



Release Notes

Aberdeen Release
Late Spring 2006

Business Office

ARKONA Aberdeen Release
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Additional Ford plans added to the list – Several Ford sales plans were added to the list available in the **27=Payment Options** screen. To see the Ford plans, the preference to display Ford plans must be selected in the Business Office Application Environment Initial Values.

Benefit: Provides a place for Ford dealers to accurately track under what kind of plan the customer purchased the vehicle.

Add to VIN decoding table only when adding a vehicle – Entries to your customized VIN decoding table will only be added when a vehicle is added to inventory for the first time.

Change: Previously, new entries were also added when a vehicle record was displayed.

Benefit: Helps maintain a cleaner VIN decoding table by eliminating unwanted entries that were created by displaying a vehicle record with an incorrect vehicle description.

Add sale price to Temporary Permit report – The sale price of the vehicle has been added to the Temporary Permit report.

Benefit: Satisfies government regulations in certain states.

New property tax base to include aftermarket options – A new property tax base has been added to Lease Sources in the Business Office Application Environment. The new property tax base = lease price + aftermarket options. To select this property tax base for a lease source, an authorized user can take the following steps:

1. Take option **50=Application Environment** from the Business Office menu and take option **1=Select** by Leasing Sources.
2. Take option **2=Change** by the lease source you want to update and press [ENTER] to display the second screen.
3. Hit F4 on the Property Tax Base* field for a list.
4. Set the Property Tax Base = A and press [ENTER] to save.

Benefit: Satisfies government regulations in certain states.

Trade-in Analysis – A new analysis report has been added to Sales Analysis on the Business Office menu that lets you look at your trade-ins. This report selects deals with trades in a specified date range and ages the trades in 30, 60, 90, 120, and 120+ -day

categories. Additionally, it shows ACV figures for all trades and sales and gross figures for those trades that have been resold. Take option **1=Select** to drill down to the deal if the trade has been resold or to the inventory record if it is still in inventory. Use option **5=Source** to go back to the parent deal that the trade came in on.

Benefit: Use this report to analyze the performance of the vehicles that come in on trade. Or use it to quickly determine the value of all of the trades you brought in during the year for tax purposes.

Change to the 62=Roll function on leases – Function **62=Roll** used on leases to apply cash and rebates toward the upfront charges has been changed to exclude the trade equity. If you want to apply the trade equity to the upfront charges you can now take option **27=Payment Options** and set Apply Trade to Up Front Fees = Y. Then when you use function **62=Roll** the system will use any remaining trade equity as cap reduction while leaving the original trade allowance and payoff and setting the upfront charges to zero.

When there is insufficient trade equity to cover the upfront charges, the difference will always be rolled to the price.

Change: They system no longer uses trade equity to cover upfront charges on the roll function.

Benefit: The roll function will produce a lease with zero due at lease signing.

Customer Relationship Management

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Option to create future activities from events – A new function has been added to the Contact Activity Schedule that lets you create future follow up activities. When a new follow up activity has been added to your follow up schedule, use function **6=Create Future Activities** to set up the follow up phone calls and letters as if the new activity had been in place when the trigger event occurred.

Benefit: Assists you in keeping in contact with customers according to your current follow up schedule as your schedule changes and evolves.

New follow up activity: Missed Showroom Appointment – This new event has been activated to generate follow up activities in Daily Work Plan. The Contact Activity Scheduler will dispatch a follow up activity to the assigned person's Daily Work Plan when an appointment in Showroom Management is flagged as missed with function **NS=No Show**.

Benefit: The dealership can closely follow up on showroom appointments that were missed and try to get the customer rescheduled.

New follow up activity: No Service Visit – This new event has been activated to generate follow up activities in Daily Work Plan. The Contact Activity Scheduler will dispatch a follow up activity to the assigned person's Daily Work Plan when a customer who purchased a vehicle with the dealership goes the specified number of days without bringing their vehicle in for service. The number of days is measured from the deal date to the current date during nightly processing.

Benefit: The dealership can follow up with customers who purchased vehicles and try to obtain their service business as well.

New follow up Activity: Missed Service Appointment – This new event has been activated to generate follow up activities in Daily Work Plan. The Contact Activity Scheduler will dispatch a follow up activity to the assigned person's Daily Work Plan when a customer misses a service appointment. Any appointments in the service system for dates prior to the current date will be considered missed service appointments during nightly processing for the purpose of this follow up activity.

Benefit: The dealership can follow up in a timely manner with customers who miss their service appointment and try to get them rescheduled.

Option to select formatting for date fields in mail merge – A new option has been added to the Contact Activity Schedule that lets you specify the date format you want to use for dates in your follow up letters. Examples of the 3 date formats available are: 09/22/2006, Sep 22, 2006, or September 22nd, 2006. To select a date format for your letters, an authorized user can take the following steps:

1. Take option **50=Application Environment** from the Customer Relationship Management menu and take option **1=Select** by Contact Activity Schedule.
2. Take option **2=Change** by an event and take option **2=Change** by a correspondence activity.
3. Hit F4 on the Date Style* field and take option **1=Select** by the date format you want to use for this letter.

Benefit: Makes your follow up letters more professional-looking by using an appropriate date style.

Separate sold and unsold customers in the Daily Work Plan customer list –

The customer list in your Daily Work Plan now defaults to customers who have purchased a vehicle from you. Use function **F11=Unsold** to toggle to your unsold customers and **F11=Sold** to return.

Change: Previously all unsold prospects and customers show in your customers list.

Benefit: Keeps unsold prospects from appearing with your sold customers.

Mark Do-Not-Call phone numbers on the Salesperson Call Sheet – The caption *DNC* will print next to phone numbers on the Salesperson Call Sheet that appear on the Do-Not-Call list or have the Allow Contact field set to N on the Customer Information screen.

Benefit: Helps employees assigned to make follow up calls know when they can't call a customer.

Daily Rental

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New rental tax table – A new table has been added to Preferences in the Daily Rental Application Environment that lets you charge a different flat tax rate and rental tax rate depending on the term of the rental agreement.

For example, a state may charge a flat tax of \$2.00 per day and 2% of rental charges for any rental agreement under one month long. Once the rental agreement is one month or more, the \$2.00 daily tax is eliminated and the rental tax rate increases to 5%. The new tax table would be set up as follows:

| | | |
|-----------------|----------------|-------------------|
| Rental Days | <u>29</u> | <u>999</u> |
| Flat Tax Rate | <u>2.00</u> | <u> </u> |
| Rental Tax Rate | <u>2.00000</u> | <u>5.00000</u> |

To set up the new rental tax table, take the following steps:

1. Take option **50=Application Environment** from the Daily Rental menu and take option **1=Select** by Preferences.
2. Key in the number of days in the Rental Days column. In the example above, the system will use the first column for any rental agreement equal to or less than 29 days.
3. Key in the flat tax rate for each column.
4. Key in the rental tax rate for each column and press [ENTER] to save.

Change: Previously the flat tax rate and rental tax rate applied to all rental agreements.

Benefit: Provides more flexibility in computing the taxes on rental agreements and conforms to government regulations in some states.

General Ledger

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Option to sort A/R and A/P reports by customer name – A new prompt has been added to the Printer Overrides window to let you change the sort on the A/R & A/P schedules printed from Audit Reporting. To print these reports, an authorized user can take the following steps:

1. Take option **34=Audit Reporting** from the General Ledger menu and take option **1=Select** by Accounts Receivable or Accounts Payable.
2. Take any of the print options such as **5=Detail Standard** or **7=Control Summary** and set Sort by Customer Name = Y.
3. Press [ENTER] to print.

Change: Previously these reports sorted only by customer number or vendor number.

Benefit: Simplifies the search for customer or vendor balances on the report when the customer number is not known.

Option to output factory financial statement to a text file – A new option has been added to the Factory Financials Statements screen that lets you send your financial statement to a text file on your local PC. The file format is compatible with NCM Associates and can be transmitted directly to them for analysis or used for your own purposes.

To use this feature, an ftp server must be installed on your local PC. For help with this, please contact ARKONA Customer Support. Once the ftp server is ready, an authorized user can take the following steps:

1. Take option **35=Report to Outside Parties** from the General Ledger menu and take option **1=Select** by Factory Financial.
2. Key in the month/year you want to run the financial for and press [ENTER].
3. Take option **21=Download Text** by page 1 and wait for the confirmation message.
 - It is not necessary to download additional pages.
 - Once the program finishes, all pages will appear in the text file on your local PC or the text file will be available on the destination ftp site.

Change: New line option added to screen.

Benefit: Allows ARKONA customers to participate more fully in the NCM Associates 20 Group financial analysis.

Financial Analysis retains selected date during month-end rollover – The dates selected as part of the column headings in Financial Analysis will no longer automatically advance to the next month when the month changes. As always you can use function **F21=Month+1** to advance the report.

Benefit: You can now store views of reports for specific dates in the past.

General ledger inquiry by reference number – A new inquiry tool has been added to the General Ledger application that lets you search for transactions by reference number. Along with this tool, we have kept all of the important functionality of **1=G/L**, **5=Source**, and **9=Notes** available on the other general ledger inquiry tools. To access this tool, an authorized user can take the following steps:

1. Take option **31=Inquiry** from the General Ledger menu and take option **1=Select** by Reference Inquiry.
2. Key in the reference number in the Position To field and hit [FIELD EXIT] and [ENTER] to display all of the transactions with that reference number.

Benefit: Quickly find documents when only the reference number is known.

General ledger inquiry by amount – A new inquiry tool has been added to the General Ledger application that lets you search for transactions by dollar amount. Along with this tool, we have kept all of the important functionality of **1=G/L**, **5=Source**, and **9=Notes** available on the other general ledger inquiry tools. To access this tool, an authorized user can take the following steps:

1. Take option **31=Inquiry** from the General Ledger menu and take option **1=Select** by Amount Inquiry.
2. Key in the dollar amount in the Position To field and hit [FIELD EXIT] for a positive dollar amount or [FIELD-] for a negative dollar amount and press [ENTER] to display all of the transactions with that dollar amount.

Benefit: Quickly find documents when only the amount of a transaction is known.

Ford warranty credit memo import – A new function has been added to the Ford Factory Communications application that will create general ledger transactions for the warranty credit memo. Option **7=Create G/L** will read the information from the warranty credit memo and create a set of journal entries for your review. You can approve the transactions as is, or modify them to prepare for posting and then post them to the general ledger.

It is important to note that because of the constraint of the Ford REACT server limiting the repair order number to 6 digits, a cross reference file must be built between the ARKONA repair order number and the Ford REACT repair order number. The cross-reference file is built automatically each time you enter option **10=Warranty Submission** from the Service Department menu. Initially the warranty credit memo import function will

be creating general ledger transactions for repair orders that were submitted to Ford before the cross reference file was built. These transactions will have the Ford REACT repair order number as the control number and you will need to change them to the ARKONA repair order number before posting. This will be as simple as calling the line down and adding the first digit to the control number.

To create a transaction set from the Ford warranty credit memo, an authorized user can take the following steps after some initial setup:

1. Take option **25=Factory Communications** from the Service Department menu to display the Manufacturer Reports screen.
2. Position to the warranty credit memo by paging down or by keying in the manufacturer and report type at the top.
3. Take option **7=Create GL** by the report to create the transactions and display them on the screen.
4. Modify the transactions as you would in **21=Enter Transactions** on the General Ledger menu.
5. Use function **10=Post** to post the transactions to the general ledger.

There is some setup that must be done before the transactions will create properly. To set up the application, an authorized user can take the following steps:

1. Take option **6=DCS Definition** from the System Environment menu and key in FD in the Manf field and press [ENTER].
2. Key in the Warranty Claims GL account number. This is your warranty receivables account.
3. Key in the Accounts Payable GL account number. This is the account that will receive the credit for the warranty payment.
4. Key in the vendor number that will control the credit to payables for the warranty payment. This is typically your ARKONA DMS number for Ford.
5. Press [ENTER] to save.

Also, a user must be authorized to create general ledger transactions to use this function. To give a user rights to create general ledger transactions using this new function, the dealership ARKONA Security Officer can take the following steps:

1. Take option **7=User Security** from the System Environment menu to display the user IDs.
2. Position to the user and take option **2=Change** by the user name to display the User Security – Application Authorization screen.
3. Take option **2=Application Options** by General Ledger.
4. Set Authorize to Enter Transactions = Y and press [ENTER] to save.

Benefit: Accurately and automatically creates the warranty credits and posts them to the general ledger by repair order number to reconcile the warranty receivable account.

Option to include journals in reconditioning cost – A new field has been added to journals in the General Ledger Application Environment to specify whether transactions from that journal should be counted as reconditioning cost rather than cost of sale when clearing the vehicle inventory account during the process of capping a deal.

To specify that transactions in inventory be counted as reconditioning in a certain journal, take the following steps:

1. Take option **50=Application Environment** from the General Ledger menu and take option **1=Select** by Journals.
2. Take option **2=Change** by a journal and set Include in Recon Cost = Y.
3. Press [ENTER] to save.

Change: Previously, journals PCA, PCC, PCD, and SVI were automatically included.

Benefit: Provides flexibility in more accurately computing reconditioning cost between dealerships.

Parts Inventory & Invoicing

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GM RIM integration – ARKONA is pleased to announce full GM RIM integration. RIM is GM's Retail Inventory Management system, a Web-based parts replenishment system designed to assist dealers to stock the right parts in the right quantities. To accomplish this, the RIM system must receive demand history and daily sales and quantities on hand for every part numbers. The ARKONA DMS automatically transfers daily sales and quantity on hand information to RIM and the RIM system analyzes the data and generates parts orders and material returns for the dealer based on a stocking policy agreed to by General Motors and the dealership. The RIM generated order or return is sent to the SPO Central Order System. The ARKONA DMS imports a copy of the order and returns from RIM and places them in the ARKONA DMS order and return processing areas already familiar to the dealer.

For more information, please see the ARKONA-RIM Integration User's Guide at www.arkona.com/support.

GM Rapid Integration – ARKONA is pleased to announce full GM Rapid integration. The ARKONA – GM Rapid communications allows you to send parts orders and returns directly from the ARKONA system to the GM Rapid system. It also allows you to perform any of the GM Rapid transactions and receive answerbacks from GM.

The ARKONA server does not communicate directly with GM. Instead, the ARKONA server communicates via ftp with a PC on the dealership local area network, and that PC communicates with GM via a PULSAT satellite system.

When you send a parts order or return or initiate any of the GM Rapid transactions from the ARKONA system, information is transferred to the local PC and stored on the hard drive in the c:\gmrapid folder. The ARKONA GM Rapid Interface software monitors the c:\gmrapid folder and when it detects information in the folder, transfers it via the PC serial port to the PULSAT system which forwards the information on to GM.

When GM communicates information back to the dealership, it is received from the satellite and placed in the c:\gmrapid folder by the ARKONA GM Rapid Interface software. This information is then retrieved by the ARKONA DMS when you request it.

For more information, please see the ARKONA GM Rapid QuickStart Guide at www.arkona.com/support.

New Ford IMA Report – The Ford IMA report is being moved from the Internet to your Parts Department Reports menu. To run the report, take the following steps:

1. Take option **35=Reports to Outside Parties** from the Parts Department menu and take option **1=Select** by Ford IMA Report.

2. Hit F4 on the Stocking Group* field and take option **1=Select** by the stocking groups you want to include in the report. (This step is only required the first time through.)
3. Key in your date range and press [ENTER] to print the report.

Change: Previously this report could only be run from the Web.

Benefit: Quicker access to the report and the report runs faster.

New Hyundai SmartStock Monthly Report – The Hyundai SmartStock Monthly Report is being moved from the Internet to your Parts Department Reports menu. To run the report, take the following steps:

1. Take option **35=Reports to Outside Parties** from the Parts Department menu and take option **1=Select** by Hyundai SmartStock Report.
2. Key in your date range and press [ENTER] to print the report.

The parts manager's name must be added to the Hyundai DCS Definition Record. To do this, an authorized user can take the following steps:

1. Take option **6=DCS Definition** from the System Environment menu and key in HY in the Manf field and press [ENTER]. (Or use function **F6=Add** if the HY code doesn't exist.)
2. Key in the parts manager's name in the Manager field and press [ENTER] to save.

Change: Previously this report could only be run from the Web.

Benefit: Quicker access to the report and the report runs faster.

Special order ship date – A new field has been added to the special order window for the ship date. You can use this field to add an estimated ship date for special order parts. A new column has been added to the Special Order Parts report for the ship date.

To use the ship date on a special order, take the following steps:

1. Take option **1=Parts Transactions** from the Parts Inventory & Invoicing menu and key in a special order part.
2. If the emergency purchase window pops up:
 - a. Put the quantity requested into the Special Order field and press [ENTER] to display the S/O Priority* field and the Ship field on the right.
 - b. Select your special order priority and key in the Ship date without slashes or dashes and press [ENTER].

3. If you are in assume lost sale, assume special order, or assume negative on hand mode:
 - a. Change the part to a special order (if necessary).
 - b. Take option **2=Change** by the special order part once it is billed to your screen.
 - c. Fill in the special order ship date at the bottom of the screen and press [ENTER] to save.

Benefit: You can now keep track of the date you promised to ship special order customers.

Negative on hand sales removed from repair orders on counterperson report – Part numbers that were sold to the negative on hand on a repair order and later removed from the repair order but not placed back in inventory on the system are now included on the Counterperson Analysis report. The report shows them on the Returns Not to Inventory line.

Change: Additional information added to an existing report.

Benefit: Parts managers can closely track all parts that are returned without the on hand count being increased in the system.

Include charge customer name in payment method – The charge customer name has been added to the payment method printout on invoices.

Benefit: Easier to identify the charge customer when the customer number is unknown.

Add stocking status selection to Sales Source Analysis – You can now run the Sales Source Analysis for active parts only, non-stock parts only, or all parts. To select by stocking status, an authorized user can take the following steps:

1. Take option **20=Transaction Analysis** from the Parts Inventory & Invoicing menu and take option **1=Select** by Sales Source Analysis.
2. Hit F4 on the Stocking Status* field and take option **1=Select** by the stocking status you want to use.
3. Press [ENTER] to display the analysis.

Benefit: Makes the valuable Sales Source Analysis information available for only your active parts. This option also satisfies reporting requirements for ADMI.

Add sale type selection to the Demand Fill Analysis report – You can now run the Demand Fill Analysis report for repair orders only, counter sales only, or both. To run the report with sale type selection, an authorized user can take the following steps:

1. Take option **24=Reports** from the Parts Inventory & invoicing menu and take option **1=Select** by Demand Fill Analysis.
2. Hit F4 on the Sale Type* field and take option **1=Select** by the sale type you want to include.
3. Press [ENTER] twice to run the report.

Benefit: Makes the valuable Demand Fill Analysis information available by sale type: counter or service. This option also satisfies reporting requirements for ADMI.

Allow parts retrieval by OEM code – This preference lets the system automatically search for parts in more than one manufacturer when billing parts on the Parts Transactions screen. A new field for OEM code has been added to the Manufacturer screen that specifies a link between two manufacturers. For example, if you have Ford parts in manufacturer FD (primary manufacturer) and F1 (secondary), you can set the OEM code in the F1 manufacturer to be FD.

Note that the primary manufacturer must be an ARKONA-supported manufacturer code for parts price update purposes.

When you are billing parts in the FD manufacturer, the system will automatically check manufacturer F1 if it is unable to satisfy the quantity requested in the FD manufacturer. If a part is retrieved from a manufacturer other than the active manufacturer at the bottom of the invoicing screen, the bin location on the screen will turn blue to indicate it's from a different manufacturer code.

Another aspect to this change is that the parts locate features, **F5=Locate** and **LC**, will look for parts by part number in the same company under a different manufacturer code in addition to looking in other companies. The manufacturer code has been added to the Parts Locator screen to show the part may be from the same company but a different manufacturer code.

An authorized ARKONA Customer Support representative must create the link between a primary and secondary manufacturer code by setting the OEM code. Once this is done the option may be activated by an authorized user as follows:

1. Take option **50=Application Environment** from the Parts Inventory and Invoicing menu and take option **1=Select** by Preferences.
2. Take option **1=Select** by Initial Values and set Parts Retrieval by OEM Code = Y.
3. Press [ENTER] to save.

Benefit: For dealerships that store parts in different physical locations, this feature will eliminate the need to key parts in under both manufacturer codes to check the quantity available in both locations.

Hyundai parts order/return automation – A new program has been developed that will automate the entry of your parts stock orders and returns into the Hyundai parts order system Web site. Along with the Hyundai Parts Order & Return software, a free ftp server must be installed on the PC of the person that inputs the stock orders.

The ARKONA system transfers a parts order file to your local PC. You use a Web browser to get to the Hyundai parts ordering system. The ARKONA Hyundai Parts Order & Return software reads the order file on your PC and transfers it to the Hyundai parts order system Web site.

For assistance installing the ARKONA Hyundai Parts Order & Return software and the ftp server, contact ARKONA Customer Support.

Benefit: Increases the accuracy and efficiency of ordering and returning parts over the Hyundai parts order system Web site.

Changes to the Ford Wholesale Compensation report – The following changes have been made to the Ford Wholesale Compensation report:

1. All Motorcraft parts that are eligible for wholesale comp will be marked at the time of sale as potential parts that may be included on the report. Previously, no Motorcraft parts were marked to be included.
2. A new option has been provided to include Motorcraft parts on the report. When you print the report, you will be presented with the prompt Include "Motorcraft Y/N." It is up to the user to include the Motorcraft parts.
3. More sophisticated analysis is now being made of the part numbers to ensure that all Motorcraft parts are included when requested.
4. The Dealer to Dealer percent was raised from 3% to 10% to meet Ford specifications.
5. If a customer has a wholesale comp type of X, parts eligible for wholesale comp sold to that customer will be counted in the "Fleet" column.

Benefit: These changes bring this report in line with the most current Ford specifications. The dealer can choose whether to include Motorcraft parts in the report.

Payroll & Personnel Management

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Print check number on Direct Deposit Report – A column for the check number has been added to the Direct Deposit Report.

Benefit: Adding the check number to this report makes it more useful for reconciling bank accounts with the bank statements.

Option to download Simple State Unemployment report – A new option has been added for sending the state unemployment tax report to a text file on your local PC in the standard federal report format. This feature requires an ftp server that can be installed on your PC by an ARKONA Customer Support representative.

After the ftp server has been set up by ARKONA, an authorized user can download the report to their PC by taking the following steps:

1. Take option **35=Reports to Outside Parties** from the Payroll & Personnel Management menu.
2. Take option **1=Select** by Tax Reports.
3. Take option **1=Print SS# Order** by State Unemployment Report (Simple) and take option **1=Select** by the period you want.
4. Key in your Tax Period Dates as usual and press [ENTER] to display the column selection window.
5. Take option **1=Select** by the information you need to appear on the report and press [ENTER] twice to display the Contact Information window.
6. Key in the contact information when prompted and press [ENTER] to download the file.

Benefit: Having unemployment tax and wage information in a standard text file provides flexibility and facilitates reporting.

Standardize the font on the Tennessee Quarterly Wage Report – The font on the Tennessee Quarterly Wage Report has been changed to New Courier 12.

Benefit: Complies with Tennessee government regulations.

Service Department

ARKONA Aberdeen Release
Late Spring 2006

End time function to take line off hold – A technician can now use the **E=End Time** function to simultaneously take a line off hold and end the time in the time log.

Change: The technician had to start time on the line to take it off hold and then end the time.

Benefit: Saves time for the technician.

Dispatching manager can end time for techs with lines on hold – Dispatching managers can now end time on a job for a tech. To do this, the dispatching manager can take the following steps:

1. Take option **5=Dispatching Management** from the Service Department menu and key in your password.
2. Find the line the tech is logged on to in the Dispatching Management screen.
3. Take option **3=Tech Log** by the line to display the Technician Time Log screen.
4. Use the end function (*En*) to end the time on a line.

Benefit: Time on lines can be ended and lines can be taken off hold by a manager when a technician is not available to end the time.

Waiters sort to the top of the cashier screen – The Cashier screen has been modified to allow repair orders that were opened today with the customer waiting to sort to the top of the screen.

Change: Waiters used to sort with all of the other repair orders.

Benefit: By using function **F5=Refresh**, the cashier can see when a waiter is ready without having to wait to be contacted by the customer or the service advisor.

Security to add new labor operation codes to the system – A new security option has been added to Service Writers in the Service Department Application Environment that will prevent unauthorized users from adding labor op codes to your list. To change this security setting for a service advisor, an authorized user can take option **50=Application Environment** from the Service Department menu and take option **1=Select** by Service Writers. Take option **2=Change** by the service writer ID and set Add New Labor Op Codes = N.

Benefit: The service manager enjoys more control over his list of valid labor op codes. This is especially important in the automatic dispatching environment.

Enhanced Time by Date report for technicians – The Time by Date report for technicians has been modified to include the flag time for repair orders that the technician does not log actual time on.

Change: Previously the report only included the flag time for repair orders that the technician had actual time on.

Benefit: Technicians can run their own flag time reports and they will include all flag time earned.

Report type option for Technician Time reports – A new option has been added to the Technician Time Report – Flag Date and Technician Time Report – Close Date for report type. The three report types are as follows:

Normal – this runs the report the way it is currently. Actual time is reported for technicians that are set to Cost by Tech Log = Y in the technician record in Service Department Application Environment. Flag time is reported for technicians that are set to Cost by Tech Log = N.

Actual – Actual time is reported for all technicians without regard to how labor cost is computed.

Flag – Flag time is reported for all technicians without regard to how labor cost is computed.

To see this new option, take the following steps:

1. Take option **24=Reports** from the Service Department menu.
2. Take option **1=Select** by one of the Technician Time Reports and look for the Report Type* field just above the Printer.
3. Hit F4 on the Report Type* field to see a list of valid values.
4. Select the desired report type and press [ENTER] to run the report.

Hide inactive service writers in list – Service advisors that have been marked inactive no longer show in the service writer list. A new function, **F11=Inactive**, has been added to the bottom of the Service Writer list screen in Service Department Application Environment to display inactive service writers. The inactive service writers have also been excluded from the list when selecting which service writers' work in process to show on your Open Repair Orders list screen.

Benefit: Service writer lists are kept cleaner without losing important information from service history.

Include charge customer name in payment method – The charge customer name has been added to the payment method printout on invoices.

Benefit: Easier to identify the charge customer when the customer number is unknown.

Security option to change service writer on appointments – A new security option has been added to service writer security to allow the service writer to change the assigned service writer when converting an appointment to a repair order. To authorize a service writer to this function, an authorized user may take the following steps:

1. Take option **50=Application Environment** from the Service Department menu and take option **1=Select** by Service Writers.
2. Take option **2=Change** by a service writer name.
3. Set Change Appt Service Writer = Y and press [ENTER] to save.

Change: Previously any service writer could change the service writer on an appointment when converting it to a repair order.

Benefit: Allows tighter control over who can change the service writer assigned to an appointment.

Option to require PO number for repair orders – A new check has been added to the repair order process to determine if an A/R charge customer needs to supply a purchase order number before obtaining service. To activate this feature, an authorized user has to set a charge customer to PO Required = Y. To do this, take the following steps:

1. Take option **41=Charge Customers** from the General Ledger menu and position to the charge customer.
2. Take option **2=Change** by the customer name and set PO Required=Y.
3. Press [ENTER] to save.

When a charge customer comes in for service, the service advisor will be prompted for the PO number when opening the repair order. If he does not have the PO number available at the time, he can bypass the prompt. The PO will then be required to get the repair order into Cashier status so that it can be closed. Use function **57=PO Number** to add the PO to the repair order after it has already been opened.

Change: PO required was previously only available for parts counter sales.

Benefit: Service advisors are reminded to obtain required documentation from the customer prior to closing the repair order.

Integration with MPI ARGIS service merchandising solution – ARKONA has teamed up with MPI to facilitate their integration with our DMS. For more information on this integration, please contact MPI.

System Environment

ARKONA Aberdeen Release
Late Spring 2006

Work with System Tasks – A new option has been added to the System Environment menu that lets an authorized user:

1. Work with the status of devices in their security group
2. Work with printer writers in their security group
3. Test TCP/IP communications between the ARKONA server and any IP address.

To use this option, a user must have rights to “Authorize to System Tasks” in System Environment security. To give a user rights to this, the dealership ARKONA security officer can take the following steps:

1. Take option **7=User Security** from the System Environment menu and position to the user ID.
2. Take option **2=Change** by the user name to display the User Security menu.
3. Take option **2=Application Options** by the System Environment application and set Authorize to System Tasks = Y and press [ENTER] to save.

Work with Device Status – This option lets you work with the configuration status of devices in your security group to vary the devices off and on.

Work with Printer Status – This option lets you work with the printer writer status of printers in your security group to start or end the printer writer and work with and respond to messages on your printers.

Verify TCP/IP Connection (PING) – This option lets you check TCP/IP communication by pinging another device from the ARKONA server. To do this, take the following steps:

1. Take option **81=Work with System Tasks** from the System Environment menu and take option **1=Select** by Verify TCP/IP Connection.
2. Key in the IP address of the device you want to ping and press [ENTER] to display the Display Job Log screen.
3. Use function **F10=Display detailed messages** to see the Display All Messages screen.
4. Use function **F18=Bottom** to move to the bottom of the message screen. You should see a message as follows:

Successful TCP/IP communications:

```
Verifying connection to host system 172.31.2.198.  
PING reply 1 from 172.31.2.198 took 1 ms. 256 bytes. TTL 127.  
PING reply 2 from 172.31.2.198 took 1 ms. 256 bytes. TTL 127.  
PING reply 3 from 172.31.2.198 took 1 ms. 256 bytes. TTL 127.  
PING reply 4 from 172.31.2.198 took 1 ms. 256 bytes. TTL 127.  
PING reply 5 from 172.31.2.198 took 1 ms. 256 bytes. TTL 127.  
Round-trip (in milliseconds) min/avg/max = 1/1/1.  
Connection verification statistics: 5 of 5 successful (100 %).
```

Unsuccessful TCP/IP communications:

```
Verifying connection to host system 12.12.12.12.  
No response from host within 1 seconds for connection verification 1.  
No response from host within 1 seconds for connection verification 2.  
No response from host within 1 seconds for connection verification 3.  
No response from host within 1 seconds for connection verification 4.  
No response from host within 1 seconds for connection verification 5.  
Connection verification statistics: 0 of 5 successful (0 %).
```

Benefit: This new option gives a knowledgeable, authorized user the ability to resolve normal device and communications issues without calling ARKONA Customer Support. For more information on what can be accomplished with Work with System Tasks, contact ARKONA Customer Support.

Show which users are security officers – A new field has been added to the User Security screen to indicate which users are security officers in the ARKONA DMS. To see this information, an authorized user can take option **7=User Security** from the System Environment menu.

Benefit: You can tell which users have security officer access without calling every user up to look at them.