



## **QuickStart Guide**

### **Dispatching Management Views**

October 2004

## Dispatching Management Views

ARKONA QuickStart Guide

*Use this QuickStart Guide to become familiar with the different views in Dispatching Management.*

- Dispatching Management views are designed for a service writer or dispatcher to review lines on open repair orders.
- Rights to different functions in Dispatching Management are governed by the Service Writer security found in the Service Writers area of the Service Department Application Environment.
- To change to a different view, take the following steps:
  1. Take option **5=Dispatching Management** from the Service Department menu.
  2. Enter your service writer password to display the Shop Status screen.
  3. [BACKTAB] to the Function\* line and hit F4 to see the Dispatching Functions window.

<b>Code</b>	<b>View</b>
A	Appointment Schedule
F	Finished Lines
I	Work in Process
R	Returned to Dispatching
W	Work to Do
S	Shop Status

4. Use function **F12=Cancel** to return to the Function\* line and enter the code of the view you want to see.

## Appointment Schedule

- The Appointment Schedule view is the same view as the one displayed from **1=Repair Orders**.
- Appointments may be reviewed, but not created from this view.

## Finished Lines

- The Finished Lines view displays the repair order number and technician and allows you to select the repair order with option **1=Select** and make changes to it.
- To change to the Finished Lines view, take the following steps:
  1. Take option **5=Dispatching Management** from the Service Department menu and enter your service writer password,
  2. Position to the Function\* line, type F, and press [ENTER] to display the Repair Orders with Finished Lines screen.

```
SD1820DA                A R K O N A                7/10/04
JIM                      Repair Orders With Finished Lines
=====
1=Select                Function* _      RO/Tag# _____
Opt      RO#    Technician
-----
-        6002049  RF      Rich Forbes
-        6002043  CO      Chuck Owen

F3=Exit                                                         Bottom
```

**Repair Orders with Finished Lines Screen**

## Work in Process

- The Work in Process view displays all of the repair orders that have been drawn by a technician and not finished.
- It also displays the date and time the technician logged onto the repair order and lets you position to technician ID and access the repair order with option **1=RO** or the Technician Time Log screen with function **2=Tech Log**.
- To change to the Finished Lines view, take the following steps:
  1. Take option **5=Dispatching Management** from the Service Department menu and enter your service writer password,
  2. Position to the Function\* line, type I, and press [ENTER] to display the Work in Process screen.

```
SD1840DA                A R K O N A                7/10/04
JIM                      Work in Process
=====
1=RO 2=Tech Log   Function* _           Position to Tech ___
Opt   RO#   Technician                Logon
-    6002046 DD   Dave Draper                 7/07/04 4:58   Hold for Parts
-    6002044 DH   David Hemingway            7/07/04 4:54   Hold for Approval
-    6002036 JB   Josh Bickerton             7/07/04 4:41
-    6002037 JIM  Jim Jensen                  7/07/04 4:33
-    6002045 JJ   Jenna Joyce                 7/07/04 4:55   Hold for Approval
-    6002047 MB   Mike Bills                  7/07/04 5:00
-    6002048 MRM  Mike Meredith              7/07/04 5:03   Hold for Comments
-    6002039 09   Joseph Smith                7/10/04 4:08

F3=Exit                                                    Bottom
```

Work in Process Screen

## Returned to Dispatching

- The Returned to Dispatching view displays each individual line that has been returned to dispatching along with the reason it was returned.
- You can access the repair order with option **1=RO** or change which technician the line is assigned to, the skill level, or the skill group of the job with option **2=Change**.
- To change to the Returned to Dispatching view, take the following steps:
  1. Take option **5=Dispatching Management** from the Service Department menu and enter your service writer password,
  2. Position to the Function\* line, type R, and press [ENTER] to display the Returned to Dispatching screen.

```
SD1830DA                A R K O N A                7/10/04
JIM                      Returned to Dispatching
=====
Options: 1=RO, 2=Change  Function* _
Opt   RO#  Line Tech  Comment
-----
_     6002042  2  09  NEVER TRAINED ON THIS JOB.

F3=Exit                                                         Bottom
```

**Returned to Dispatching Screen**

## Work to Do

- The Work to Do view displays all of the jobs that are in an Unassigned or Assigned status which means that no technician has logged onto the job yet.
- The jobs are sorted by skill group and skill level with the number of lines and estimated hours displayed.
- You can see the repair orders in each skill group with option **1=Detail** and get to the Service Repair Order screen with option **2=Repair Order**.
- To change to the Work to Do view, take the following steps:
  1. Take option **5=Dispatching Management** from the Service Department menu and enter your service writer password,
  2. Position to the Function\* line, type W, and press [ENTER] to display the Work to Do screen.

```
SD1810DA                A R K O N A                7/10/04
JIM                      Work To Do
=====
 1=Detail  Function* _

```

Opt	Skill Group	Level A Lines	Level A Hours	Level B Lines	Level B Hours	Level C Lines	Level C Hours
-	COOLING SYSTEM			1	.20		
-	ENGINE	1	1.00				
-	ELECTRICAL DIAGNOSIS	1	.30				
-	LIGHT LINE			1	3.00		

```

F3=Exit                Bottom
```

Work to Do Screen

## Shop Status

- The default view for Dispatching Management is the Shop Status screen.
- All Dispatching Management functions can be performed from this view.

The screenshot shows the Shop Status screen for SD1850DA, JIM, at ARKONA on 7/09/04 at 06:20:10. The screen displays a list of repair orders with columns for Opt, RO#, Ln, Name, Status, Swr, Tch, Skill Level, Hours, and Promised. Annotations explain the meaning of colors and status codes:

- Yellow:** means Recheck repair order. (Pointing to RO# 6002039)
- Blue:** means VIP repair order. (Pointing to RO# 6002044)
- Red Hold:** means repair order is disabled. (Pointing to Status 'Hold-P' for RO# 6002046)
- Red date with promised time:** means past promised time. (Pointing to '7/08 17:00' for RO# 6002043)
- Red date with no promised time:** means customer is waiting. (Pointing to '7/07' for RO# 6002047)

At the bottom of the screen, it says: F3=Exit F5=Refresh F6=Selection More...

Shop Status Screen

- The Shop Status view can be customized and “remembered” by the system for each service writer.

### To change which service writers are included in your Shop Status view:

1. Take option **5=Dispatching Management** from the Service Department menu.
2. Enter your service writer password to display the Shop Status screen.
3. Use function **F6=Selection** to display the Sort and Selection window.
4. Take option **1=Select** by Service Writer and remove the 1 by All Service Writers.
5. Put a 1 by the service writer ID(s) you want to include.
  - You may have to page down to see all service writers.

- You may select more than 1 service writer or leave the 1 by All Service Writers if you want to see everything.
6. Press [ENTER] to save.

**To change which statuses are included in your Shop Status view:**

1. Use function **F6=Selection** to display the Sort and Selection window.
2. Take option **1=Select** by Status and remove the 1 by All.
3. Put a 1 by each status you want to include in your view
4. Press [ENTER] to save.

**To change how your Shop Status view is sorted:**

5. Use function **F6=Selection** to display the Sort and Selection window.
6. Put a 1 by the sequence that you want to be your primary sort criteria.
7. Put a 2 by the sequence you want to be your secondary sort criteria.
  - For example, you could sort by service writer 1<sup>st</sup> and status 2<sup>nd</sup>.
  - Although you are allowed up to 5 sort criteria, in most cases a max of 2 is all that is necessary.