

Repair Order Template: Shop Work Order and Estimate

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Shop and repair order

SHOP NAME	SHOP STREET ADDRESS
CITY	STATE
ZIP	SHOP PHONE
SHOP EMAIL	SHOP LICENSE OR REGISTRATION NUMBER
SERVICE ADVISOR	REPAIR ORDER NUMBER
DATE OPENED	TIME IN
PROMISED DATE	PROMISED TIME
DOCUMENT STATUS	SOURCE OF PAYMENT
CUSTOMER TYPE	

Customer

CUSTOMER NAME	COMPANY OR FLEET (IF ANY)
STREET ADDRESS	
CITY	STATE
ZIP	PRIMARY PHONE
ALTERNATE PHONE	EMAIL
WAIT OR LEAVE	BEST WAY TO REACH DURING REPAIR

Vehicle

YEAR	MAKE
MODEL	BODY STYLE / TRIM

COLOR

LICENSE PLATE

UNIT OR FLEET NUMBER

ENGINE / POWERTRAIN

ODOMETER OUT (MILES)

PERSONAL PROPERTY / VEHICLE CONDITION NOTES

VIN

PLATE STATE

PRODUCTION DATE (IF USED)

ODOMETER IN (MILES)

KEYS OR FOBS RECEIVED

Complaint, cause, and correction

COMPLAINT (CUSTOMER CONCERN)

CAUSE (DIAGNOSIS)

CORRECTION (WORK PERFORMED)

ADDITIONAL FINDINGS (NOT YET AUTHORIZED)

DECLINED OR DEFERRED RECOMMENDATIONS

Authorization and estimate

AUTHORIZATION METHOD

LABOR PRICING METHOD

VERBAL AUTHORIZATION DATE

NOT-TO-EXCEED AMOUNT (USD)

DIAGNOSTIC OR ESTIMATE FEE (USD)

VERBAL AUTHORIZATION TIME

PERSON WHO AUTHORIZED (VERBAL)

PHONE NUMBER CALLED (IF TELEPHONE)

ADDITIONAL AUTHORIZATION NOTES

☐ Written estimate or work-order copy given to the customer.

Authorization checklist

Item	Yes	No	N/A	Notes
Customer authorized diagnosis	☐	☐	☐	
Customer authorized listed labor and parts	☐	☐	☐	
Shop will contact before exceeding not-to-exceed	☐	☐	☐	
Customer wants replaced parts returned	☐	☐	☐	
Additional findings need new authorization	☐	☐	☐	
Verbal or telephone authorization is documented	☐	☐	☐	

Labor 1

LABOR 1 DESCRIPTION

LABOR 1 HOURS

LABOR 1 RATE (USD)

LABOR 1 AMOUNT (USD)

LABOR 1 TECHNICIAN

Labor 2

LABOR 2 DESCRIPTION

LABOR 2 HOURS

LABOR 2 RATE (USD)

LABOR 2 AMOUNT (USD)

LABOR 2 TECHNICIAN

Labor 3

LABOR 3 DESCRIPTION

LABOR 3 HOURS	LABOR 3 RATE (USD)
LABOR 3 AMOUNT (USD)	LABOR 3 TECHNICIAN

Labor 4

LABOR 4 DESCRIPTION

LABOR 4 HOURS	LABOR 4 RATE (USD)
LABOR 4 AMOUNT (USD)	LABOR 4 TECHNICIAN

Labor 5

LABOR 5 DESCRIPTION

LABOR 5 HOURS	LABOR 5 RATE (USD)
LABOR 5 AMOUNT (USD)	LABOR 5 TECHNICIAN

Labor 6

LABOR 6 DESCRIPTION

LABOR 6 HOURS	LABOR 6 RATE (USD)
LABOR 6 AMOUNT (USD)	LABOR 6 TECHNICIAN

Parts 1

PART 1 DESCRIPTION	PART 1 PART NUMBER
PART 1 QUANTITY	PART 1 UNIT PRICE (USD)
PART 1 AMOUNT (USD)	PART 1 QUALITY

Parts 2

PART 2 DESCRIPTION	PART 2 PART NUMBER
PART 2 QUANTITY	PART 2 UNIT PRICE (USD)
PART 2 AMOUNT (USD)	PART 2 QUALITY

Parts 3

PART 3 DESCRIPTION	PART 3 PART NUMBER
PART 3 QUANTITY	PART 3 UNIT PRICE (USD)
PART 3 AMOUNT (USD)	PART 3 QUALITY

Parts 4

PART 4 DESCRIPTION	PART 4 PART NUMBER
PART 4 QUANTITY	PART 4 UNIT PRICE (USD)
PART 4 AMOUNT (USD)	PART 4 QUALITY

Parts 5

PART 5 DESCRIPTION	PART 5 PART NUMBER
PART 5 QUANTITY	PART 5 UNIT PRICE (USD)
PART 5 AMOUNT (USD)	PART 5 QUALITY

Parts 6

PART 6 DESCRIPTION	PART 6 PART NUMBER
PART 6 QUANTITY	PART 6 UNIT PRICE (USD)
PART 6 AMOUNT (USD)	PART 6 QUALITY

Parts 7

PART 7 DESCRIPTION	PART 7 PART NUMBER

PART 7 QUANTITY	PART 7 UNIT PRICE (USD)
PART 7 AMOUNT (USD)	PART 7 QUALITY

Parts 8

PART 8 DESCRIPTION	PART 8 PART NUMBER
PART 8 QUANTITY	PART 8 UNIT PRICE (USD)
PART 8 AMOUNT (USD)	PART 8 QUALITY

Totals and shop supplies

LABOR SUBTOTAL (USD)	PARTS SUBTOTAL (USD)
SHOP SUPPLIES (USD)	HAZARDOUS-WASTE / USED-OIL DISPOSAL (USD)
TAX (USD)	TOTAL (USD)
DEPOSIT OR PREPAYMENT (USD)	BALANCE DUE (USD)
REPAIR WARRANTY TERMS (IF THE SHOP WARRANTS THE WORK)	
INVOICE / COMPLETION DATE	

Sign-off

CUSTOMER PRINTED NAME	CUSTOMER AUTHORIZATION SIGNATURE
CUSTOMER SIGNED DATE	SERVICE ADVISOR PRINTED NAME
SERVICE ADVISOR SIGNATURE	
ADVISOR SIGNED DATE	TECHNICIAN PRINTED NAME

TECHNICIAN SIGNATURE

TECHNICIAN SIGNED DATE

☐ Invoice explained: work performed, declined or deferred items, and warranties (ASE C1).

☐ Original customer concern verified after the repair (road test or equivalent).

☐ Keys, fobs, and personal property returned to the customer.

Reference only. Verify against the vehicle OEM procedure and applicable regulations.