View container and apply Manager SE options (Quick Menu -canned jobs, Estimator labor & OEM parts, aftermarket catalogs, etc.) to price work required to correct the vehicle issues.



Wiper Blades Total: \$0.00 Parts: \$0.00 Labor: \$0.00 Tax: \$0.00 Category: <None> 0.00% Est: \$0.00					
Front Brakes Total: \$0.00 Parts: \$0.00 Labor: \$0.00 Tax: \$0.00 Category: <None> 0.00% Est: \$0.00					
Rear Brakes Total: \$0.00 Parts: \$0.00 Labor: \$0.00 Tax: \$0.00 Category: <None> 0.00% Est: \$0.00					

This process will be repeated until all of the work is priced inside the Manager SE order. The pricing data is automatically sent back to Manager SE Inspections for sharing with the vehicle owner.

Wiper Blades ①													
Labor	install wiper blades	0.20	\$90.00				\$18.00		\$18.00	Please , Select	Miscellaneous		
Part	Wiper Blade			870426	1.00	\$37.99	\$66.48	\$66.48	\$66.48	Kirkpatrick, T...	Miscellaneous		
Part	Wiper Blade			870424	1.00	\$37.99	\$66.48	\$66.48	\$66.48	Kirkpatrick, T...	Miscellaneous		
Total: \$161.26		Parts: \$132.96	Labor: \$18.00	Tax: \$10.30	Category: Miscellaneous					0.00% Est: \$0.00			
Front Brakes ②													
Labor	DISC ROTOR - Remove & Replace - Front,Both - [Includes: Replac...	1.10	\$90.00				\$99.00		\$99.00	Please , Select	Brakes		
Part	Brake Pads			103-1723	1.00	\$52.00	\$86.32	\$86.32	\$86.32	Kirkpatrick, T...	Brakes		
Part	Brake Rotor			921776RGS	2.00	\$58.00	\$96.28	\$96.28	\$192.56	Kirkpatrick, T...	Brakes		
Total: \$399.49		Parts: \$278.88	Labor: \$99.00	Tax: \$21.61	Category: Brakes					0.00% Est: \$0.00			
Rear Brakes ③													
Labor	BRAKE SHOES &/OR PADS - Remove & Replace - Rear,Both Sides...	1.10	\$90.00				\$99.00		\$99.00	Please , Select	Brakes		
Part	Brake Pads			103-1724	1.00	\$42.00	\$73.50	\$73.50	\$73.50	Kirkpatrick, T...	Brakes		
Total: \$178.20		Parts: \$73.50	Labor: \$99.00	Tax: \$5.70	Category: Brakes					0.00% Est: \$0.00			

When the service advisor switches back to the Workshop View (browser), this order status is now **PRICED**.

Type	Number	Customer	License Plate	Vehicle	MPI Status
EST	3210	Rene Xavier	ABC123	2005 Toyota Tundra SR5	AUTHORIZED
EST	3211	Aaron Paul	9F843650	2013 Chevrolet Equinox	HANDED OVER
EST	3213	Timothy McDonnell	BPR0372	2020 Honda Pilot EX-L	PRICED

From here, the advisor can open the entry to review inspection item details and associated pricing.

NEXT: Sharing MPI pricing with the vehicle owner using the Communication Process.

Manager SE Inspections

10. Customer Communication – Texting (SMS)

1. Re-open the order in Workshop View (browser) and proceed to the **Authorization** tab.

The screenshot shows the Mitchell1 Manager SE interface. On the left is a sidebar with navigation options: A&J Auto (9990970), Workshop View, Follow Up, Search, Reports, Settings, and Help & Support. Below these are '0 Unread Notifications' and a user profile for 'ManagerSEAd... Manager'. The main area displays a table of inspection orders with columns: Type, Number, Customer, License Plate, Vehicle, and MPI Status. The MPI Status column shows various statuses: AUTHORIZED, HANDED OVER, PRICED, and ARRIVED. A red arrow points to the 'PRICED' status for the 2020 Honda Pilot EX-L. At the bottom right, it says '1 of 2 pages (14 items)'.

Type	Number	Customer	License Plate	Vehicle	MPI Status
EST	3210	Rene Xavier	ABC123	2005 Toyota Tundra ...	AUTHORIZED
EST	3211	Aaron Paul	9F843650	2013 Chevrolet ...	HANDED OVER
EST	3213	Timothy McDonnell	BPR0372	2020 Honda Pilot EX-L	PRICED
EST	3214	Timothy McDonnell	DVDSACD	2004 Acura TL	PRICED
EST	3215	Timothy McDonnell	BASS1	2001 Toyota 4Runner...	PRICED
EST	3216	Sean McDonnell	3216	1999 Honda CR-V	PRICED
RO	146891	Allen Jorgensen	KQY437V	2005 Volkswagen Jet...	ARRIVED
RO	146893	Ralph Story	TOYSTORY	2012 Toyota RAV4 Li...	ARRIVED
RO	146908	John Harkins	ZYX987	2009 Toyota Tacoma	ARRIVED
RO	146926	Joe Kalterman	RLJ-48X	1988 Pontiac Bonnev...	PRICED
RO	146943	Aaron Paul	7Q48163	2012 Caterpillar CT660	ARRIVED

2. With **Authorization** tab open, select **Send SMS** (text message to customer). The SMS text delivers a message with a link to review actual inspection details.

The screenshot shows the Mitchell1 Manager SE interface with the 'Authorization' tab selected. At the top, a timeline shows the inspection progress: Created (08/21/2025 09:41), Inspected (08/21/2025 09:48), Priced (08/21/2025 09:51), and Authorized (marked with a green checkmark). Below the timeline are buttons for 'Send SMS', 'Send Email', and 'Authorize Inspection'. A red arrow points to the 'Send SMS' button. The main area is divided into 'Identified Items' and 'Order Lines'. The 'Identified Items' section lists 'Wiper Blades', 'Front Brakes', and 'Rear Brakes' with their respective costs. The 'Order Lines' section lists 'Inspect Brake System' and 'Additional Order Items'. On the right, there is a 'Cart' section showing 'No Items Found' and a 'Totals' section showing the overall costs. At the bottom, a summary bar displays the repair order details and totals.

REPAIR ORDER	MAKE	MODEL	LICENSE PLATE	CUSTOMER	ORDER LINES TOTAL	IDENTIFIED	AUTHORIZED	TOTAL
EST 3213	Honda	Pilot	BPR0372	Timothy McDonnell	\$843.09	\$609.22	\$0.00	\$843.09

Manager SE Inspections

- Window opens to display priced items along with work booked prior to the inspection. Click on **Confirm**.

Mitchell1

Created Inspected Priced Authorized

SMS Customer MPI

Repair Order: EST 3217

Customer Name
Timothy McDonnell

Customer Registration
BPR0372

Customer Cell
6154967456

Item Breakdown

Front Brakes	\$399.49
Rear Brakes	\$178.20
Wiper Blades	\$161.26

Additional Items

Inspect Brake System	\$45.00
Additional Order Items	\$45.18

Service Writer
Tim McDonnell

Confirm **Cancel**

Sales Tax \$2.89

REPAIR ORDER	MAKE	MODEL	LICENSE PLATE	CUSTOMER	ORDER LINES TOTAL	IDENTIFIED	AUTHORIZED	TOTAL
EST 3213	Honda	Pilot	BPR0372	Timothy McDonnell	\$843.09	\$609.22	\$0.00	\$843.09

- The SMS preview opens, showing the message about to be shared with your customer. Select the **Send** option to send this text message with a link to inspection results for your customer's review.

Mitchell1

Created Inspected Priced Authorized

SMS preview

A&J Auto have conducted a complimentary vehicle health inspection on your vehicle.
View your full MPI here: <https://onlineauth.mseinspections.com/?DQNYROY>

Characters Remaining: 158/918

Send

Identified Items

- Wiper Blades
Wipers Split
- Front Brakes
3/32" or Less Equivalent to 2.38
- Rear Brakes
4/32" to 6/32" Equivalent to 3.18

Order Lines

- Inspect Brake System
- Additional Order Items

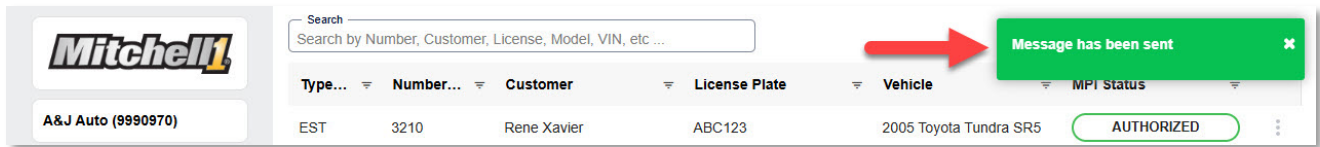
Totals

Parts	\$0.00
Labor	\$0.00
Order Lines	\$87.29
Sales Tax	\$2.89

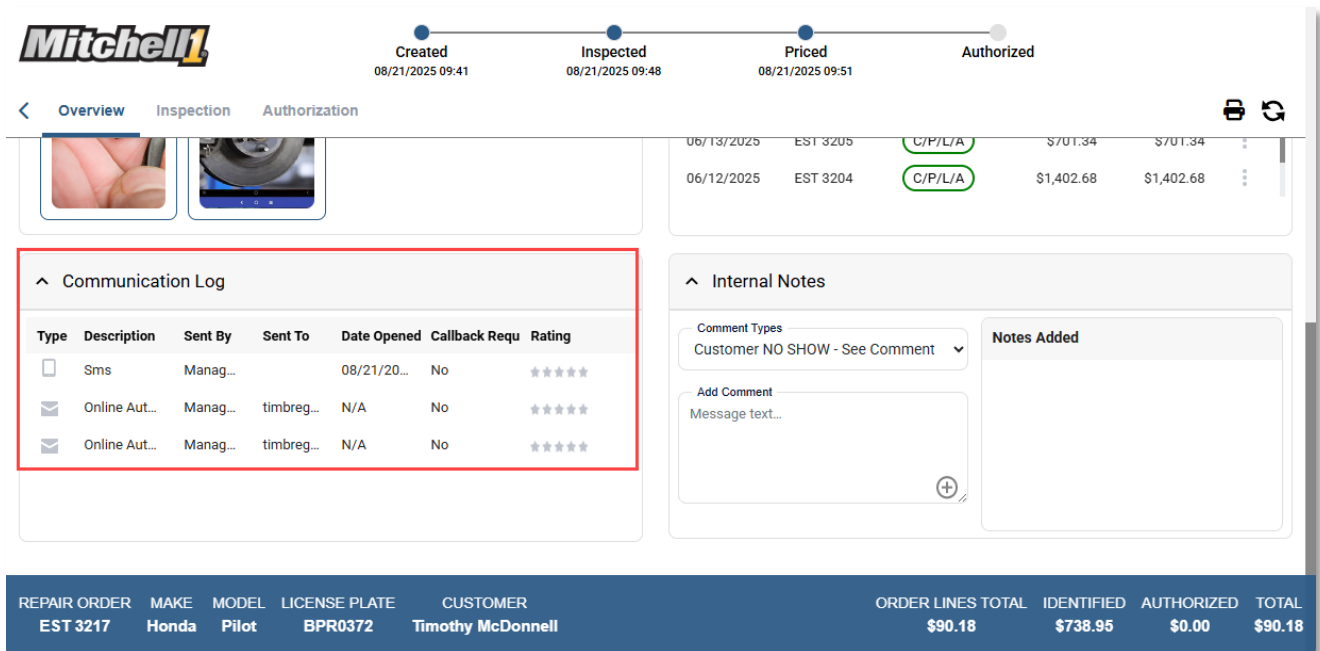
REPAIR ORDER	MAKE	MODEL	LICENSE PLATE	CUSTOMER	ORDER LINES TOTAL	IDENTIFIED	AUTHORIZED	TOTAL
EST 3213	Honda	Pilot	BPR0372	Timothy McDonnell	\$843.09	\$609.22	\$0.00	\$843.09

Manager SE Inspections

NOTE: A green pop-up box will appear briefly on Workshop View screen, confirming that SMS text was sent:



To see a record of what was sent / opened by customer, open the record. Scroll down to Communication Log.



CUSTOMER VIEW

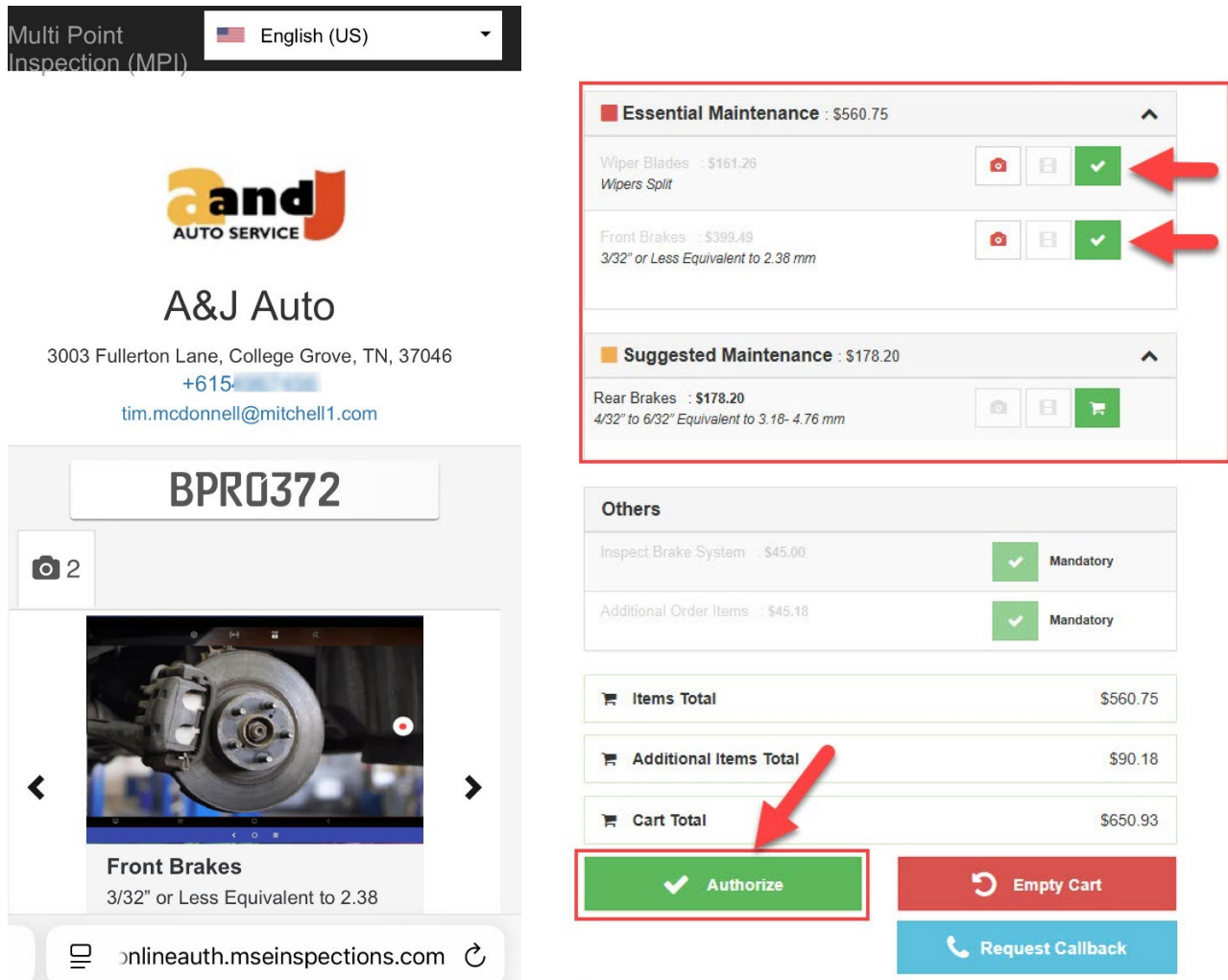
1. Customer will receive the text and then tap the link included to review the inspection report details along with any photos /video.

Thursday 9:55 AM

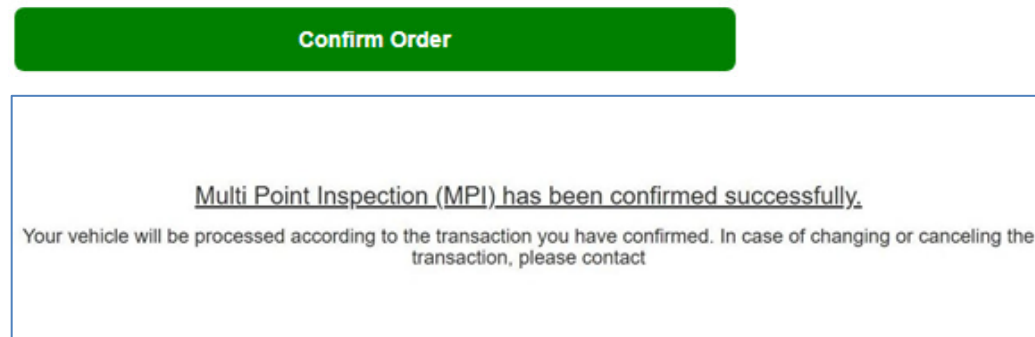
A&J Auto have conducted a complimentary vehicle health inspection on your vehicle.
View your full MPI here: <https://onlineauth.mseinspections.com/?DQNYROY>

Manager SE Inspections

- These sample screens show the customer experience via text message. Note that the shopping cart icons change to green checkmarks for items approved by the customer.
- Once completed, the customer will tap **Authorize** to approve the work they specifically want performed.



- Customer taps on **Confirm Order**, then a confirmation message displays approval process is complete.



The details are now sent back to the Manager SE Inspections system at your shop.

NEXT: See email version of sharing inspection results with customer, followed by acting on their response.

Manager SE Inspections

11. Customer Communication – Email

- Re-open the order in Workshop View (browser) and proceed to the **Authorization** tab.

Type	Number	Customer	License Plate	Vehicle	MPI Status
EST	3210	Rene Xavier	ABC123	2005 Toyota Tundra ...	AUTHORIZED
EST	3211	Aaron Paul	9F843650	2013 Chevrolet ...	HANDED OVER
EST	3213	Timothy McDonnell	BPR0372	2020 Honda Pilot EX-L	PRICED
EST	3214	Timothy McDonnell	DVDSACD	2004 Acura TL	PRICED
EST	3215	Timothy McDonnell	BASS1	2001 Toyota 4Runner...	PRICED
EST	3216	Sean McDonnell	3216	1999 Honda CR-V	PRICED
RO	146891	Allen Jorgensen	KQY437V	2005 Volkswagen Jet...	ARRIVED
RO	146893	Ralph Story	TOYSTORY	2012 Toyota RAV4 Li...	ARRIVED
RO	146908	John Harkins	ZYX987	2009 Toyota Tacoma	ARRIVED
RO	146926	Joe Kallerman	RLJ-48X	1988 Pontiac Bonne...	PRICED
RO	146943	Aaron Paul	7Q48163	2012 Caterpillar CT660	ARRIVED

- With **Authorization** tab open, select **Send Email** to get a message to the customer. The email delivers a message with a link to review actual inspection details.

REPAIR ORDER	MAKE	MODEL	LICENSE PLATE	CUSTOMER	ORDER LINES TOTAL	IDENTIFIED	AUTHORIZED	TOTAL
EST 3213	Honda	Pilot	BPR0372	Timothy McDonnell	\$843.09	\$609.22	\$0.00	\$843.09

Manager SE Inspections

7. Window opens to display priced items along with work booked prior to the inspection. Click on **Confirm**.

Email Customer MPI

Repair Order: EST 3217

Customer Name
Timothy McDonnell

Customer Registration
BPR0372

Customer Email
timbregroup@bellsouth.net

Item Breakdown

Front Brakes	\$399.49
Wiper Blades	\$161.26
Rear Brakes	\$178.20

Additional Items

Inspect Brake System	\$45.00
Additional Order Items	\$45.18

Email Template: Mitchell1 Template

Service Writer: Tim McDonnell

Confirm Cancel

8. The email preview opens, showing the message about to be shared with your customer. Select the **Send Link** option to forward this message with link to inspection results for your customer's review.

Email Address: timbregroup@bellsouth.net

Subject: License plate: BPR0372 Multi Point Inspection at A&J Auto on 08/03/2025

Preview Link **Send Link**

Mitchell1

Dear Timothy McDonnell

Thank you for your recent visit to A&J Auto. As you are aware our technicians conducted a Multi Point Inspection on your vehicle **BPR0372** to ensure that you can drive with peace of mind.

For our multi point inspections we use an easy to understand colour coded system.

Essential Work	Advisory Work	No Work Required
These items will require immediate attention.	These items will require attention in the future.	No service or maintenance required on these items.

Click below to view your Vehicles Health Check. If you would prefer to discuss this with us please call us.

Click to View Your Multi Point Inspection

Call us on 6154967456

Manager SE Inspections

A green pop-up box will appear briefly on Workshop View screen, confirming that email was sent:

The screenshot shows the Mitchell1 Manager SE interface. On the left is a sidebar with navigation options: A&J Auto (9990970), Workshop View, Follow Up, Search, Reports, Settings, and Help & Support. Below these are '0 Unread Notifications' and a user profile for 'ManagerSEAd... Manager'. The main area features a search bar and a table of inspections. A red arrow points to a green pop-up box in the top right corner that reads 'Email Status: All emails were sent successfully. Success: 1'. The table has columns for Type, Number, Customer, License Plate, and Vehicle, with status buttons like AUTHORIZED, HANDED OVER, PRICED, and ARRIVED.

Type	Number	Customer	License Plate	Vehicle	Status
EST	3210	Rene Xavier	ABC123	2005 Toyota Tundra SR5	AUTHORIZED
EST	3211	Aaron Paul	9F843650	2013 Chevrolet Expre...	HANDED OVER
EST	3213	Timothy McDonnell	BPR0372	2020 Honda Pilot EX-L	PRICED
EST	3214	Timothy McDonnell	DVDSACD	2004 Acura TL	PRICED
EST	3215	Timothy McDonnell	BASS1	2001 Toyota 4Runner...	PRICED
EST	3216	Sean McDonnell	3216	1999 Honda CR-V	PRICED
RO	146891	Allen Jorgensen	KQY437V	2005 Volkswagen Jet...	ARRIVED
RO	146893	Ralph Story	TOYSTORY	2012 Toyota RAV4 Li...	ARRIVED
RO	146908	John Harkins	ZYX987	2009 Toyota Tacoma	ARRIVED
RO	146926	Joe Kallerman	RLJ-48X	1988 Pontiac Bonne...	PRICED
RO	146943	Aaron Paul	7Q48163	2012 Caterpillar CT660	ARRIVED

TIP: To confirm what was sent / opened by customer, open the record. Scroll down to **Communication Log**.

The screenshot shows the Mitchell1 Customer View interface. At the top is a timeline with stages: Created (08/21/2025 09:41), Inspected (08/21/2025 09:48), Priced (08/21/2025 09:51), and Authorized. Below the timeline are tabs for Overview, Inspection, and Authorization. A red arrow points to the 'Communication Log' section, which is highlighted with a red box. The log table has columns for Type, Description, Sent By, Sent To, Date Opened, Callback Requ, and Rating. Below the log is the 'Internal Notes' section with a comment type dropdown and a text area for notes.

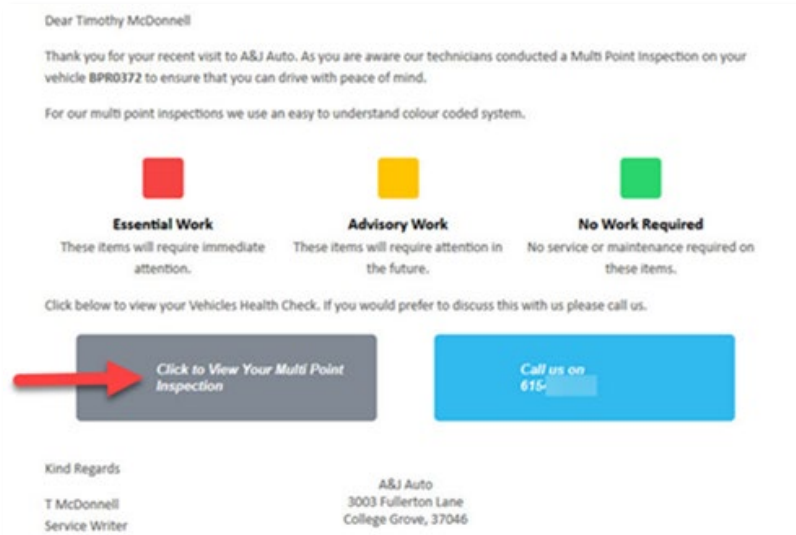
Type	Description	Sent By	Sent To	Date Opened	Callback Requ	Rating
Sms		Manag...		08/21/20...	No	*****
Online Aut...		Manag...	timbreg...	N/A	No	*****
Online Aut...		Manag...	timbreg...	N/A	No	*****

Customer View follows on the next page.

Manager SE Inspections

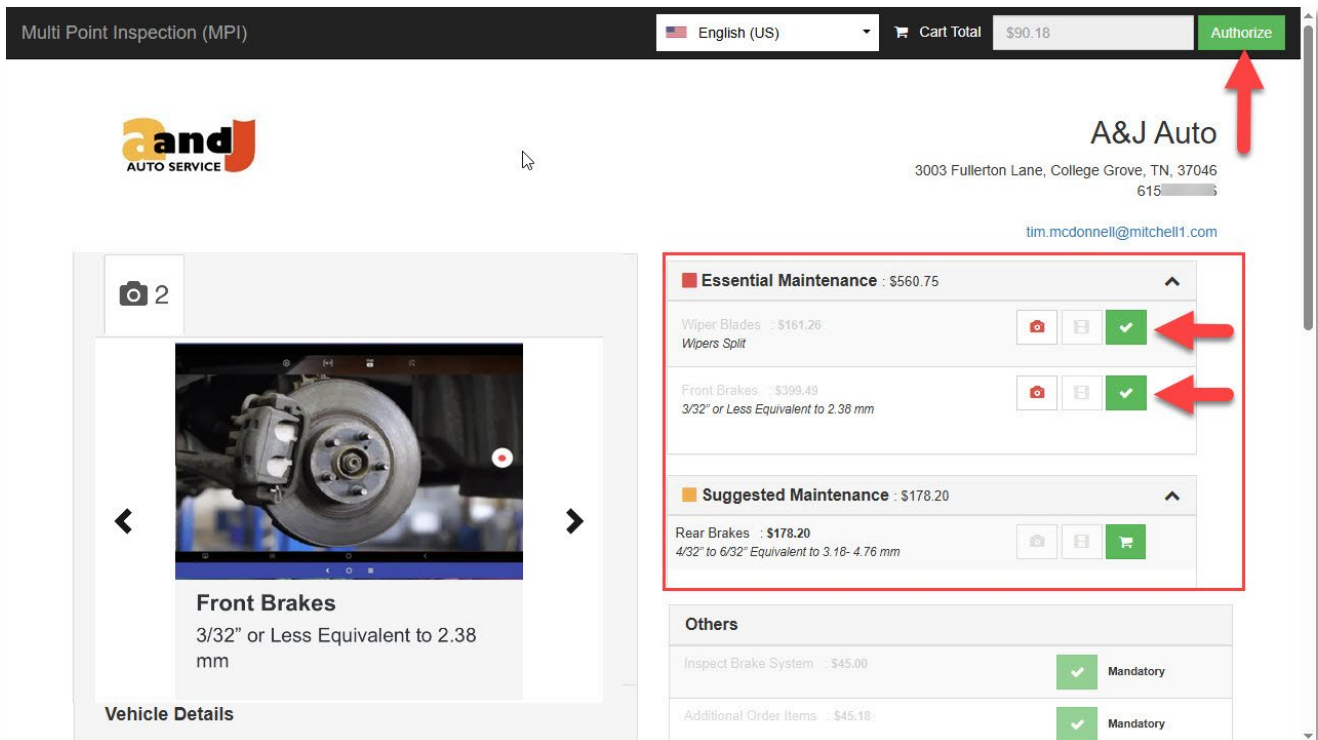
CUSTOMER VIEW

1. The customer receives the email and uses **Click to View Your Multi-Point Inspection** link provided.



Their inspection opens in a browser. Customer review vehicle inspection items identified, along with any supporting photos / videos, plus prices assigned to each item. They will also see previously approved work (original reason for customer's visit before inspection) under 'Others' and are set to Mandatory.

2. Customers approve work items by clicking on cart icons, changing them into checkmarks. New total shown at top of the screen. This is where the customer selects **Authorize**.



Manager SE Inspections

NOTE: The next window shows the items the customer just authorized, along with the original approved work. (options included: delete item(s) or empty cart)

3. Next, the customer will click on **Confirm Order**.

Multi Point Inspection (MPI) English (US)

[Back to overview](#)

Cart [Empty Cart](#)

Wiper Blades Wipers Split	\$161.26	X
Front Brakes 3/32" or Less Equivalent to 2.38 mm	\$399.49	X
Inspect Brakes	\$45.00	
Additional Order Items	\$45.18	

Order Summary

Cart Total	\$560.75
Additional Items Total	\$90.18
Total	\$650.93

Select a payment method

You will pay for any authorized work on your vehicle when you pick it up from repair shop.

Confirm Order

Finally, the customer will see a confirmation message that the approval process is complete.

Multi Point Inspection (MPI) has been confirmed successfully.

Your vehicle will be processed according to the transaction you have confirmed. In case of changing or canceling the transaction, please contact

The approvals are now sent back to the Manager SE Inspections system at your shop.

Manager SE Inspections

12. Process Customer Authorizations

Customer has viewed their inspection results; the shop can now perform the approved work

In Workshop View, the order line is currently highlighted in green with a status of PRICED. The service advisor receives an email this customer has responded. Both of these factors point to reviewing customer approvals.



A&J Auto (9990970)

Workshop View

Follow Up

Search

Reports

Settings

Help & Support

Process and Best Practice Guide

0 Unread Notifications

ManagerSEAd... Manager

Search

Search by Number, Customer, License, Model, VIN, etc ...

Manager Import

Type...	Number...	Customer	License Plate	Vehicle	MPI Status
EST	3210	Rene Xavier	ABC123	2005 Toyota Tundra SR5	AUTHORIZED
EST	3211	Aaron Paul	9F843650	2013 Chevrolet Expre...	HANDED OVER
EST	3213	Timothy McDonnell	BPR0372	2020 Honda Pilot	PRICED
EST	3214	Timothy McDonnell	DVDSACD	2004 Acura TL	PRICED
EST	3215	Timothy McDonnell	BASS1	2001 Toyota 4Runner ...	PRICED
EST	3216	Sean McDonnell	3216	1999 Honda CR-V	PRICED
RO	146891	Allen Jorgensen	KQY437V	2005 Volkswagen Jett...	ARRIVED
RO	146893	Ralph Story	TOYSTORY	2012 Toyota RAV4 Li...	ARRIVED
RO	146908	John Harkins	ZYX987	2009 Toyota Tacoma	ARRIVED
RO	146926	Joe Kalterman	RLJ-48X	1988 Pontiac Bonnevil...	PRICED
RO	146943	Aaron Paul	7Q48163	2012 Caterpillar CT660	ARRIVED

1 2 > >|

1 of 2 pages (14 items)

MPI Portal customer has sent you an online authorisation request

 support@autovhc.co.uk
To: McDonnell, Tim S

Retain Policy Corporate Retention Inbox 90 days (90 days)

Expires 11/1/2025

Info

If there are problems with how this message is displayed, click here to view it in a web browser.

Dear Service Advisor,

Timothy McDonnell has requested a booking to carry out outstanding items on their vehicle BPR0372 on the following date: ..

Customer & Vehicle Details

MPI ID : 3455
Registration : BPR0372
Customer Mobile : 6154967456
Customer Tel : 5555556742

Authorized Items

Wiper Blades : 161.26
Front Brakes : 399.49
Inspect Brakes : 45.00
Additional Order Items : 45.18

Reply

Reply All

Forward

More

Sun 8/3/2025 9:05 AM

45

Manager SE Inspections

1. The advisor double-clicks that order line to access the **Authorization** tab to view the Authorized items / Declined items. This provides one more opportunity to sell any work that was declined. Then selects 'Authorize Inspection' which signals work may proceed on approved jobs in the Manager SE estimate.

The screenshot shows the Mitchell1 Manager SE interface. At the top, a timeline indicates the status: Created (08/21/2025 09:41), Inspected (08/21/2025 09:48), Priced (08/21/2025 09:51), and Authorized. The 'Authorization' tab is selected, showing a list of identified items and order lines. A red arrow points to the 'Authorize Inspection' button in the top right corner.

Identified Items	Total Parts	Total Labor	Net Total	Sales Tax	Total
Wiper Blades Wipers Split	\$132.96	\$18.00	\$150.96	\$10.30	\$161.26
Front Brakes 3/32" or Less Equivalent to 2.38 mm	\$278.88	\$99.00	\$377.88	\$21.61	\$399.49
Rear Brakes 4/32" to 6/32" Equivalent to 3.18- 4.76 mm	\$73.50	\$99.00	\$172.50	\$5.70	\$178.20

Order Lines	Total Parts	Sales Tax	Total
Inspect Brake System	\$45.00	\$0.00	\$45.00
Additional Order Items	\$42.29	\$2.89	\$45.18

Totals	Parts	Labor	Order Lines	Sales Tax
Parts	\$0.00			
Labor		\$0.00		
Order Lines			\$87.29	
Sales Tax				\$2.89

REPAIR ORDER	MAKE	MODEL	LICENSE PLATE	CUSTOMER	ORDER LINES TOTAL	IDENTIFIED	AUTHORIZED	TOTAL
EST 3213	Honda	Pilot	BPR0372	Timothy McDonnell	\$843.09	\$609.22	\$0.00	\$843.09

2. The order line status is updated to AUTHORIZED.

The screenshot shows the Mitchell1 Manager SE interface with a list of order lines. The status of the 2020 Honda Pilot (EST 3212) is updated to AUTHORIZED. A green notification box confirms the update: 'Authorization Authorized and details sent to Manager successfully'.

Type...	Number...	Customer	License Plate	Vehicle	Status
EST	3210	Rene Xavier	ABC123	2005 Toyota Tundra SR5	AUTHORIZED
EST	3211	Aaron Paul	9F843650	2013 Chevrolet Express...	AUTHORIZED
EST	3212	Timothy McDonnell	BPR0372	2020 Honda Pilot	AUTHORIZED
RO	146891	Allen Jorgensen	KQY437V	2005 Volkswagen Jetta ...	ARRIVED
RO	146893	Ralph Story	TOYSTORY	2012 Toyota RAV4 Limit...	ARRIVED
RO	146908	John Harkins	ZYX987	2009 Toyota Tacoma	ARRIVED
RO	146926	Joe Kallerman	RLJ-48X	1988 Pontiac Bonnevil...	PRICED
RO	146943	Aaron Paul	7Q48163	2012 Caterpillar CT660	ARRIVED
RO	146947	Patrick San Nicholas	LANIGHTS	2007 Toyota Matrix	ARRIVED
RO	146987	Rene Xavier	834GHI	2008 Chevrolet Impala LS	ARRIVED
RO	146992	Timothy McDonnell	BASS1	2001 Toyota 4Runner S...	ARRIVED

Manager SE Inspections

Having completed this approval process, the service advisor will confirm which items were approved with the technician(s) assigned. Looking at this estimate in Manager SE, job containers for MPI items now include note lines to confirm which jobs have been Authorized.

McDonnell, Timothy 2020 Honda Pilot EX-L 3.5L V6 (212CI) VIN(Not Available) Lic: TN BPR 0372 Color: White VIN: 5FNYP6H57 L8021664 Cellular: 615-496-7456 Office 2: 555-555-1212

Estimate # 003212

Customer McDonnell, Tim **Hat #** **Ref #** **Odometer -** Prev. 114023 In 0 Out 0

Promised 8/ 3/2025 5:00 PM **Source** <None> **Engine Hours -** Prev. 0.0 In 0.0 Out 0.0

Order Hrs: 2.90 **Driver:** <None>

Type	Description	Hours	Rate	Part #	Qty	Cost	Sale	Price	Total
Note	Customer Authorized Online via Email - 2025-08-03T14:18:50								
Total:						\$399.49			
Parts:						\$278.88			
Labor:						\$99.00			
Tax:						\$21.61			
Category:	Brakes								
Rear Brakes									
Labor	BRAKE SHOES &/OR PADS - Remove & Rep - Rear,Both Sides - [Includ...	1.10	\$90.00				\$99.00	\$99.00	\$99.00
Part	Brake Pads			103-1724	1.00	\$42.00	\$73.50	\$73.50	\$73.50
Note	Customer Rejected Online via Email - 2025-08-03T14:18:50								
Total:						\$178.20			
Parts:						\$73.50			
Labor:						\$99.00			
Tax:						\$5.70			
Category:	Brakes								
Order									
Misc	Haz Mat.								\$4.97
Misc	Shop Supplies								\$37.32
Total:						\$45.18			
Tax:						\$2.89			

New Job **Quick Menu**

Parts	Labor	Sub Total	Haz Mat.	Supplies	Tax	Total	Inv. Bal.
Invoice							829.14
Estimate	485.34	261.00	746.34	4.97	37.32	40.51	829.14

Note	Customer Authorized Online via Email - 2025-08-03T14:18:50				
Total:	\$399.49	Parts: \$278.88	Labor: \$99.00	Tax: \$21.61	Category: Brakes

Note	Customer Rejected Online via Email - 2025-08-03T14:18:50				
Total:	\$178.20	Parts: \$73.50	Labor: \$99.00	Tax: \$5.70	Category: Brakes

Any jobs that were declined can quickly be moved to the Revision screen.

- Edit Job Title
- Copy Job
- Move to new revision
- Move to existing revision
- Create Canned Job
- Delete

Next: List of additional resources accessed from Manager SE inspections in browser.

Manager SE Inspections

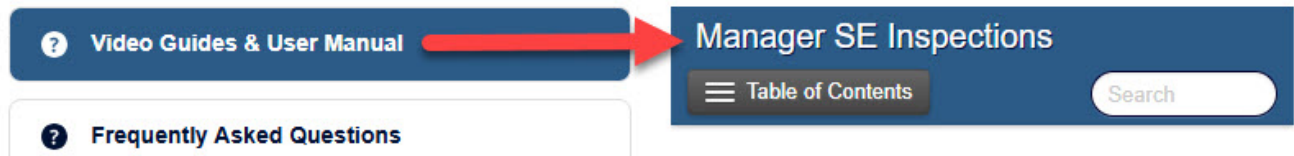
Additional Resources are available inside Manager SE Inspections:

Point your browser to: <https://mseinspections.com/help>

The screenshot displays the Mitchell1 Manager SE Inspections web application interface. On the left is a vertical sidebar with the Mitchell1 logo at the top. Below the logo, it shows the user's name 'A&J Auto (9990970)' and several navigation icons: a car for 'Workshop View', a calendar for 'Follow Up', a magnifying glass for 'Search', a bar chart for 'Reports', a gear for 'Settings', and a question mark for 'Help & Support' (labeled with a red circle '1'). Below these are links for 'Videos' and 'Best Practice Guide'. At the bottom of the sidebar is a notification badge showing '0 Unread Notifications' and a user profile card for 'ManagerSE... Manager' with a right-pointing arrow. The main content area has a dark blue header with the text 'Manager SE Inspections' (labeled with a red circle '3') and a 'Table of Contents' button. Below the header is a search bar. The main content area is divided into two columns. The left column contains a list of links: 'Video Guides & User Manual' (labeled with a red circle '2'), 'Frequently Asked Questions', 'Error Logs', 'Contact Support', 'Privacy Policy', and 'Terms of Service'. The right column contains a 'System Overview' section with a list of topics: 'Introduction', 'Videos – Getting Started with Manager SE Inspections', 'System Overview' (expanded to show 'Main User Menu', 'Search Tab', 'Data Columns', 'Column Filters', 'Manager Import', and 'Unread Notifications'), 'User Access & Responsibilities', 'Service Writer', 'Technician', 'Manager', 'Follow Up', and 'Help & Support'. Below this is a 'System Overview' heading with a printer icon. The text below the heading states: 'Once logged into Manager SE Inspections you will always be directed to the Workshop View screen shown here:'. Below this text is a small screenshot of the 'Workshop View' screen, which shows a car's service history and a list of tasks. A red arrow points to the 'Workshop View' button in the screenshot.

NOTE 1: The **Best Practice Guide** includes articles that form the basis of the MSE Inspections Users Guide.

Manager SE Inspections



NOTE 2: User Manual menu options vary according to user's login for their role in the shop:

▼ Manager Settings Site Profile Initial Setup Basic Settings ▼ Advanced Settings Default Template Print Options Time Zone Online Auth Settings Customer Signature Email Templates SMS Templates Terms and Conditions Customer Type Customer Privacy Questions Reports Integrations	▼ Service Writer Login Screen Adding Inspections Editing An Imported Record Search for Records Parts & Labor Pricing Inspection Timings Adding Inspections Sending Communication Authorize Work	▼ Technician Technician Tablet Device Login Inspections – To Do Screen Overview Screen Completing an Inspection Taking a Photo Taking a Video
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