



QuickStart Guide

Opening Repair Orders from a Deal

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ARKONA QuickStart Guide

Use this QuickStart Guide to learn how to open a repair order from the Deal screen.

- To use this function, you must be authorized to open repair orders in the Business Office application of your user profile in **7=User Security** on the System Environment menu.
- You must also have a service writer ID set up in the Service Writers table in the Service Department Application Environment.
- **If the deal is not in Accepted status**, the repair order will be an internal repair order on the vehicle.
- **If the deal is in Accepted status**, the repair order will open in the customer name.

1. Select the deal that you want to open a repair order on.

- a. Enter the stock number on line 1; or
- b. Use function **20=Retrieve** to select the deal by customer name.

2. Check the status of the deal.

- a. Look in the top right corner to see if the deal is in Accepted status.
- b. Use function **24=Accept** to change the status to Accepted if you want to open the repair order in the customer name; otherwise,
- c. Remove the Accepted status (or leave unaccepted) if you want the repair order to be an internal repair order.
 - Use function **82=Tools** to remove the Accepted status.

3. Display the Cost Disclosure screen.

- a. Use Fast Path Code CD (cost disclosure) on the function line to display the Cost Disclosure screen.

4. Open a repair order.

- a. Use function **F6=Open RO** to display the Service Writer Password window.
- b. Type your service writer password and press [ENTER] to open the repair order.
 - If you do not know your password or have not been given one, the dealership ARKONA security officer must obtain that for you.
 - The password is stored in the Service Writers area of the Service Department Application Environment.

5. Add jobs to the repair order.

- a. Use function **F6=Add** to display the Undefined Labor Operation window and type in a description of the job; or
- b. Type in a pre-defined labor operation code at the bottom of the Repair Order screen and press [ENTER] to add it to the repair order.
- c. Repeat steps 5a. and/or 5b. until all jobs have been added to the repair order.

6. Print the repair order hard card.

- a. Use function **50=Customer Hard Card** to print a customer copy of the hard card, **51=Tech Hard Card** to print the technician's copy (including service history), or **52=Cust & Tech Hard Card** to print a copy of each depending on the requirements of the dealership.

7. Return to the deal.

- a. Press **F12=Cancel** two times to return to the Deal screen.
 - **To add jobs to an existing repair order** on the vehicle, take the following steps:
 1. With the deal on the screen, use function CD to display the Cost Disclosure screen.
 2. Take option **1=Select** by the repair order to display it on the screen.
 3. Add jobs as described in step 5.
 - The next time this vehicle is called up in the Deal screen, the flashing red **W** appears to the left of the Function* line indicating there is work in process on the vehicle.