



QuickStart Guide

Correcting Customer Information

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Correcting Customer Information

ARKONA QuickStart Guide

Use this QuickStart Guide to learn how to fix incorrect customer information on a repair order.

- Do not use this function to change the owner on the repair order.
- If a repair order is opened with the wrong owner or VIN, the repair order must be voided and reopened correctly.

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 repair order.

- a. Key in the repair order number and press [ENTER] to display the repair order.

3. Display the Customer/Vehicle Information.

- a. Use function **81=Customer Vehicle Info** to display the Customer/Vehicle Information screen.

4. Change the customer information as required.

- If the customer name is spelled incorrectly, an authorized user can take the following steps:
 1. Use function **F9=Change Spelling** to display the Warning window.
 - **Warning:** When you change the spelling on a customer name from service, you are updating the customer key. Every repair order, invoice, car deal, cash receipt, or any other document associated with that customer key will display the changed customer information the next time it is recalled.
 2. Use function **F9=Correct Spelling** to proceed.
 3. Change the customer's name and press [ENTER] to save.
 - Note that the name displayed on the repair order does not change, but when the repair order is printed, the correct spelling is shown.
 - The next time a repair order is opened under this customer name, the correct spelling will be reflected.