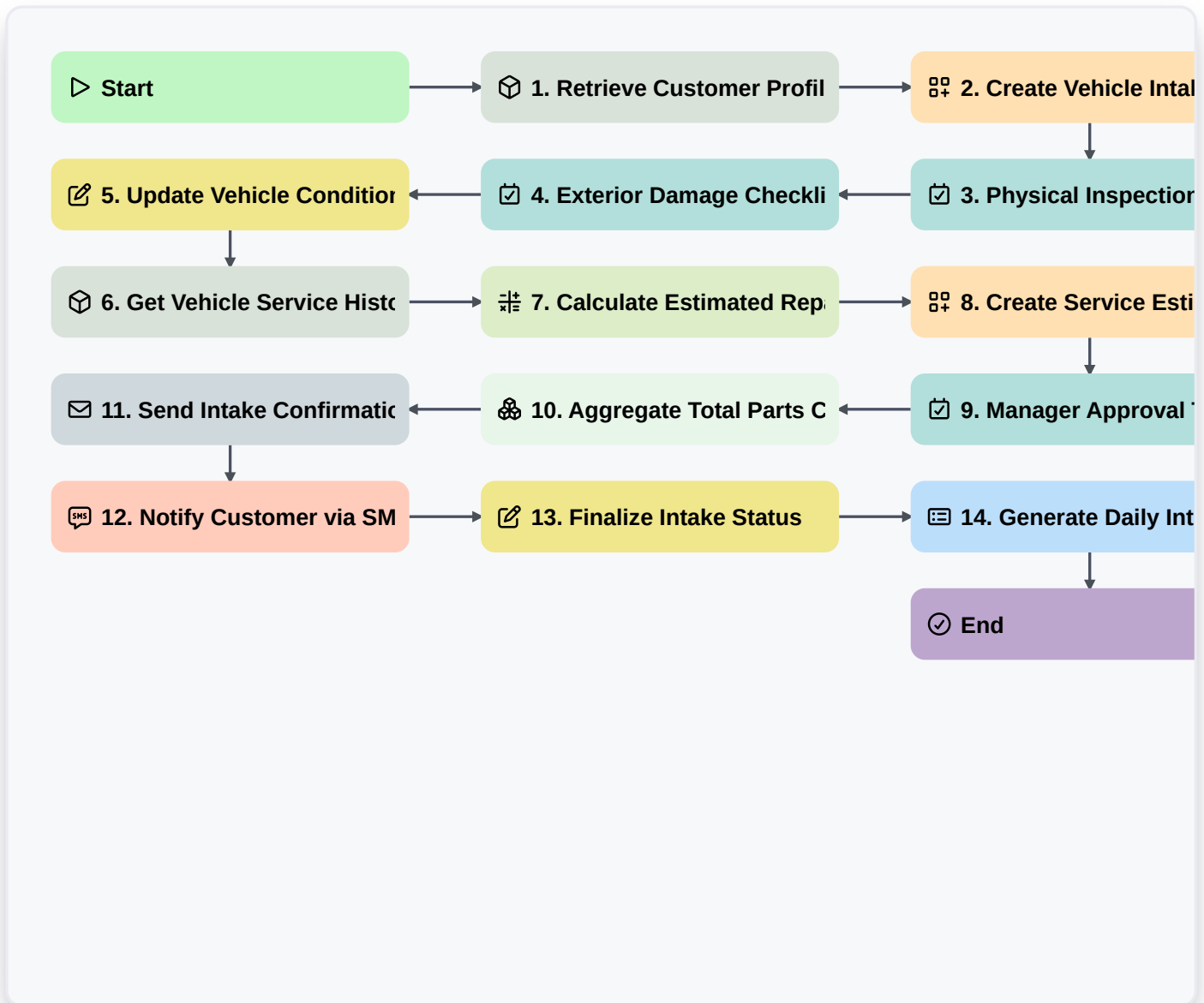


Vehicle Check-In And Intake Process



▶ Start

Start of the Workflow/Process.

📦 1. Retrieve Customer Profile

Fetch existing customer details from the Customer Data Model using the provided License Plate or VIN.

📄 2. Create Vehicle Intake Record

Create a new entry in the Vehicle Intake Data Model to serve as the single source of truth for this session.

📝 3. Physical Inspection Task

Assign a task to a Service Advisor to perform a walk-around inspection of the vehicle.

📝 4. Exterior Damage Checklist

A list of items (scratches, dents, glass cracks) to be verified during the inspection task.

📝 5. Update Vehicle Condition Status

Update the Intake Record with the results, photos, and notes captured during the physical inspection.

📦 6. Get Vehicle Service History

Retrieve all previous repair entries linked to this specific Vehicle ID from the Service History Model.



7. Calculate Estimated Repair Cost

Apply formulas to labor rates and parts costs identified during intake to provide a preliminary estimate.

8. Create Service Estimate

Generate a new entry in the Estimates Data Model linked to the Intake Record.

9. Manager Approval Task

Assign a task to the Workshop Manager to review and approve the high-value repair estimate.

10. Aggregate Total Parts Cost

Sum the costs of all line items identified in the parts list for the current intake.

11. Send Intake Confirmation to Customer

Send an automated email to the customer containing the vehicle arrival time and summary of the intake report.

12. Notify Customer via SMS

Send a text message to the customer notifying them that their vehicle has successfully entered the system.

13. Finalize Intake Status

Update the Vehicle Intake Record status to 'Active/In-Progress' to trigger the workshop workflow.

14. Generate Daily Intake Summary

Create a report at the end of the shift summarizing all vehicles checked in, including total estimated revenue.

End

End of the Workflow/Process.