



QuickStart Guide

Internal Repair Orders

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ARKONA QuickStart Guide

Use this Quick StartGuide to learn how to open a repair order on an inventory vehicle.

- The ARKONA system differs from other DMS systems in the fact that you can open a repair order directly on an inventory vehicle.
- The vehicle doesn't have to have an "owner" to open a repair order.

1. Select the vehicle.

- 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.
- c. Move your cursor to the 1-position Search Argument Code field on the top left and change it to V to search by last 6 of the VIN or S to search by stock number.
- d. Key in the last 6 of the VIN or the stock number and press [ENTER] to search.
- e. Take option **1=Select** by the vehicle to display the Vehicle Information screen.
 - Note that no customer information displays.

2. Open the repair order.

- a. You do not need to update the Odometer In field in the top right on internal repair orders.
- b. Use function **F6=Add** to open a new repair order and display the Service Repair Order screen.

3. Add the jobs to the repair order.

- a. Key in a pre-defined labor op code on the function line at the bottom of the Service Repair Order screen.
- b. Or use function **F6=Add** to enter a description of the job.
- c. Enter the description of the job and the estimated hours.
 - The payment method for all lines added to an internal repair order defaults to Internal.

4. Print the hard card.

- a. Use function **51=Technician Hard Card** to display the Print Confirmation window.
- b. Enter the key tag number.
- c. Press [ENTER] to print.

5. Exit the repair order with function F12=Cancel.