



QuickStart Guide

Splitting Charges with Customer

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Splitting Charges with Customer

ARKONA QuickStart Guide

Use this QuickStart Guide to learn a couple different ways to split charges with the customer.

- There are a couple different scenarios where this Quick Start Guide would be useful:
 1. The manufacturer agrees to split the cost of a job with the customer.
 2. The dealership agrees to split the cost of a job with the customer.

Manufacturer splits the cost of the job.

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. Prepare the repair order to close.

- Change the payment method of the line(s) you want to split to Warranty.

4. Enter a warranty deductible amount.

- The warranty deductible will be equal to the customer's portion of the split charges.
- a. Use function **68=Override Deductible** to display the Deductible Override window.
 - a. Enter the dollar amount the customer must pay in the Warranty Deductible field and press [ENTER].

5. Close the repair order as usual.

The dealership splits the cost of the job.

- A payment method designed to handle this situation must be defined in the Payment Methods area of the General Ledger Application Environment before the cashier closes the 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. Retrieve the repair order.

- b. Call up the open repair order by repair order number or key tag number.
- c. 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. Prepare the repair order to close.

- Change the payment method of the line(s) you want to split to Customer Pay.

4. Close the repair order with a split payment method on the customer pay portion.

- d. Use function **90=Close** to display the Repair Order Totals screen and press [ENTER] to display the Payment Method screen.
- e. Select the payment method and the dollar amount to charge to the dealership.
 - Type in the payment method if you know the code;
 - Or hit F4 to display the Payment Method Selection window and take option **1=Select** by the code you want.
 - Press [ENTER]. The account and control number field will appear
 - Change the dollar amount to be charged to the dealership if desired.
 - Change the control number if desired.
 - Press [ENTER] to confirm the payment method.
- f. Select the correct payment method for the balance of the charges.
 - Select cash, check, or credit card depending on how the customer wants to pay their portion.
- g. Close the invoice.
 - Press [ENTER] to close and print the final invoice.