



QuickStart Guide

Dispatching Line Statuses

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ARKONA QuickStart Guide

Use this QuickStart Guide for help understanding the various statuses the lines on a repair order can be in when using dispatching and how they got to that status.

What happened	RO Status	Line Status	Dispatching Status
Service writer used function F6=Open to open a new repair order.	Open	N/A	N/A
Service writer added a Labor Op Code or job to the repair order.	In Process	Blank	N/A
Service writer used function 69=Override Dispatching to assign the job to a technician.	In Process	A-Tech#	Assn
Service writer used function 69=Override Dispatching to set the job to Recheck=Y.	Tech Name	X-Tech#	Reчек
Service writer used function 69=Override Dispatching to set the job to VIP=Y.	Tech Name	V-Tech#	VIP
Service writer used function F12=Cancel to exit repair order.	In Process	I	Unassn
Technician took option 1=Select by Select Next Repair Order to log on to a repair order.	Tech Name	L-Tech#	Logged
Technician used function S=Start Time to start the time log on a job.	Tech Name	L-Tech#	Logged
Technician used function RD=Return to Dispatching to return a job to dispatching.	In Process	R-Tech#	Return
Technician used function HA=Hold for Approval on a job.	Tech Name	H-Tech#	Hold-A
Technician used function HP=Hold for Parts on a job.	Tech Name	H-Tech#	Hold-P
Technician used function HO=Hold for Other on a job.	Tech Name	H-Tech#	Hold-O

Technician used function HC=Hold for Comments on a job.	Tech Name	H-Tech#	Hold-C
Technician set Disable=Y so no other lines on the repair order could be dispatched.	Tech Name	H-Tech#	Hold-A,P,O,C
Technician used function E=End Time to end the time log on a job.	Tech Name	F-Tech#	Finish
Service writer took option 1=Enter Tech Time on a line to flag time on the line and completed the line.	Cashier	C-Tech#	Complt