



# ARM Field Technician

AAP “Repair in Advance” Survey  
Training Webinar

# Advance Auto Parts Repair in Advance Survey

- Advanced Auto Parts (AAP) “Repair in Advance” Survey
  - Preventative Maintenance Program
- Updated Survey!!
  - SMS has an updated survey that is completed in the SMSOne app
    - Must sign into SMS to access the survey. Once you sign in, the survey will generate



## TRUCK STOCK

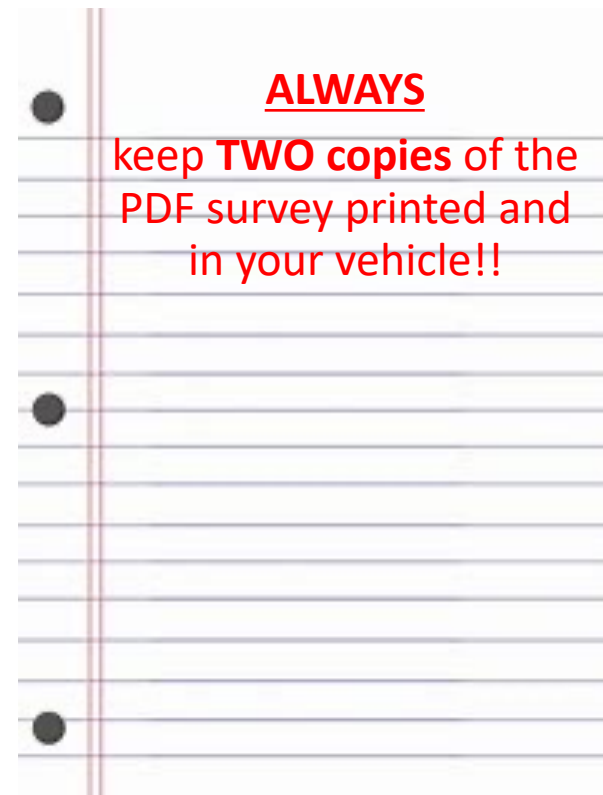
Please try to have these items in your car. It provides the flexibility with common quick fix items we see.

- AAP requires that all technicians have the following truck stock on hand:
  - Ladder (22' Minimum)
  - Outlet Covers (Variety Pack) – this is not a quoted item
  - Caulk
  - Knockout Fittings
  - Brackets (Misc.)
  - WD40
  - 3 mil garbage bags
  - Miscellaneous nuts/screws/washers
- Fully Charged Phone with a back up battery

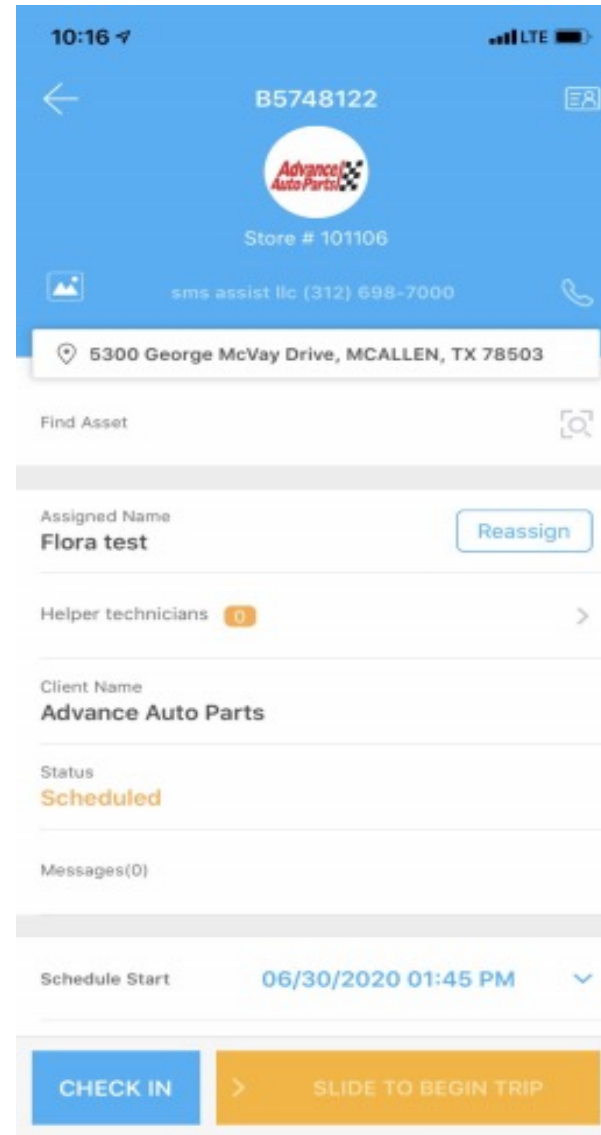


# PDF Survey

- PLEASE AVOID PAPER SURVEYS AT ALL COST. REACH OUT TO SUPERVISOR IF YOU ARE DOING A PAPER SURVEY
- A PDF copy of the survey will be provided for all techs to print off before their first survey
- When completing a written survey, you must take photos and complete all required parts of the survey – including quotes.
  - ALL photos/pages of the written survey MUST be uploaded to Mhelp ASAP
    - Find service and add them or do them when you get home
    - HANDWRITING MUST BE LEGIBLE/READABLE



# Compliance



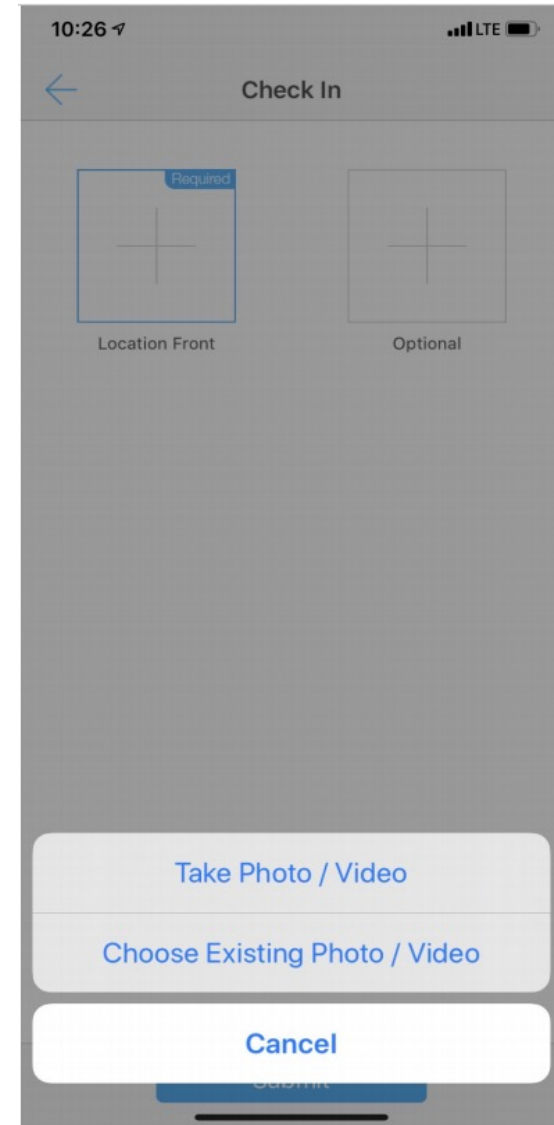
- **Compliance is KEY!**

- Arrive on site and introduce yourself to the Store Manager. They know this program as “Repair in Advance”
  - This verbiage is good to use
  - *If the Manager is unaware and/or reluctant to allow us to complete the surveys, then please reach out to AAP Store Care at 1-866-625-0050 for assistance*
    - ***Store Care reps are very friendly and will ask for the store number which is the number following AAP that you will see on Mhelp and SMS***
- Please put this number in your phone for reference

# Compliance

- **Compliance is KEY!**

- The Survey will be accessed at the Bottom of the SMS Home Screen and it will be called "Survey"
  - Click into the Survey and not in FM. Going through FM will mess up the whole AAP Survey.
- Check in and Check out using SMS One app and once you clock in the survey will populate.
  - **Clock In photo should be right at front door with front of Building**
- Survey must be fully completed and submitted during time allowance



# Fields to fill in with AAP Survey

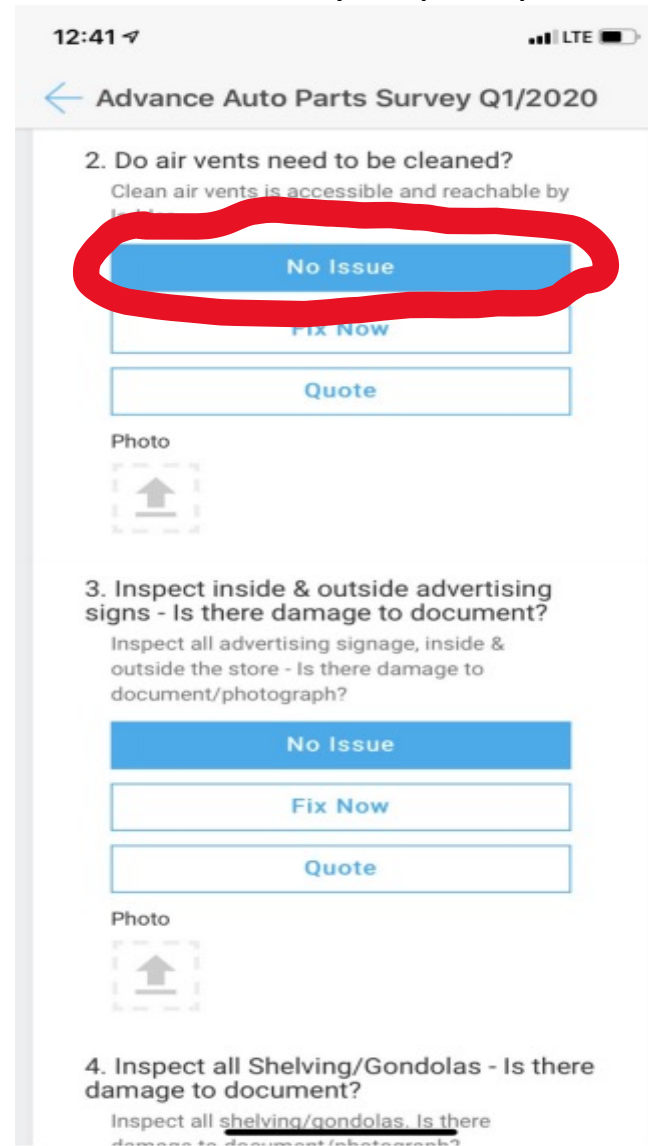
Types of Questions: Binary, Free Text, Yes/No/NA

No Issue/Fix Now/Quote (Please see the explanation of each option in next columns) When "Fix now" is selected, the partial selection is:

- Action needed: Repair, Replace. Mandatory fields:
- Description of Service Needed
- Total labor hours
- Material set: Material Name, Material QTY, UOM (Drop down list), this can have more than one set

# How the Survey Looks

- No Issue – May require photo



12:41 LTE

← Advance Auto Parts Survey Q1/2020

2. Do air vents need to be cleaned?  
Clean air vents is accessible and reachable by [unclear]

**No Issue**

Fix Now

Quote

Photo

3. Inspect inside & outside advertising signs - Is there damage to document?  
Inspect all advertising signage, inside & outside the store - Is there damage to document/photograph?

**No Issue**

Fix Now

Quote

Photo

4. Inspect all Shelving/Gondolas - Is there damage to document?  
Inspect all shelving/gondolas. Is there damage to document/photograph?



# How the Survey Looks

- Fix Now – We are recording the repairs we are completing on site

## 4. Units Numbered (Photo required)

Ensure units are numbered

No Issue

Fix Now

Quote

No Access

Photo (Required)



Action Needed

Repair

Replace

Description of Service Needed

A/C's were numbered on site  
unit #1 unit #2 unit #3

Total labor hours

0

Material Name

Inspected

Material QTY

0

UOM

Each

Add Material +

# Quoting

When we quote out an item there are certain guidelines to follow. Please make sure that you are communicating with the manager on ANY items that are quoted and go through the “what” and “whys” of the quote. They should let you know if they are interested in having the work performed at a later time.

1. When "Quote" is selected, the partial selections is: Action Needed: Repair, Replace, Contractor Needed
2. When Repair or replace is selected, same with the partial selection of "Fix now"
3. When Contractor Needed is selected, the "Description of Service Needed" is mandatory field. Hide Total labor hours and Material set.

# How the Survey Looks

All questions are required

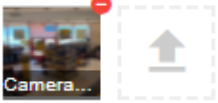
1. Please ensure the store has a camera system. If the store needs to install a camera system, mark "Quote – Contractor Needed".

No Issue

Fix Now

Quote

Photo (Required)



Action Needed

Repair

Replace

Contractor Needed

Description of Service Needed

No camera system exist manager not interested

Total labor hours

Material Name

Material QTY

UOM

Select



Add Material +

# How the Survey Looks

All questions are required

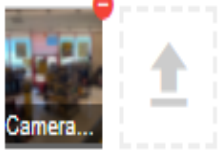
1. Please ensure the store has a camera system. If the store needs to install a camera system, mark "Quote – Contractor Needed".

No Issue

Fix Now

Quote

Photo (Required)



Action Needed

Repair

Replace

Contractor Needed

Description of Service Needed

No camera system exist manager not interested



# Proper Quoting

- There should be a **STRONG FOCUS** on finding and quoting work while you are completing the survey
  - The better the quotes are the more likely AAP will approve them for us to complete more work in the future
  - Example – “Need to replace 4 non-working emergency light fixtures. 2 – exit signs without lights, 1 – exit sign with lights, 1 – dual emergency lights
- Include the model numbers when available (lighting and water heaters)
- Provide a lot of detail when quoting jobs
  - Quantity and Types of materials must be included in the verbiage
  - Location of the issues
- All quote information entered into the survey goes directly to the client and cannot be edited after the survey is submitted. It is **Important that we provide a true and complete quote the first time around.**

## Contractor Needed Items

A list will be provided to all technician via email and will also be available on teams under AAP Files

- Contractor Needed items:

- *Parking Lot*

- Condition
- Lights
- Lines
- Signage
- Bumpers
- Drains

- *Exterior*

- Lighting
- **Our technicians can make repairs to wall packs and canopy lights only**
- Signage
- Structure
- Sidewalks/Walkways
- Vagrancy
- Our technicians can remove trash
- Bollards
- Dumpster Enclosure
- Our technicians can make repairs but may need a contractor to provide parts/material, etc.

← Advance Auto Parts Survey Q1/2020

3. Inspect inside & outside advertising signs - Is there damage to document?  
Inspect all advertising signage, inside & outside the store - Is there damage to document/photograph?

No Issue

Fix Now

Quote

Photo (Required)

↑

Action Needed

Repair

Replace

**Contractor Needed**

Description of Service Needed

- *Doors*

- Rollup Doors
- Our technicians can complete minor maintenance repairs but will not be able to do major repairs or replacements
- Windows/Window Tint
- Frames

- *GM*

- Advertising Signage
- Shelving/Gondolas
- Our technicians can complete minor maintenance repairs but will not be able to do major repairs or replacements
- Pest
- Our technicians can assist with pest control assessments for prevention but not actual pest control
- Safety Lines
- Furniture, Chairs, mats

## Contractor Needed Items cont:

A list will be provided to all technician via email and will also be available on teams under AAP Files

- *Roof*

- Membrane
- Joint/Seals
- Gutters
- Our technicians can make repairs but may need a contractor to provide parts/material on full building redo
- Downspouts
- Our technicians can make repairs but may need a contractor to provide parts/material on full building redo

- *HVAC*

- Units Damage
- Leaks/Gaps

- *Safety*

- Battery
- Conduit/Electrical Boxes
- Oil Tank Leak
- Oil Tank Condition
- Ladder Bent/Damaged
- Safety Ladder Rubber Stoppers
- Maybe, waiting on AAP/SMS specs
- Safety Ladder Damaged Wheels
- Maybe, waiting on AAP/SMS specs
- Ladder Sticker Damage
- First Aid Resupplied
- Extinguisher Label/Mount Damage
- Extinguisher checked monthly
- Extinguisher Discharged
- Safety Entrance Mats in Place
- We can provide – want to confirm with SMS
- Safety Entrance Slippery When Wet Signage
- We can provide - want to confirm with SMS
- Entrance Threshold Damage

- *AP*

- Alarm System
- Exit Alarm
- Commercial Door
- Our technicians can make repairs except for glazing/glass door
- Code Lock
- Safe
- Camera System
- TM Monitor
- Exterior and Interior Cameras
- DVR



## Emergency Repairs



If there is a safety issue or a repair that needs to be taken care of immediately, then please call Nicholas Remwolt

### Examples:

- Active roof leaks and water pouring into the store, all toilets are backed up, no lock on the bathroom doors, etc.



# Roofing/HVAC



- Still bring our Ladders
- Looks like the exterior portion of the Survey is gone



# MHelp Documentation

## **The following information must be entered into MHelp**

- Store Manager's Full Name
- Time In & Time Out
- Any materials used from Truck Stock



# General Notes

## General Talking Points

- We want a minimum of 5 photos for Quoted Items
- Onsite increases for small repairs that would be considered safety issues (did this last year)
  - Contact Nicholas Remwolt
- Find busy work at the store if quick fixes and quoted work is done
- The items that were not completed will show in Red
- Buy Caulk, light switch/outlet cover plates and make sure you have miscellaneous screws on hand
- Any issues reach out to the Nicholas Remwolt and/or your supervisor

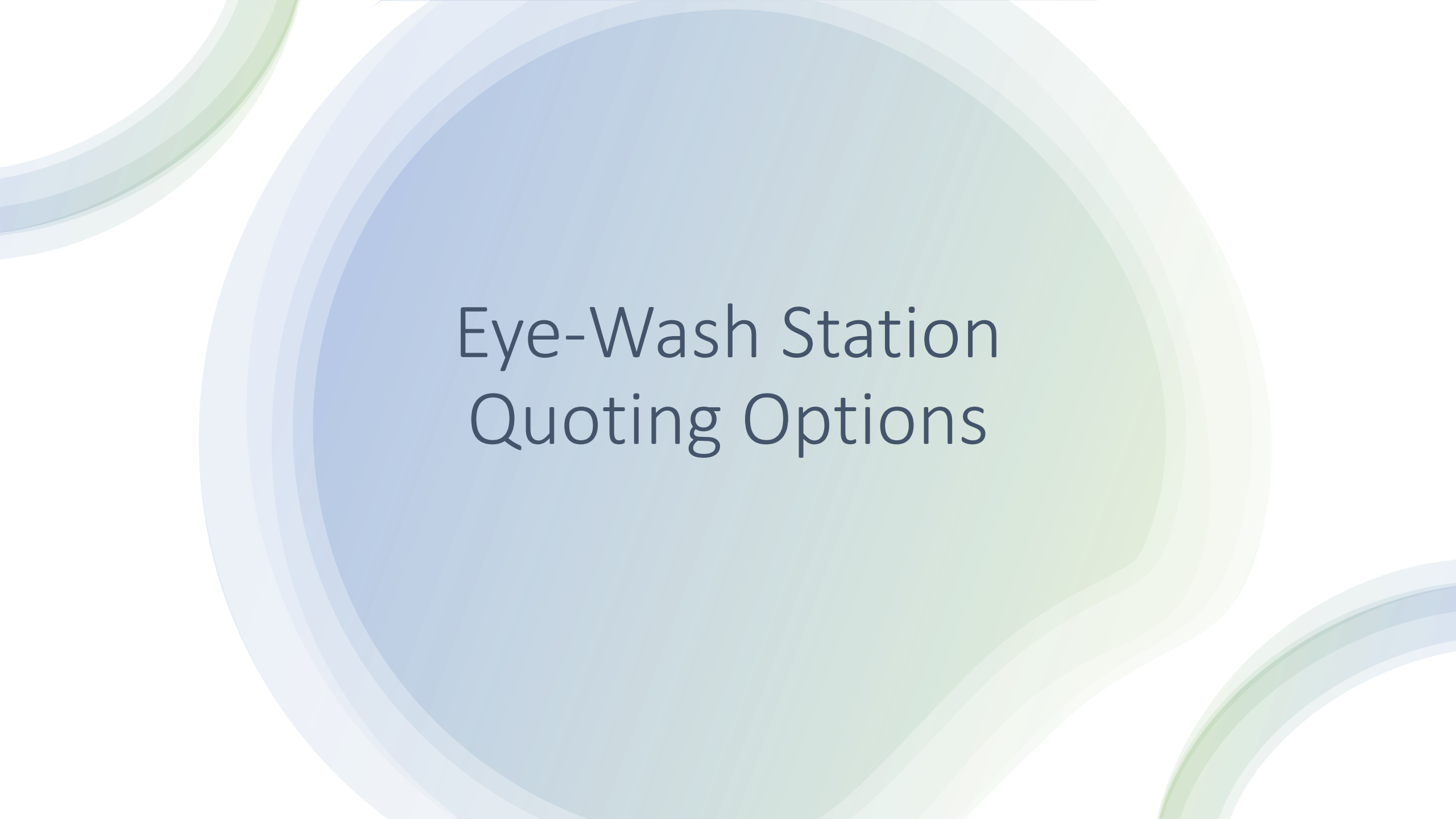
# Updates on Phone

## Android

- **Get updates for apps and games in Microsoft Store**
- Make sure your apps and games have the latest updates. Here's how:
- On the taskbar, select **Microsoft Store** Shopping bag-shaped Store icon to open it.
- If you don't see **Microsoft Store** Shopping bag-shaped Store icon on the taskbar, it might have been unpinned. Here's how to find it: In the search box on the taskbar, enter **Microsoft Store**, then select it from the list.
- After you've opened Microsoft Store, select **More Three-dot More icon > Downloads and updates > Get updates**.
- For help with updates, see [Fix problems with apps from Microsoft Store](#).
- For help with your app and game purchases, see [Manage your purchases from the Microsoft Store](#).

## iPhone

1. Open **App Store**.
2. Tap on the account icon in the *upper right-hand corner* of the screen.
3. Scroll down to see available app updates.
4. Tap **Update to update a specific app** or tap Update All to update every app at once.
5. When the app or apps have been updated, it will say Open next to the app and say the date the app was updated.



# Eye-Wash Station Quoting Options

Plumbed Option



Hand-Held Option  
(Drench Hose)



Gravity Fed, Wall  
Mounted Option  
(no plumbing req.)





Eye Wash Bottle Kit  
(no plumbing req.)

