



## **QuickStart Guide**

### **Extended Warranty Repair Orders**

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## Extended Warranty Repair Orders

ARKONA QuickStart Guide

*Use this QuickStart Guide to learn how to add an extended warranty to a vehicle.*

- There are three ways to add extended warranty information with a vehicle.
  1. It can pull automatically from the Business Office when it is sold as part of the car deal.
  2. You can add the extended warranty while you are opening a repair order.
  3. You can add the extended warranty after the repair order is opened.

### **Pulling automatically from the Business Office:**

- Two conditions must exist for the extended warranty information to pull automatically from the Business Office.
  1. The service contract information must be entered as part of a car deal.
    - If a service contract is sold, but not as part of a car deal, it will not pull automatically to the service department.
  2. A link must exist between the Business Office service contract company and the service contract company in service. To build the link, take the following steps:
    - i. Add the Service Contract company to the Service Department Application Environment.
      1. Take option **50=Application Environment** from the Service Department menu and take option **1=Select** by Service Contract Definitions.
      2. Use function **F6=Add** to define a new service contract company.
      3. Complete the Line Payment Method for each franchise.
    - ii. Establish the link between the Business Office service contract company and the Service Department.
      1. Take option **50=Application Environment** from the Business Office menu and take option **1=Select** by Service Contracts.
      2. Take option **2=Change** by the service contract company (or use **F6=Add** if the company does not exist).
      3. Position to the Service Dept Interface\* field and hit F4 to display a list of service contract companies from the Service Department.
      4. Take option **1=Select** by correct Service Department service contract company to complete the link to the Business Office service contract company.
      5. Press [ENTER] to save.

## **Adding the extended warranty while you are opening a repair order:**

1. Get to the Open Repair Order list screen.
  - a. Take option **1=Repair Orders** from the Service Department menu.
  - b. Key in your service writer password and hit [FIELD EXIT] to display the Open Repair Orders list screen.
2. Search for vehicle by any of the 5 search methods.
3. Take option **1=Select** by a vehicle to display the Customer/Vehicle Information screen.
4. Use function **F5=Serv Cont** to display the Service Contract Assignment window.
5. Hit F4 on the Company\* line to display Service Contract Selection window.
6. Take option **1=Select** by the service contract company.
  - You may have to page down to see all of the service contract companies.
7. Key in the deductible amount and the expiration miles and expiration date.
  - Contract Number, Plan Code, and Product Code are optional.
  - Press [ENTER] to save.
8. Continue to open the repair order as usual.

## **Adding the extended warranty after you open the repair order:**

1. Get to the Open Repair Order list screen.
  - a. Take option **1=Repair Orders** from the Service Department menu.
  - b. Key in your service writer password and hit [FIELD EXIT] to display the Open Repair Orders list screen.
2. Retrieve a repair order by keying in the repair order number.
3. Use function **81=Customer Vehicle Info** to display the Customer/Vehicle Information screen.
4. Use function **F5=Serv Cont** to display the Service Contract Assignment window.
5. Hit F4 on the Company\* line to display Service Contract Selection window.
6. Take option **1=Select** by the service contract company.
  - a. You may have to page down to see all of the service contract companies.
7. Key in the deductible amount and the expiration miles and expiration date.
  - a. Contract Number, Plan Code, and Product Code are optional.
  - b. Press [ENTER] to save.
8. Use function **F12=Cancel** to return to the Service Repair Order screen.