



QuickStart Guide

Adding New Customers

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ARKONA QuickStart Guide

Use this QuickStart Guide to learn how to add a new customer and vehicle while opening a repair order.

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. Perform a phone number search.

- a. Move your cursor to the 1-position Search Argument Code field on the top left and change it to P to search by phone number.
- b. Key in the customer's phone number and press [ENTER].
 - You can search with or without area code.
 - If you enter an area code the system searches your local name database first and then checks a reverse phone book on the Internet.
 - **If the customer is found in the Internet phone book**, go to step 4.
 - **If the customer is not found by phone number**, go to step 3.

3. Perform a name search.

- Performing a phone number search and a name search preserves the integrity of your database by ensuring that a duplicate name is not entered.
- a. Move your cursor back to the 1-position Search Argument Code field on the top left and change it to N to search by customer name.
 - b. Key in the customer's last name, a comma, and the first initial of the first name and press [ENTER] to display the results of the search.
 - In this Quick Start Guide we are assuming the customer has never been in before so the search results will be blank.
 - **If you are unsure of the spelling of the name**, key in fewer letters in the search.
 - c. Use function **F6=Add** to enter the new customer.

4. Enter the customer and vehicle information.

- a. Key in the phone number and hit [FIELD EXIT].
- b. Key in the VIN and hit [FIELD EXIT] to assign the service group.
- c. Key in the Odometer In and hit [FIELD EXIT].
- d. Key in the remaining customer and vehicle information and press [ENTER] to save.

5. Open the repair order.

- a. Use function **F6=Open** to start the new repair order.