



CREATING A JOBSHEET – FORD VEHICLES



CREATING A JOBSHEET

From the main menu, select **Create Jobsheet**.

Enter the vehicle registration number and select **Search Database**.

A list of matching vehicles will be displayed. Select the required vehicle registration to view the vehicle details.

Review the vehicle information and complete any required fields.

Once all mandatory information has been entered, select **Proceed**.

Ford**Fleet** Service Manager™



Click Now 

Job Creation / Booking



Vehicle/Asset Details

Please confirm the vehicle/asset and driver details. Please also confirm the contact name and telephone number.

Scheme operator name	A Fleet Company		
Scheme Name	A Fleet Scheme		
Standard Instructions			
Booking Special Instructions			

Vehicle/Asset Description	AB26ABC - FORD TRNST 350 21.25 130L3H3 TRD FWD - Diesel- Manual		
Reg. Date	17 Sep 2021	Chassis/Vin No.	ABCABCABCABCABC
Warranty Expiry Date	17 Sep 2021	Warranty Distance	0

Vehicle/Asset Colour	WHITE
Odometer Reading*	Miles
Driver Name	

 Proceed

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STEP 02

ADDING A LINE ITEM

The jobsheet has now been created.

You will see the **Jobsheet Reference** displayed at the top of the screen, along with the current jobsheet status.

The Jobsheet Reference can be used to locate the jobsheet within your mailbox.

To begin adding work to the jobsheet, select **Add Line Item** at the bottom of the screen.

Jobsheet Line Items

This area holds details of individual line items for this jobsheet. Add the line items of work to this jobsheet by selecting the 'Add Line Item' option below. View more information about each line item by selecting its name below.

A Already Authorised **S** Scheme Operator Modified & Authorised **D** Declined Item **N** Warranty Item/Service Inclusive **L** Documentation
i Information requested

Line Item Description	Labour Value	Parts Value	Fluids Value	Discount Value	Line Total
Totals					£0.00

[Add/Amend Tread Depths](#) [e-procurement](#) [Add Video](#) [Add Image/Document](#) [Add Line Item](#) [Request Authorisation](#)

STEP 03

SELECTING A WORK TYPE

A range of work category icons is displayed in the centre of the screen.

These icons represent the different types of work available within your service centre.

Select the appropriate work category to continue.

Line Item

Select the work type for this line item by clicking one of the options below.


Service


Inspection


MOT


Tyres


Repair


Discount/
Goodwill

Please note that any menu pricing or recommended labour times are supplied by manufacturers directly, or based on ICME recommended timings, and are not necessarily the recommendation of epyx or 1link.



ADDING A SERVICE

Service

Select **Service** as the work type.

You can search for a specific service by entering the Ford Fleet National Pricing code (ETIS code) into the **Job Code** field and select **Search**.

A list of matching services will be displayed.

If you cannot locate the required service using the Job Code, you can search using the **Ford Search Text** field.

Enter the service description using one of the following formats:

- **1 YEAR** for a time-based service or **12,500 MILE** for a mileage-based service

Once entered, select **Search** to display the available results.

The screenshot shows the FordFleet Service Manager interface. At the top, there's a header with the FordFleet logo and a 'Click Now link' button. Below the header, a jobsheet is displayed with details like 'Jobsheet Ref. 158406530 - Awaiting Start' and 'Job Date: 24 Jun 2026 14:19'. The jobsheet includes fields for 'Booking Created', 'Vehicle/Asset Details', 'SchemeOperatorName', and 'Standard Instructions'. Below the jobsheet, there's a 'Service Item' section with a search bar and a 'Search' button. The search results are displayed in a table with columns 'Description' and 'Applicable'.

Description	Applicable
3 Year/37,500 Mile Service - S-MAX 2006-2015 (0208-0415) 2.0 DURATEC-HE FFV	N
3 Year/37,500 Mile Service - S-MAX 2006-2015 (0208-0415) 2.0 DURATEC FFV(+JODOUR PLUS	N
3 Year/37,500 Mile Service - Galaxy 2006-2015 (0208-0415) 2.0 DURATEC-HE FFV	N
3 Year/37,500 Mile Service - Galaxy 2006-2015 (0208-0415) 2.0 DURATEC FFV(+JODOUR PLUS	N
3 Year/37,500 Mile Service - C-MAX 2010-2015/C-MAX ENERGI (0511-0615) 1.6 DURATEC TI-VCT FFV	N
3 Year/37,500 Mile Service - Focus 2011-2015 (0111-1012) 1.6 DURATEC TI-VCT FFV	N
3 Year/37,500 Mile Service - Focus 2011-2015 (1012-0715) 1.6 DURATEC TI-VCT FFV	N
3 Year/37,500 Mile Service - Focus 2011-2015 (0913-0715) 1.6 ECOBOOST SCTI FFV	N
3 Year/37,500 Mile Service(+J)CSP - S-MAX 2006-2015 (0208-0415) 2.0 DURATEC-HE FFV	N
3 Year/37,500 Mile Service(+J)CSP - Galaxy 2006-2015 (0208-0415) 2.0 DURATEC-HE FFV	N
3 Year/37,500 Mile Service(+J)CSP - Galaxy 2006-2015 (0208-0415) 2.0 DURATEC FFV(+JODOUR PLUS	N
3 Year/37,500 Mile Service(+J)CSP - C-MAX 2010-2015/C-MAX ENERGI (0511-0615) 1.6 DURATEC TI-VCT FFV	N

Select the required service from the list of results.

Review the service information and confirm that the correct service has been selected.

Select **Save Details** to add the service to the jobsheet. For most Ford Fleet National Pricing services, the required parts and fluids are automatically populated. However, in some cases you may need to manually enter the oil cost before proceeding.



Tyres

ADDING TYRES

Enter the tyre **brand**, **wheel type**, and the current **tread depth readings** for the tyres fitted to the vehicle.

Next, enter the tyre size details.

Once all required information has been completed, select **Save Details** to continue.

[Save Details](#) [Return to Jobsheet](#)

Please enter the existing tread depth readings for all tyres, including the spare.

Position	Existing Brand - Wheel Type	Inner	Centre	Outer
N/S Front	Not Applicable Not Specified			
O/S Front	Not Applicable Not Specified			
N/S Rear	Not Applicable Not Specified			
O/S Rear	Not Applicable Not Specified			
Spare	Not Applicable Not Specified			
N/S/R Inner	Not Applicable Not Specified			
O/S/R Inner	Not Applicable Not Specified			

☐ Space Saver

If this is the first time the vehicle has been seen on 1link for tyre work you will need to complete the specification for the tyres currently fitted using the menus below.

Are the front and rear axle tyre specifications the same ? ☒ Yes ☐ No

Front Tyres	Rear Tyres
Tyre Width Please Select	Tyre Width As per Front
Tyre Profile Ratio Please Select	Tyre Profile Ratio As per Front
Construction Please Select	Construction As per Front
Rim Diameter Please Select	Rim Diameter As per Front
Speed Rating Please Select	Speed Rating As per Front
Ply Rating Please Select	Ply Rating As per Front

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Select **Add Work Item** to add the tyre work. Select the specific type of work you are doing from the **Work Type** drop-down menu, such as replacing a tyre, and then tick the tyre positions you are replacing.

Click **Select Tyre** to open a pop up window to find the tyres you are adding to the vehicle.

Add Tyre Work

Using the options below, please define the work required.

Work Type:

Tyre Position: ☒ N/S Front ☐ O/S Front ☐ N/S Rear ☐ O/S Rear ☐ Spare ☐ N/S/R Inner ☐ O/S/R Inner

Description: [Select Tyre](#)

Individual Cost:

Reason:

Valve: ☒ at £1.50 charge per valve

Balance: ☒ at £2.50 charge per balance

Casing Disposal: ☒ at £0.50 charge per casing disposal

Seasonal Tyre Swap: ☐ at £0.00 charge per tyre swapped

Tyre Storage: ☐ at £0.00 charge per tyre stored

Total Cost: 4.50

[Save Tyre](#) [Cancel](#)

Search Options

By Search Text: eg.

By EAN:

By Tyre Definition:

Manufacturer	Width	Profile	Speed	Rim Size	Application	Load Index	Weather Rating	Extra Load	Space Saver	Run Flat
All Manufacturers	225	55		16	All			☐	☐	☐

[Clear Search Criteria](#) [Search Tyre Catalogue](#)

Priced Catalogue

Where applicable these tyres have the price agreed between you and the Scheme Operator.

- Bridgestone 225/55 R16 95W Turanza ER300A Ecopia Runflat *
- Bridgestone 225/55 R16 95W Turanza ER300A Ecopia Runflat *
- Bridgestone 225/55 R16 99W Turanza ER300 XL MO
- Bridgestone 225/55 R16 ER300 95W TL AO
- Bridgestone 225/55 R16 ER300A 95W Ecopia *
- Continental 225/55 R16 95W Eco Contact 5
- Continental 225/55 R16 95W Premium Contact 2
- Continental 225/55R16 95V TL * Premium Contact 2
- Continental 225/55R16 95W Premium Contact 2 SSR Runflat *
- Continental 225/55R16 95W TL ML CPC 2 MO Premium Contact 2

[Show More](#)

SEARCH TYRE CATALOGUE

The tyre sizes entered for the existing tyres will automatically populate on this screen.

Enter the Manufacturer of the replacement tyre and select **Search Tyre Catalogue**.

A list of matching tyres will be displayed.

If no results are returned, you can broaden your search by selecting the

blank option at the top of each size filter list. You can also select **Clear Search Criteria** to remove all existing filters and start a new search.

Once you have located the required tyre, **select it** from the list.

Enter the tyre cost and select the appropriate reason for replacement.

ADDITIONAL CHARGES

Select if you are charging for valve, balance, casing disposal, seasonal tyre swap or tyre storage. Select **Save Tyre**.

DOT CODE

The final step is to provide the DOT code of the tyre which is to be replaced.

You can enter any additional tyre work, like charges for sundry items or wheel alignment, if applicable.

Once completed, select **Save Details** to add this work to your jobsheet.



Repair

ADDING A REPAIR

To add a repair line item, select **Add Line Item** and then choose the appropriate **Repair Category**.

Once you have selected a category, you can locate the required repair item by either browsing through the available categories and components or by using the search

function. Repairs are organised into categories and components to help you navigate to the correct item.

The search function can often be the quickest way to find a repair. When searching, use **keywords** that are likely to appear in the repair description. For example, searching for *front windscreen wipers* may not return any results if that exact phrase is not used within the system. A broader search term such as *wipers* or *blades* is more likely to produce the desired result.

You can move between category browsing and keyword searching at any stage until you find the correct repair item.

Line Item

Please select the repair category and component from the dropdown menus provided, then select the item from the description below.

Repair Category

Brakes

Repair Component

Disc

ICME Text

Search Text

pads

Please select a repair category first.

Job Code

Work Type

☒ Fixed Content Job ☐ Labour Time Schedule ☐ Standard ICME Job

Next Page

Search

Description	Applicable
Replace Front Brake Discs & Pads - Transit 2019- (0519-0222) FWD(+)SINGLE REAR WHEELS(MC)	Y
Replace Front Brake Discs & Pads - Transit 2019- (0519-0222) FWD(+)SINGLE REAR WHEELS(OE)	Y
Replace Front Discs/Pads(Sub Op) - Transit 2019- (0519-0222) FWD(+)SINGLE REAR WHEELS(MC)	Y
Replace Front Discs/Pads(Sub Op) - Transit 2019- (0519-0222) FWD(+)SINGLE REAR WHEELS(OE)	Y
Replace Front Discs/Pads Wheels Rmd - Transit 2019- (0519-0222) FWD(+)SINGLE REAR WHEELS(MC)	Y
Replace Front Discs/Pads Wheels Rmd - Transit 2019- (0519-0222) FWD(+)SINGLE REAR WHEELS(OE)	Y
Replace Rear Brake Discs And Pads - Transit 2019- (0519-0524) FWD(+)SINGLE REAR WHEELS(OE)	Y
Replace Rear Brake Discs And Pads - Transit 2019- (0519-0524) FWD(+)SINGLE REAR WHEELS(MC)	Y
Replace Rear Disc/Pads(Sub Op) - Transit 2019- (0519-0524) FWD(+)SINGLE REAR WHEELS(OE)	Y

For Ford vehicles, please note that part descriptions use **American English terminology**. If your organisation has a Ford franchise directory entry, you can also search using an ETIS code by entering it into the additional search field provided.

Line Item

Please select the repair category and component from the dropdown menus provided, then select the item from the description below.

Repair Category

Brakes

Repair Component

Disc

ICME Text

Search Text

Please select a repair category first.

Job Code

12025968

Work Type

☒ Fixed Content Job ☐ Labour Time Schedule ☐ Standard ICME Job

Search

Description	Applicable
Replace Front Brake Pads - Transit 2019- (0519-0524) SINGLE REAR WHEELS(-)500 SERIES(MC)	Y

Once the repair has been added, review the pre-populated information to ensure it is appropriate for the vehicle and repair being carried out before continuing.

Jobsheet Line Items

This area holds details of individual line items for this jobsheet. Add the line items of work to this jobsheet by selecting the 'Add Line Item' option below. View more information about each line item by selecting its name below.

A Already Authorised **S** Scheme Operator Modified & Authorised **D** Declined Item **N** Warranty Item/Service Inclusive **I** Documentation

I Information requested

Line Item Description	Labour Value	Parts Value	Fluids Value	Discount Value	Line Total	
Pads - front (axle set) Replace Front Brake Pads - Transit 2019- (0519-0524) SINGLE REAR WHEELS(-)500 SERIES(MC)	0.00	0.00	0.00	0.00	115.00	Delete
Totals					£115.00	

[Add/Amend Tread Depths](#) [e-procurement](#) [Add Video](#) [Add Image/Document](#) [Add Line Item](#) [Request Authorisation](#)

STEP 04

REQUESTING AUTHORISATION

Once the jobsheet has been built, you will need to **Request Authorisation** to do the work. Authorisation should be obtained **before** any work is carried out on the vehicle. You can send a jobsheet for authorisation as many times as required.

Find the jobsheet in the mailbox and click to open it, then select **Request Authorisation**.

You will then be presented with a text box where you can add any notes or justifications for the work you are requesting. For example, if you have adjusted the labour times to be greater than anticipated or changed anything that the Scheme Operator would not consider as expected, this text box is the best place to explain your changes.

[Return to Jobsheet](#)

Authorisation Request

To request authorisation please click the 'Send Authorisation Request' option below.

Notes
Please add any additional information here; including advisory work. What you enter here can be viewed by the Scheme Operator

[Return to Authorisation Details](#) [Send Authorisation Request](#)

Finally, select **send authorisation request**. If your jobsheet passes all of the Scheme Operator rules you will see authority approved.

JOBSHEET STATUSES

When you receive a response, the jobsheet status will change to one of the following:

Authority approved – All work has been approved without any amendments

Approved with changes – full authorisation is given, but the Scheme Operator has modified some of the content within the jobsheet. This can include prices.

Authority part approved – some of your jobsheet lines have been approved, but some lines have not been approved. If you want to invoice a job that is part approved, you will need to delete the declined line items to be able to proceed.

Authority deferred – no response has been given, this is just a holding response from the Scheme Operator, notifying you that they cannot respond just yet.

Information requested – authority has not been given and the Scheme Operator requires further information from you before they can authorise your job.

Authority declined – all of your job has been declined in full.



COMPLETING & INVOICING

When your jobsheet is in an **authorised status** (you can see this by seeing a green **A** or red **S** icon next to each line item or from the status being either authority approved or approved with changes), you can **complete the jobsheet** and the system will deliver the invoice to the Scheme Operator.

1link sends files to all Scheme Operators of any invoices created and the Scheme Operators pay for this work through their own off-platform methods.

COMPLETION/INVOICE DETAILS

Select **completion/invoice details** to proceed. The first stage is to close the jobsheet to confirm that there is no additional work required for this invoice. Once you have completed a jobsheet, you cannot add any further line items, so only do this when you do not need to add any further work.

The completion date and time will automatically populate with today's date and time if the jobsheet was created today, otherwise you will need to enter the completion date and time. Then select **close jobsheet/invoice**.

CREATING AN INVOICE

This will take you to the invoice creation page where you need to tick the box to confirm this invoice is being raised on behalf of your company, then enter the **VAT amount** and

gross total. The VAT amount has a 2 pence tolerance to allow for any systems that calculate slightly different VAT values.

Then enter your **internal invoice number** and the invoice tax point date and select Raise Invoice/Request Payment. When you do this the system provides another warning to confirm that this invoice is being sent to the Scheme Operator digitally and that you **do not** need to post or send a copy of the invoice to anyone.

Available for Collection/Return Please select when work is complete and the vehicle is ready for collection/return.	Job Complete	Yes
Date & Time of Completion Please enter the date and time of completion of this job	Completion Date	24 Jun 2026
	Completion Time	12:00
Work Completion Contact details for when the work is complete	Contact Name	
	Telephone No.	
Invoice Target These are the details of the company responsible for paying the invoice	Name	A Fleet Company
	Address	123 Main Road

Billing Details In order for this job to be submitted as an electronic invoice, the following fields must be completed accurately: - Actual VAT Total(s) - Number of your VAT Invoice - Tax Point Date	This invoice will be created on behalf of TrustFord Barnsley, VAT number 12345678. Check box if this is correct. ☐				
	VAT Band	Job Total	Suggested VAT	Actual VAT	Invoice Total
	Standard 20.00%	554.89	110.98	£	£ 554.89
	Suggested Gross Value				554.89
	Totals	£554.89	Enter Gross Value Here £		

Invoice Number	
Tax Point Date	
Date Requested	
Payment Due Date	

Once the details are completed, please select the 'Request Payment' option to submit this invoice to the Scheme Operator.

[Raise Invoice/Request Payment](#)

You can raise a **partial or full credit** against the invoice by using the appropriate link which will appear after the invoice is sent. Once you have received payment for the work you carried out on the vehicle, you can mark the jobsheet as 'Paid' in the 'Completion/Invoice' details section. This will hide it in your default mailbox view and help you manage your jobsheets.

FAQ'S

Q: WHY CAN'T I FIND THE VEHICLE I NEED?

A: If your vehicle is not returned when searching by registration number, first check that the registration has been entered correctly. If the vehicle is still not found, it may not yet exist within the database. Verify the registration details and, if necessary, contact the Scheme Operator for further assistance.

Q: WHY CAN'T I REQUEST AUTHORISATION?

A: You can only request authorisation once your jobsheet contains at least one valid line item and all mandatory information has been completed. Check that each line has been saved correctly and that there are no validation errors before selecting **Request Authorisation**.

Q: WHY HAS MY JOBSHEET BEEN APPROVED WITH CHANGES?

A: An **Approved with Changes** status means the Scheme Operator has authorised the work but has amended one or more items within the jobsheet. This may include changes to labour times, pricing or authorised work. Review the amended jobsheet before carrying out the work or raising an invoice.

Q: WHY HAS MY JOBSHEET BEEN PART APPROVED?

A: A **Part Approved** status means some line items have been authorised while others have been declined. If you wish to proceed with invoicing, you will need to remove the declined line items before completing the jobsheet.

Q: WHAT DOES INFORMATION REQUESTED MEAN?

A: If the jobsheet status changes to **Information Requested**, the Scheme Operator requires further information before authorisation can be given. Open the jobsheet, review any comments or requests, provide the required information and submit the jobsheet for authorisation again.

Q: CAN I ADD MORE WORK AFTER COMPLETING A JOBSHEET?

A: No. Once a jobsheet has been completed and closed, no additional line items can be added. Ensure all required work has been included before selecting **Close Jobsheet/Invoice**.

Q: DO I NEED TO SEND A PAPER OR ELECTRONIC COPY OF MY INVOICE?

A: No. When you select **Raise Invoice/Request Payment**, the invoice is sent electronically to the Scheme Operator through the system. There is no need to post or email a copy unless specifically requested.

Q: WHY CAN'T I FIND THE TYRE I'M LOOKING FOR?

A: If your search returns no matching tyres, try broadening the search by clearing one or more size filters or selecting the blank option at the top of each filter list. You can also select **Clear Search Criteria** and begin a new search.

Q: WHY CAN'T I FIND THE RIGHT SERVICE?

A: The system finds the services by matching the VIN number with the Ford Data. If you cannot find the correct service, first check that the full **VIN** number is entered correctly. You will find this in **'Booking Details'**. If the VIN number is correct but you still cannot find the relevant service, type the model of the vehicle (e.g.: 'focus') into the **Ford Search Text field** and the system will display a list of all services for this model.

Q: WHERE CAN I FIND A JOBSHEET?

A: Every jobsheet you create can be located within the **Mailbox** area of the system. Its location will depend on its current status:

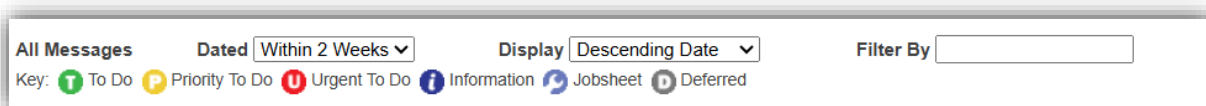
Work bookings - show any booking requests, confirmed bookings, or alternative date offers you have made

Jobs in Progress – Displays all jobsheet that are currently in progress.

Authorisation Pending - jobs are awaiting authority

Transactions for Payment – Once a jobsheet has been marked as Complete, it will automatically move to this section.

If you cannot find a jobsheet, the most common cause is that the current **filter criteria** are restricting the results displayed.



For example, the default mailbox setting only displays jobsheets created within the last **two weeks**. If you are searching for an older jobsheet:

1. Edit the mailbox Filter Criteria.
2. Change the Date filter to **Any Date**.
3. All jobsheets, including those created more than two weeks ago, will then be available to view.

If a jobsheet appears to be missing, always check the selected filters before assuming it has been deleted or lost.

Q: WHERE IS THE 'ADD LINE ITEM' OPTION?

A: If the **Add Line Item** button is not displayed and you see **Confirm Vehicle Details** instead, there is no need to worry. This simply indicates that the vehicle information has not been fully or accurately recorded in the database.

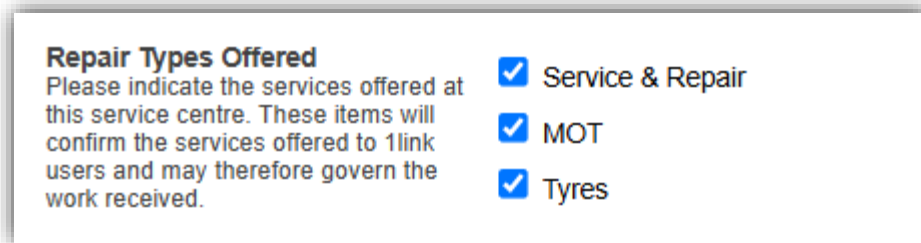
To resolve the issue:

- Click **Confirm Vehicle Details**.
- Review and update the **vehicle description**, ensuring all required information is correct.
- Click **Save Changes**.

Once the vehicle details have been saved correctly, the **Add Line Item** option will become available.

Q: WHY AM I MISSING WORK OPTIONS?

A: If the work options displayed when adding a line item do not reflect the services your workshop offers, you will need to update your **Service Centre Information**. From the **Main Menu**, select **Service Centre Information** and review the **Repair Types Offered** section. Update the repair types so they accurately reflect the services your workshop provides, then save your changes. Once the information has been updated, the correct work options will be available when adding line items to a jobsheet.



Repair Types Offered
Please indicate the services offered at this service centre. These items will confirm the services offered to 1link users and may therefore govern the work received.

- ☒ Service & Repair
- ☒ MOT
- ☒ Tyres

Q: WHY IS THE WORK I WANT TO ADD NOT APPLICABLE?

A: The system searches the Ford database and identifies jobs that are applicable to the vehicle's make and model. If there is an error in the vehicle description or VIN, the system may not recognise the relevant work. If this happens, first check the vehicle details in **Booking Details** to ensure they have been entered correctly.

If the vehicle details are correct but the required work is still not shown as applicable, you can still select a work item that is listed as **Not Applicable**. The system will display a warning to advise that the selected work does not appear to match the vehicle. If you are satisfied that you have selected the correct job, click **OK** to acknowledge the warning and continue.