



## **QuickStart Guide**

### **Repair Order Returns**

October 2004

## Repair Order Returns

ARKONA QuickStart Guide

*Use this QuickStart Guide for help returning parts on a repair order.*

### 1. Start a new invoice using your counterperson ID.

- a. Take option **1=Parts Transactions** from the Parts Inventory & Invoicing menu.
- b. Key in your counterperson password and hit [FIELD EXIT].
  - If a counter ticket in process is displayed, use function **F6=New Invoice** to proceed.

### 2. Select the repair order.

- a. Type RO/REPAIR ORDER# to select a repair order;
- b. Or use function **20=Repair Order Sales** to display a list of open repair orders, use function **F5=Name Sequence** to sort the list by customer name, position to the customer name, and take option **1=Select** by the repair order

### 3. Select the manufacturer.

- Skip this step if the default manufacturer is correct.
- The default manufacturer is indicated by the two character code in the lower left.
- Each counterperson ID is assigned a preferred manufacturer.

### 4. Bill the parts.

- a. Key in each part number and hit [FIELD EXIT] after each one.

### 5. Change the parts to a return.

- a. Use [TAB] to move the cursor to the left of a part number and type R and press [ENTER] to change the part to a return.

### 6. Exit the repair order.

- Use function **10=Counter Sales** to return to the Parts Transactions screen;  
or
- Type RO/REPAIR ORDER# to select a different repair order number.