



QuickStart Guide

Changing Appointments to Repair Orders

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ARKONA QuickStart Guide

Use this QuickStart Guide to learn how to convert an existing appointment to a repair order.

1. Get to the Open Repair Orders list screen.

- a. Take option **1=Repair Orders** from the Service Department menu.
- b. Key in your service writer password and press [FIELD EXIT] to display the Open Repair Orders list screen.

2. Find the existing appointment.

- a. Use function **F6=Appointments** to display all appointments.
- b. Use function **F5=Name Sequence** to sort the appointment by name.
- c. Key in the first few characters of the customer's last name and press [ENTER] to position to the customer name.

3. Convert the appointment to a repair order.

- a. Take option **3=Change Appointment to Open Repair Order** by the appointment to display the appointments and open repair orders for the customer.
- b. Take option **3=Change Appointment to RO** by the appointment to display the Customer/Vehicle Information screen.
- c. Change the Odometer In and use function **F6=Open** to pull all of the lines on the appointment into the repair order.
 - You can also convert the appointment to a repair order after displaying the appointment on the Service Repair Order screen by using function **55=Change Appointment to RO** and following steps 3a to 3c.