



QuickStart Guide

Overriding Dispatching

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ARKONA QuickStart Guide

Use this QuickStart Guide to learn how to override the system to change the skill level or technician or make the repair order a recheck or VIP.

To change the skill level on a job:

- This function can only be performed when before a technician has logged on to a repair order.
1. Take option **5=Dispatching Management** from the Service Department menu and enter you service writer ID.
 2. Position to the repair order and find the job you want to change.
 3. Take option **2=Change** by the line number you want to change to display the Skill Level window.
 4. Hit F4 to display the skill groups and take option A, B, or C by the skill group to change the skill level and press [ENTER] twice to change.
 - You may have to page down to see additional skill groups.
 - **To change the skill group of the job for this repair order only**, take option A, B, or C by any other skill group than the one the job is currently in.

To change the technician on a job, or assign the job to a technician:

- This function can only be performed when before a technician has logged on to a repair order.
5. Take option **5=Dispatching Management** from the Service Department menu and enter you service writer ID.
 6. Position to the repair order and find the job you want to change.
 7. Take option **2=Change** by the line number you want to change to display the Technician window.
 8. Hit F4 on the Assign to Technician* line to display the technicians and take option **1=Select** by the technician you want to assign this job to;
 9. Or, key the technician ID in the Assign to Technician* field and press [ENTER] to save.

To re-dispatch a returned job or to change an assigned job to be unassigned:

- This function can only be performed when before a technician has logged on to a repair order.
10. Take option **5=Dispatching Management** from the Service Department menu and enter you service writer ID.
 11. Position to the repair order and find the job you want to change.
 12. Take option **2=Change** by the line number you want to change to display the Technician window.
 13. Leave the Assign to Technician* field blank and press [ENTER] to save.

To change a job to be a Recheck or VIP:

- This function can only be performed when before a technician has logged on to a repair order.
14. Take option **5=Dispatching Management** from the Service Department menu and enter you service writer ID.
 15. Position to the repair order and find the job you want to change.
 16. Take option **2=Change** by the line number you want to change.
 17. Put a Y by Recheck or VIP to change the priority and press [ENTER] to save.