



QuickStart Guide

Technician Messages

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ARKONA QuickStart Guide

Use this QuickStart Guide to learn how a service writer can retrieve and respond to technician messages while working in the electronic repair order environment.

- When a service writer enters their password the word **MESSAGE** appears in the top right area of the screen to indicate the service writer has a message from a technician waiting.

Retrieving and responding to the messages

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. Select the message you want to review.

- a. Use function **F10=Messages** to display the Message Selection window.
- b. Take option **1=Select** by the technician name for the message you want to review.
 - The technician's comments appear following the T:
 - The service writer's comments appear following the S:

3. Respond to the message.

- a. Key in your response on the lines at the bottom and press [ENTER] to add the comments to the message.
- b. Use function **F12=Cancel** to return to the Message Selection window and **F12=Cancel** again to return to the Open Repair Orders List screen.

Initiating messages to a technician

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. Display the messages.

- a. Use function **F10=Messages** to display the Message Selection window.

3. Add the message.

- a. Use function **F6=Add** to display the Message Subject window.
- b. Hit F4 on the Tech* field to display the Technician Selection window and take option **1=Select** by the technician you want to send the message to.
 - You may have to page down to see additional technicians.
- c. Type a subject of the message and press [ENTER] to display the Message Entry window.
- d. Type the text of the message and press [ENTER] to add the text to the message.
- e. Use function **F12=Cancel** to return to the Open Repair Orders List screen.
 - **To remove a message that is no longer needed**, take the following steps:
 - Use function **F10=Messages** to display the Message Selection window.
 - Take option **4=Delete** by the message you want to remove.