



QuickStart Guide

Reviewing Special Orders

October 2004

Reviewing Special Orders

ARKONA QuickStart Guide

Use this QuickStart Guide to learn how a service writer can review special orders.

- Service writers can check the status of special orders from service.
- You can review the status of special order parts from the Service Repair Order screen in three ways:
 1. Review just the special order parts for the customer selected.
 2. Look up special orders by customer name.
 3. Look up special orders by part number.
- When reviewing special order parts, the status may be indicated by a code. A list of statuses with their code and meaning appears in the table below.

Status	Code	Meaning
To Order		The part has not yet been placed on order.
Ordered	O	The part has been placed on an order.
Incomplete	D	The order is not complete and the specific part has been discontinued and will not be filled.
Incomplete	O	The order is not complete and the specific part is still on order.
Incomplete	R	The order is not complete. The specific part has been received, but other parts on the order have not been received.
Filled	R	The order is complete and the specific part has been received.
Filled	H	The order is complete and one or more parts on the order are from inventory and are on hold waiting for the special order parts.
Notified	R	The customer has been notified that the order has been received.

Reviewing special orders for the customer selected:

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. Retrieve the repair order.

- a. Call up the open repair order by repair order number or key tag number.
- b. Or position to the name of the customer on the Open Repair Orders List screen and take option **2=Change** by the repair order.
 - Note the status of the special order part appears in red at the top of the screen as “Unfilled Spec Order” or “Filled Special Order”.

3. Review the status of the parts.

- a. Use function **64=Customer Special Orders** to display all parts on order for that customer.

Reviewing special orders by customer name:

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. Retrieve the repair order.

- a. Call up the open repair order by repair order number or key tag number.
- b. Or position to the name of the customer on the Open Repair Orders List screen and take option **2=Change** by the repair order.

3. Look up the customer name.

- a. Use function **61=Review Special Orders** to display all special orders in customer name sequence.

- b. Key in the first few characters of the customer last name on the Position To line and press [ENTER] to find the customer.
 - The order status displays to the right.
 - **To review the status of each individual part number**, take option **3=Detail** by the order.
 - **To mark the order as notified**, take option **9=Notify** by the order, key in a notification date and any comments associated with the notification process and press [ENTER] to save.

Reviewing special orders by part number:

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. Retrieve the repair order.

- a. Call up the open repair order by repair order number or key tag number.
- b. Or position to the name of the customer on the Open Repair Orders List screen and take option **2=Change** by the repair order.

3. Look up the part number.

- a. Use function **63=Review Spec Ord by Part#** to display parts on special order for all customers.
- b. Key in the first few numbers of the part you are looking for in the Position To field and press [ENTER] to find the part number.
 - The status of the part is indicated in the Stat column.
 - To review the order status of all parts associated with a particular part number, take option **3=Detail** by the part number.