Autosoft ▶FLEX™

DMS
Honda Warranty
Integrations

Autosoft
Dealer Management System™

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INTRODUCTION

HONDA WARRANTY REPAIRS

The Service Writing module in Autosoft DMS is designed to allow dealers to generate Honda-specific warranty repair orders. The repair orders are created using the standard R/O entry using the Repair Orders menu. This manual does not provide systematic instructions for generating the repair order from beginning to end. For detailed information about each entry screen used to generate repair orders, refer to your Service Writing manual or F1 help. This manual only explains the fields and screens that are required in addition to the standard R/O entry screens.

Once you generate and close your Honda warranty claims, you use the Honda Warranty Entry menu to enter additional warranty information. Once you enter the information, you can view it, print it, and download it to Honda as needed.
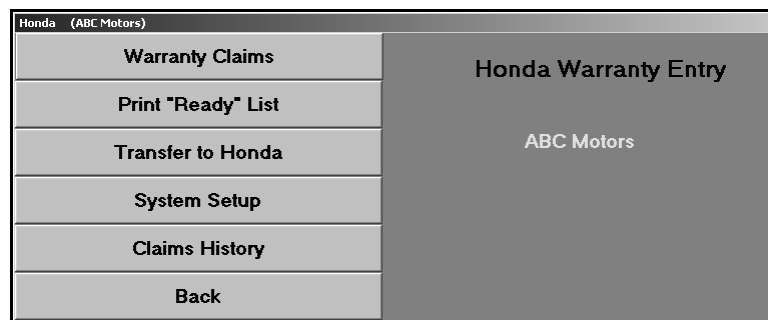
USING HELP SCREENS

Because the Autosoft DMS program is continuously changing to meet the needs of our customers, new features are added to the software. These changes will include the addition of fields, buttons, or screens. This manual represents the program as it is now.

To keep our documentation updated, and our users informed, we have added individual help pages to each screen in the program. Press F1 to display the help page for the current screen or menu. Each page provides the following pieces of information:

- A description of the screen,

- Basic instructions for using the screen,

- A list of the fields on the screen and an explanation of the information required in each field,

- A list of the buttons on the screen and instructions for using each button, and

- A list of the function keys that can be used to carry out commands on the screen.

These help pages are updated as changes are made to the program and added to your system when you run an update from the Internet; thus, the help pages are always current. You should become familiar with the help pages and use them to learn about the new information added to the program and as a way to quickly access information while you are on a screen.

GETTING READY

This manual has three chapters to help you generate your Honda warranty claims. You should read the information in each chapter before attempting to generate the claims. The following table provides a brief explanation of the information covered in each chapter.

Chapter	Information it covers
Chapter 1 **System Setup**	Chapter 1 walks you through entering setup parameters that will be used to generate the warranty claims.
Chapter 2 **Repair Orders**	Chapter 2 explains specific information that is required when generating repair orders using the Repair Orders menu. This chapter will not cover every entry screen used to generate the repair order. It only covers the fields or additional entry screens needed specifically for Honda warranty claims.
Chapter 3 **Honda Warranty Entry**	Chapter 3 walks you through each menu option on the Honda Warranty Entry menu. You will learn how to process warranty claims, download claims to Honda, and view the claim history.

If you have any questions as you work that this manual does not answer, call AutoSoft International at (800) 473-4630 to speak with a support desk representative.

CHAPTER 1

WARRANTY SETUP

Before you can use the Service Writing module or the Honda Warranty feature, you must enter setup parameters. The parameters determine default information used when creating and transmitting the repair orders to Honda. Do not attempt to submit warranty claims unless you complete the setup.

VERIFYING ADVISOR AND TECHNICIAN SETUP

The advisor and technician setup in the Autosoft DMS Service Writing module must contain each advisor's and technician's full social security number. When you assign an advisor and technician to a claim, the system automatically pulls the social security number from the advisor and technician setup and submits it with the claim.

1. If necessary, double-click the **ASI DMS** icon to open the program.

2. Click **Service Writing** on the ASI DMS main menu.

3. Click **System Setup** on the Service Writing menu.

4. Click **Service Advisors/Writers** on the System Setup menu. The Advisor/Writer Information screen appears.

5. The window on the right side of the screen displays all of the advisors and writers in the system. Click the advisor in the list. The advisor's information fills in on the screen.

6. Verify the **Full Social** field contains the advisors full social security number. If the number does not appear in this field, add it.

7. Click **Save** to save the changes.

8. Edit the remaining advisors' and writers' records as needed.

9. When you are finished, click **Exit** to return to the System Setup menu.

10. Next, click **Service Technicians**. The Technician Information screen appears.

11. The window on the right side of the screen displays all of the technicians in the system. Click the technician in the list. The technician's information fills in on the screen.

12. Verify the **Full Social** field contains the technician's full social security number. If the number does not appear in this field, add it.

13. Click **Save** to save the changes.

14. Edit the remaining technicians' records as needed.

15. When you are finished, click **Exit** to return to the System Setup menu.

ENTERING WARRANTY PARAMETERS

The following instructions walk you through entering Honda warranty setup information from the System Setup menu, but the same warranty parameters screen is available on the Honda Warranty Entry menu. The screens are identical, and the information entered in either area is saved and accessible through both setup areas. Similarly, information edited in one area (for example, on the Warranty Parameters menu in the Service Writing System Setup) automatically updates to the second setup area (for example, on the Honda Warranty Entry menu).

1. Click **Warranty Parameters** on the System Setup menu.

2. Click **Honda Warranty Parameters** on the Warranty Parameters menu. The Honda Warranty Parameters screen appears.

```
Honda Warranty Parameters     (ABC Motors)


                     Honda Warranty Parameters


      Download Honda Warranty Repairs ...................(Y/N): □
      Warranty Default Parts Source .......(1/2/3/4/5/6/7/8/9): □
      Warranty Default Labor Rate .......(A/B/C/D/E/F/G/H/I/J): □
      Warranty Sale Is Normally Taxed By Your State .....(Y/N): □
      Warranty Dealer Code                                [      ]




      Cancel      Save
```

3. In **Download Honda Warranty Repairs**, type **Y** for yes or **N** for no to indicate if the warranty repairs should be downloaded to Honda. In order to access the Honda Warranty Entry menu, you must type a **Y** in this field.

4. In **Warranty Default Parts Source**, type the inventory source number (1 through 9) for Honda parts.

5. In **Warranty Default Labor Rate**, type the letter (A through J) that corresponds to the labor rate for warranty repairs. (Labor rates are defined in System Setup under Labor/Warranty/Tax Rates.)

6. Use the **Warranty Sale Is Normally Taxed By Your State** field to indicate if your state taxes warranty sales. Type **Y** for yes or **N** for no according to state guidelines.

7. In **Warranty Dealer Code**, type the dealership's dealer code.

8. Click **Save** to save the parameters.

9. Click **Exit** on the Warranty Parameters menu.

10. Click **Back** on the System Setup menu.

Once the parameters are set, you can begin entering warranty claims.

CHAPTER 2

REPAIR ORDERS

To generate repair orders, you will use the first six buttons on the left side of the Repair Order menu. You will generate the repair order as explained in your Service Writing manual. This chapter only explains the additional information needed when generating Honda warranty claims. It will address the Start Repair Order, Close Service, and Review & Print screens. No special instructions are required for the Enter Conditions, Close Lubricants-Sublets, or Close Parts screens.

START REPAIR ORDER

When you are entering the repair order information on the first entry screen, ensure that the **Warranty Manufacturers** field contains **HO** for Honda warranty claims.

Tip: You can set the default manufacturer for warranty claims in the Service Writing System Setup. Click **Miscellaneous Parameters**. Select **HO-Honda** for the **Default Manufacturers Warranty Repair Prompt** field, and the **Warranty Manufacturers** field on the Start Repair Order screen will automatically default to **HO** for every repair order.

CLOSE SERVICE—HONDA WARRANTY SCREEN

When you close a service repair for a Honda warranty claim on the Close Service screen, the Honda Warranty screen automatically appears so you can enter additional warranty information for the claim. If the Honda Warranty screen does not appear, the **Warranty Manufacturers** field on the Start Repair Order screen does not contain **HO** for Honda. You must edit the field before you can open the Honda Warranty screen.

1. The fields in the top-right corner of the screen display the total cost of labor, parts, and sublet. These values are automatically recalculated as information is entered on this screen.

2. The **Repair Number** field automatically fills in with the appropriate repair number.

3. Type any additional information in each field. The table on the following page lists all of the fields on the Honda Warranty screen and identifies the information required in each field. Use it to assist you when filling in the screen.

4. Use the **Parts** and **Sublet** buttons to add additional information to the repair order.

5. Click **Save** when you are finished entering information. The system returns you to the Close Service screen so you can close more repairs as needed.

Important: Only two sublets lines and one freight line will transfer to the Honda warranty program. When you save the information on the Honda Warranty screen, the system will warn you that not all sublet and freight lines will transfer if you add more than two sublet lines and one freight line.

Field	Information it requires
Repair Number	This field displays the repair number for the selected repair.
Claim type	Select the claim type from the drop-down list. There are five options: **01** Regular, **02** Quick, **03** Template, **04** Parts Dealer Installed, and **05** Parts Over the Counter.
Accessory Type	Select the accessory type from the drop-down list. There are three options: **01** Other, **02** Other/CD Exchange, **03** Radio/CD Full Value Replace.
Part Type	Select the part type from the drop-down list. There are two options: **01** Part Number or **02** Honda Code.
Materials Information	
Description	If material was required for the repair, type a description of the material. You can add up to three materials to each repair.
QTY	Type the quantity of the material used.
Price	Type the price of the material.
Total	The total automatically fills in based on the quantity and price.
Repair Information	
Fire Related	Indicate if the repair is fire related. Type **Y** for yes or **N** for no.
Contention/Symptom Code	Type the customer complaint code. If a complaint code was entered on the Enter Conditions or Close Service screen, it fills in this field.
Defect Code	Type the fail code/trouble code. If a trouble code was entered on the Enter Conditions or Close Service screen, it fills in this field.
Diagnostic Trouble Code	Type the diagnostic trouble code.
Labor Section	
Line	This field displays the line number for the labor operation. You can have up to 25 labor lines per repair.
Labor Op	Type the labor operation code. If a labor operation code was entered on the Enter Conditions or Close Service screen, it fills in this field.
C/T	Type the charge time for the repair. If labor units were entered on the Enter Conditions or Close Service screen, they fill in this field.
A/T	Type the actual time for the repair. This field defaults to the same units entered as the charge time.
Sale	Type the sale amount.
Totals	
Labor	This field displays the total labor for the repair.
Parts	This field displays the total parts for the repair.
Sublet	This field displays the total sublet for the repair.
Total	This field displays the total for the repair.

PARTS

The **Parts** button on the Honda Warranty screen opens the Edit Parts screen. You use this screen to edit parts on the warranty repair order. You can use this screen to switch parts between conditions and to mark the failed part.

```
Edit Parts   (ABC Motors)
LN   Part No.      T  L  F   Qty     Cost     Sale     Ext    Core  Desc.
01  0591883        W  1      1       30.96    43.35    43.35         WATER PUMP




                  "Click" Part Line from list to edit        "Click"    1  (W) WATER PUMP RECALL
                                                            Condition
                                                            From List
                          Condition:

                        Failed Part:    Yes
                                        No

       Back
```

1. Click **Parts**. The Edit Parts screen appears.

2. The top of the screen lists all the parts that have been added to the repair order. A list of the conditions is displayed in the bottom-right section of the screen.

3. Click a part in the list. The part number is displayed in the first field on the bottom of the screen, and the **Condition** field indicates the corresponding condition number.

4. Edit the Condition field if the part needs to be assigned to a different condition. (You can select a condition by clicking the condition in the list on the bottom-right side of the screen. The condition number will fill in.)

5. Use the buttons next to the **Failed Part** field to indicate if the selected part is the failed part. Click **Yes** to mark the failed part, or click **No** to mark the remaining parts.

6. Click **Back** to return to the Honda Warranty screen.

Tip: If you switch parts between conditions that have different repair types, you are prompted that some of your parts are flagged improperly. You must re-close parts to ensure the pricing information is correct. For example, if you switch a part from a customer pay repair to a warranty repair, you are prompted the parts are flagged improperly. Click **OK** to acknowledge the message, and close the part section of the repair order again to ensure the parts for the warranty repair are charged with the warranty price and that the parts for the customer pay are charged with the customer pay price.

SUBLET

The **Sublet** button on the Honda Warranty screen opens the Sublet screen. You use this screen to edit sublet information that has been added to the warranty repair or to add sublet and freight lines to the repair. You can add two sublet lines and one freight line.

1. Click **Sublet**. The Sublet screen appears.

2. The sublets added to the repair order are displayed in the fields at the bottom of the screen. The information displayed in each field is pulled from the information entered on the Lubricants/Sublet screen.

3. Click in a field, and edit the information as needed. If necessary, you can add up to two sublet lines.

4. You can also add one freight line using the Sublet screen. Freight lines are identified by the codes F1, F2, F3, and F4.

5. Click **Save** to save the changes.

6. Click **Exit** to return to the Honda Warranty screen.

Remember: Only two sublets lines and one freight line will transfer to the Honda warranty program. When you save the information on the Honda Warranty screen, the system will warn you that not all sublet and freight lines will transfer if you add more than two sublet lines and one freight line.

REVIEW & PRINT

When all of the information has been closed on the repair order, close and print the repair order as needed. Some of the information on this screen automatically fills in based on information entered on previous screens. Verify the information is correct.

When you are finished entering and verifying the information on this screen, click **Print**. AutoSoft DMS prompts you to indicate what you want to do with the repair order. In order to send the warranty claim to the Honda warranty program, you *must* choose **Y**, **P**, **C**, **I**, **W**, or **M**. If you choose **N** for no action, the warranty claim remains in the Repair Orders list. It is not available in Honda warranty program.

Click the button that corresponds to the print/close option you want to select:

- Select **Y-Print & Close R/O** if the warranty repairs are the only repairs on the repair order. This closes all of the repairs.

- Select **P-Print & Close C/P** if there are internal or customer pay repairs on the repair order. This closes the internal or customer pay repairs and leaves the warranty repairs open.

- Select **C-Customer Copy** to print the customer copy of the repair order without closing any of the repairs.

- Select **I-Invoice R/O** to invoice the repair order Cashier. This closes all of the repairs, but no copies print. The repair order cannot be recalled in the Service Writing module.

- Select **W-Invoice C/P** to invoice just the customer pay and internal repairs to Cashier. This closes the customer pay and internal repairs, but leaves the warranty repairs open. No copies print.

- Select **M-Print Memo** to print a memo copy of the repair order without closing any of the repairs.

Tip: Although options **P**, **C**, **W**, and **M** send claims to the Honda warranty program, the repairs are still open in the Service Writing module. Therefore, any editing that needs to be done on the warranty repairs should be done in the Service Writing module. This ensures any changes made to the repairs will be sent to the Honda warranty program when you reprint the repair order and ensures the warranty information updates to the Accounting module properly.

CHAPTER **3**

HONDA WARRANTY ENTRY

Once you process the Honda claims, you use the Honda warranty program to review, print, and download the claims. You access the warranty program from the Repair Orders menu. The right side of the menu should display a **Honda Warranty** button.

The right side of the Repair Orders menu will only display the warranty programs you indicated should be used for downloading repair orders in the warranty parameters. The first parameter on the warranty parameters screen asks you to indicate if warranty repairs should be downloaded to the manufacturer's interface. These fields must contain a Y for yes in order to access the warranty programs. If the Repair Order menu does not contain a **Honda Warranty** button, verify the Honda warranty parameters in the Service Writing System Setup.

Repair Orders (ABC Motors)	
Repair Orders	
Start Repair Order	Utilities
Start Conditions	GM Warranty
Close Lubricants–Sublet	Honda Warranty
Close Service	
Close Parts	Continuations
Review & Print	Customer History
Back	Pre - Writes

The Repair Orders menu will display up to three manufacturer warranty options at a time. If you select to use more than three of the warranty interfaces, one button on the right side of the Repair Orders menu will read, "Warranty Interface." When you click this button, the system prompts you to select the manufacturer.

Click **Honda Warranty** on the Repair Orders menu to open the Honda Warranty Entry menu. To use the menu, click the button that corresponds to the menu option you want to select. The appropriate screen or prompt appears. This chapter explains how to use each menu option.

Honda (ABC Motors)	
Warranty Claims	**Honda Warranty Entry**
Print "Ready" List	
Transfer to Honda	ABC Motors
System Setup	
Claims History	
Back	

REVIEWING CLAIMS FOR DOWNLOAD

First, you use the **Warranty Claims** button to review the copies of the repair orders that are flagged as Honda warranty claims. The information from the R/O is available here when the customer copy of the repair order is printed. You can leave the R/O open by printing *only* the customer copy or a memo copy used to review the claim before it is closed, or you can close and update the claim.

If you leave the R/O open until you receive an answer back with possible corrections, you can correct the R/O before you close and update it and then resubmit it. The repair order history and Accounting information would always be correct using this method.

You view and edit information for Honda warranty repair orders on six screens: Vehicle Information, Repair Information, Labor, Parts, Miscellaneous, and Totals. You open each screen by clicking the corresponding button on the bottom of the screens. Although the buttons appear on all of the entry screens, some of the screens are not available based on the claim type selected for the repair.

Back	Remove R/O	Vehicle Info	Repair Info	Labor	Parts	Miscellaneous	Totals
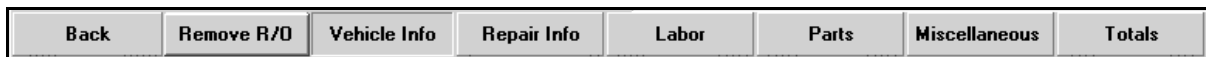
VEHICLE INFORMATION

The Vehicle Information screen is the first screen. You use this screen to select the repair order and repair you want to process. In addition, you verify information about the vehicle that applies to all of the conditions on the repair order.

Selecting a Repair to Process

1. Click **Warranty Claims**. The Vehicle Information screen appears. Note that the **Vehicle Info** button is selected to indicate you are on the Vehicle Information screen.

2. The list window on the right side of the screen displays the available warranty claims.

3. Click the claim you want to select. The vehicle information fills in the fields under **Vehicle Information** on the top part of the screen.

4. A list of the repairs on the claim appears. Click the repair you want to process. The repair number and claim type information fills in the fields under **Repair** on the bottom part of the screen.

5. If necessary, enter any information that is not complete for the claim. The table on the following page lists the fields on the Vehicle Information screen and identifies the information required in each field.

6. When you are finished, click a button on the bottom of the screen to view the repair information, labor, parts, miscellaneous repair information, or totals for the repair.

Removing a Repair

1. Select the repair order and the repair.

2. Click **Remove Repair**.

3. Click **OK** when prompted to verify you want to delete the repair.

Deleting a Repair Order

1. Select the repair order.

2. Click **Remove R/O**.

3. Click **OK** when prompted to verify you want to delete the repair order.

Field	Information
Vehicle Information	
R/O Number	This field displays the repair order number.
VIN	This field displays the vehicle identification number. The VIN was entered on the Start Repair Order screen. The VIN must be accurate in order to process the claim.
Mileage Out	This field displays the vehicle's mileage when it was finished being serviced. The mileage was entered on the Close Service screen.
Repair Date	This field displays the repair date. This date was entered on the Start Repair Order screen.
Work Completed Date	This field displays the date the work was completed. This date is based on the date when the repair order was first printed.
Demolition	Indicate if this is a demolition vehicle. Type **Y** for yes or **N** for no.
Non-US Vehicle	Indicate if this is a non-US vehicle. Type **Y** for yes or **N** for no.
Engine Number	Type the engine number.
Delivery Date	This field displays the date the vehicle was delivered to the customer if sold by the repairing dealership. This date was entered on the Start Repair Order screen.
Customer Type	This field defaults to **B** for business. You can leave this entry.
Business Name	This field displays the customer's full name. The name was entered on the Start Repair Order screen.
First	If the customer is an individual, type the customer's first name.
Middle	If the customer is an individual, type the customer's middle initial.
Last	If the customer is an individual, type the customer's last name.
Labor Rate	This field displays the labor rate selected for the repair. The rate was selected on the Enter Condition or Close Service screen.
Repair	
Claim Number	This field displays the claim number/repair number for the selected repair. The number was assigned on the Enter Conditions screen.
Claim Type	This field displays the claim type selected for the repair. The claim type was selected on the Honda Warranty screen. Use the drop-down list to select a different claim type as needed.
Accessory Type	This field displays the accessory type selected for the repair. The accessory type was selected on the Honda Warranty screen. Use the drop-down list to select a different accessory type as needed.
Part Type	This field displays the part type selected for the repair. The part type was selected on the Honda Warranty screen. Use the drop-down list to select a different part type as needed.

REPAIR INFORMATION

You use the Repair Information screen to view information for the selected repair.

1. Click **Repair Info**. The repair Information screen appears.

2. The information entered for the repair automatically fills in on the screen.

3. If necessary, enter any information that is not complete for the claim. The table on the following page lists the fields on the Repair Information screen and identifies the information required in each field.

4. When you are finished, click a button on the bottom of the screen to view the vehicle information, labor, parts, miscellaneous repair information, or totals for the repair.

Field	Information
Vehicle Information	
R/O Number	This field displays the repair order number.
Repair Number	This field displays the repair number for the selected repair.
Claim Type	This field displays the claim type selected for the repair. The claim type was selected on the Honda Warranty screen or on the Vehicle Information screen.
VIN	This field displays the vehicle identification number. The VIN was entered on the Start Repair Order screen.
R/O Information	
Customer Contention/Symptom Description	This field displays the customer complaint description. This information was entered on the Enter Conditions screen.
Contention/Symptom Code	This field displays the complaint code entered for the repair. This code was entered on the Enter Conditions screen, Close Service screen, or Honda Warranty screen. The code must be entered without a dash.
Fire Related	This field indicates if the damage is fire related. It displays **Y** for yes or **N** for no. This information was entered on the Honda Warranty screen.
Personnel Information	
Service Advisor (SSN)	This field displays the service advisor's social security number. This number pulls from the Advisor/Writer Information screen in the Service Writing System Setup.
Technician (SSN)	This field displays the service technician's social security number. This number pulls from the Technician Information screen in the Service Writing System Setup.
Repair Information	
Defect Code	This field displays the defect code entered for the repair. This code was entered on the Honda Warranty screen when closing the repair. The code must be entered without a dash.
Diagnostic Trouble Code	This field displays the diagnostic trouble code entered for the repair. This code was entered on the Honda Warranty screen.

LABOR

You use the Labor screen to view the labor for the selected repair. You can add additional labor lines or remove labor lines as needed.

Viewing and Editing Labor Lines

1. Click **Labor**. The Labor screen appears.

2. The window on the right side of the screen displays the labor lines added to the repair. Click the line you want to view, or type the line number for the line you want to view. The information fills in under Labor Section on the left side of the screen.

3. If necessary, edit the labor operation, time units, or labor sale.

4. Click **Save** to save the changes.

5. When you are finished, click a button on the bottom of the screen to view the vehicle information, repair information, parts, miscellaneous repair information, or totals for the repair.

Removing Labor Lines

1. Select the labor line.

2. Click **Remove**.

3. Click **OK** when prompted to verify you want to remove the line. The line no longer appears in the list window on the right side of the screen.

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Adding Labor Lines

1. Type the line number for the labor line you are adding.

2. Type the labor operation code, the time units, and the labor sale amount.

3. Click **Save**. The line appears in the list window on the right side of the screen.

The following table lists all of the fields on the Labor screen and identifies the information required in each field. Use it to assist you as you edit or add labor information.

Field	Information
Vehicle Information	
R/O Number	This field displays the repair order number.
Repair Number	This field displays the repair number for the selected repair.
Claim Type	This field displays the claim type selected for the repair. The claim type was selected on the Honda Warranty screen or on the Vehicle Information screen.
VIN	This field displays the vehicle identification number. The VIN was entered on the Start Repair Order screen.
Labor Section	
Labor Line	Type the line number for the line you want to add or view.
Labor Operation	This field displays the labor operation for the selected labor line. This information was entered on the Enter Conditions screen, Close Service screen, or Honda Warranty screen. You can add a labor operation as needed by typing the labor operation code in this field.
Time Units	This field displays the labor units for the selected labor line. This information was entered on the Enter Conditions screen, Close Service screen, or Honda Warranty screen. You can add labor units as needed by typing the units in this field.
Labor Sale	This field displays the labor sale for the selected labor line. This information was entered on the Enter Conditions screen, Close Service screen, or Honda Warranty screen. You can add the labor sale as needed by typing the sale amount in this field.

PARTS

You use the Parts screen to view the parts for the selected repair. You can add additional parts or remove parts as needed.

Important: Parts removed or added here are not reflected on the original repair order or in the parts inventory.

Viewing and Editing Part Lines

1. Click **Parts**. The Parts screen appears.

2. The window on the right side of the screen displays the parts added to the repair. Click the part you want to view, or type the line number for the part you want to view. The information fills in under Parts Section on the left side of the screen.

3. If necessary, edit the part information.

4. Click **Save** to save the changes.

5. When you are finished, click a button on the bottom of the screen to view the vehicle information, repair information, labor, miscellaneous repair information, or totals for the repair.

Removing Parts

1. Select the part.

2. Click **Remove**.

3. Click **OK** when prompted to verify you want to remove the part line. The line no longer appears in the list window on the right side of the screen.

Adding Parts

1. Type the line number for the part you are adding.

2. Type the part number.

3. If this is the failed part, type **Y** in **Failed Part**.

4. Type the quantity and cost. The unit price automatically fills in with a 40% markup of the part cost, and the sale price automatically fills in based on the quantity and unit price.

5. Click **Save**. The part appears in the list window on the right side of the screen.

The following table lists all of the fields on the Parts screen and identifies the information required in each field. Use it to assist you as you edit or add part information.

Field	Information
Vehicle Information	
R/O Number	This field displays the repair order number.
Repair Number	This field displays the repair number for the selected repair.
Claim Type	This field displays the claim type selected for the repair. The claim type was selected on the Honda Warranty screen or on the Vehicle Information screen.
VIN	This field displays the vehicle identification number. The VIN was entered on the Start Repair Order screen.
Parts Section	
Parts Line #	Type the line number for the part line you want to add or view.
Part Number	This field displays the part number for the selected line. If you are adding a part, type the part number in this field.
Failed Part	This field indicates if this is the failed part. It displays **Y** to flag the failed part. This information was entered on the Close Parts screen. If you are adding a part, indicate if it is the failed part. Only one part can be flagged as the failed part.
Quantity	This field displays the quantity used for the repair. If you are adding a part, type the quantity used for the repair in this field.
Cost	This field displays the sale price for the part. If you are adding a part, type the price in this field.
Unit Price	The system automatically calculates the unit price for the part. This is the cost with a 40% markup. This is the amount Honda will pay the dealer for the part.
Sale Price	The system automatically calculates the sale price based on the quantity and the unit price.

MISCELLANEOUS

You use this screen to add materials, sublet, and freight to the repair.

1. Click **Miscellaneous**. The Miscellaneous screen appears.

2. If materials need to be added to the claim, add them under **Materials**. You can add up to three materials to the repair. Type the description, quantity, and unit price for the materials used. The unit total automatically calculates based on the quantity and unit price.

3. If sublet was added to the repair on the Sublet screen in the Service Writing module, it fills in under **Sublet Information**. If you need to add sublet, select the sublet from the **Sublet Description** list, and type the amount for the sublet. You can add up to two sublets to the repair.

4. If you need to add freight to the repair, add it under **Freight Information**. Select the freight code from the **Freight Description** drop-down list, and type the freight amount.

5. When you are finished, click a button on the bottom of the screen to view the vehicle information, repair information, labor, parts, or totals for the repair.

Remember: If you entered sublet and freight lines in the Service Writing module, only the first two sublets lines and the first freight line transfer to the Honda warranty program.

Field	Information
Vehicle Information	
R/O Number	This field displays the repair order number.
Repair Number	This field displays the repair number for the selected repair.
Claim Type	This field displays the claim type selected for the repair. The claim type was selected on the Honda Warranty screen or on the Vehicle Information screen.
VIN	This field displays the vehicle identification number. The VIN was entered on the Start Repair Order screen.
Materials Information	
Description	If you added materials on the Honda Warranty screen, the material description automatically fills in this field. If you need to add materials, type the description for up to three materials used for the repair.
Qty	This field displays the quantity of the material added to the repair on the Honda Warranty screen. If you need to add material, type the quantity for each material used.
Unit Price	This field displays the unit price for the material added to the repair on the Honda Warranty screen. If you need to add material, type the unit price for each material used.
Unit Total	This field displays the unit total. The system calculates this value based on the quantity and the unit price.
Sublet Information	
Code	If you added sublets on the Sublet screen in the Service Writing module, the sublet code automatically fills in this field. If you need to add sublet to the repair, type the sublet code for up to two sublets. If you use the **Sublet Description** list to select the sublet, the code automatically fills in this field.
Sublet Description	Use the drop-down list to select the sublet description.
Amount	Type the amount charged for the sublet.
Freight Information	
Code	If you added freight on the Sublet screen in the Service Writing module, the freight code automatically fills in this field. If you need to add freight to the repair, type the freight code. If you use the **Freight Description** list to select the freight, the code automatically fills in this field. You can only enter one freight line.
Freight Description	Use the drop-down list to select the freight description.
Amount	Type the amount charged for freight.

TOTALS

You use the Totals screen to verify the totals for the repair and to flag the repair as done. This marks the repair as ready for download. You cannot edit information on this screen. If you find an error, you must edit the information on the corresponding entry screen.

1. Click **Totals**. The Totals screen appears.

2. Review the information. The table on the following page lists the fields on the screen and identifies the information each field displays. Reference it as needed.

3. To print a copy of the repair, click **Print Memo**.

4. When prompted to verify your printer is ready, click to select **To Printer** to print the repair or **To Screen** to view the summary on your screen.

5. Once you select your print type, click **Print**.

6. When you are finished with the repair, click **Done**.

7. The system takes you back to the Vehicle Information screen so you can select another repair to process.

Field	Information
Vehicle Information	
R/O Number	This field displays the repair order number.
Repair Number	This field displays the repair number for the selected repair.
Claim Type	This field displays the claim type selected for the repair. The claim type was selected on the Honda Warranty screen or on the Vehicle Information screen.
VIN	This field displays the vehicle identification number. The VIN was entered on the Start Repair Order screen.
Totals	
Parts Cost	This field displays the total cost for parts.
Materials Cost	This field displays the total cost for materials.
Parts And Material Handling	This field displays the total cost for special handling for parts and materials. The system calculates this value by taking 40% of the parts cost.
Labor Amount	This field displays the total cost for labor.
Sublet Amount	This field displays the total cost for sublet.
Freight Amount	This field displays the total cost for freight. You entered the freight amount on the Miscellaneous screen.
Calculated Claim Total	This field displays the total cost for the repair.

Once you are finished reviewing all of the repair orders, click **Back** on the Vehicle Information screen to return to the Honda Warranty Entry menu.

PRINTING THE LIST OF "READY" CLAIMS

Before you download the claims to Honda, you should print the list of claims ready for download. This list will not include claims that have been put on hold. (See page 27 for instructions on putting claims on hold.)

The system prints each claim separately. For each claim, the printout lists the repair order number, the claim totals, the labor totals, the parts totals, the materials expenses totals, the sublet expenses totals, and the freight totals.

1. Click **Print "Ready" List** on the Honda Warranty Entry menu.

2. When prompted to verify your printer is ready, click to select **To Printer** to print the information or **To Screen** to view the information on your screen.

3. Once you select your print type, click **Print**.

DOWNLOADING CLAIMS TO HONDA

Once you are finished reviewing the claims, you click **Transfer To Honda** to open the Download Honda Claims File screen. You use this screen to create a download file to send the claims to Honda. The screen displays a list of the repair orders in the system and their status. Before downloading claims, you have the option of placing claims on hold so they are not included in the download if they are not ready. Once you create the download file, you log on to the Honda inPlus website and upload the file to Honda.


SETTING UP INTERNET EXPLORER

Before you can download files, you must set up Internet Explorer to support integration with inPlus. If you attempt to upload warranties to the inPlus website without setting up Internet Explorer, you will receive a warning indicating you do not have the correct security setting. Use the following instructions to set up Internet Explorer.

1. Open Internet Explorer.

2. Click **Tools**, and select **Internet Options**.

3. Click the **Security** tab

4. Click **Trusted Sites**, and click the **Sites** button. The Trusted Sites dialog appears.

5. In **Add this Web site to the zone**, type the URL you need to add, and click **Add**. The URL will display under **Web sites**.
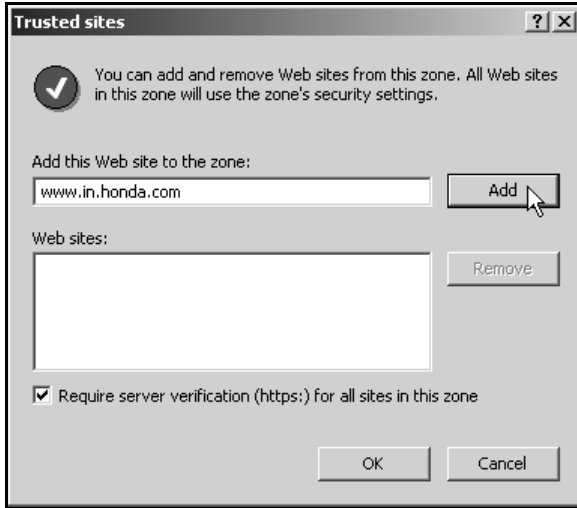
Use the following table to add the URLs required for your dealership.

Honda Dealerships	www.in.honda.com in.ahmdealer.com *.honda.com
Acura Dealerships	www.in.acura.com www.in.honda.com in.ahmdealer.com *.acura.com *.honda.com

6. Click **OK**. You will be back at the Internet Options Security tab.

7. Click **Custom Level**.

8. For "Initialize and Script ActiveX controls," select **Enabled**.

9. Set the Security Level to **Low**.

10. Click **OK**.

11. Click **OK** to close the Internet Options dialog.

PLACING FILES ON HOLD

1. Click **Transfer To Honda**. The Download Honda Claims File screen appears.

2. The screen displays the active warranty claims. Unprocessed claims are displayed as red lines and are flagged "(Hold)." Processed claims appear as green lines and list the repairs on the claim.

3. You can place a claim on hold or flag a held claim for download by clicking the claim to switch the claim's status.
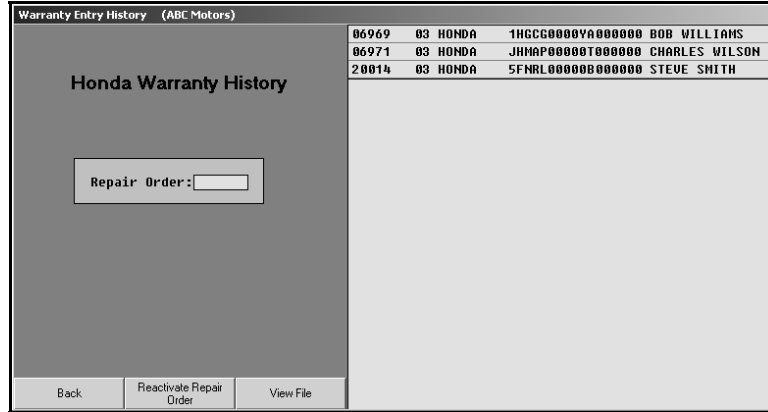
DOWNLOADING FILES

1. The dealer code automatically fills in from the setup. If the dealer code is incorrect, you should edit the code on the Honda Warranty Parameters screen.

2. Click **Send**.

3. Click **OK** when prompted to verify you want to download the claims.

4. The system displays a message indicating the download was successful. Click **OK** to acknowledge the message.

UPLOADING THE FILES TO THE HONDA WEBSITE

1. Log on to the Honda inPlus website.

2. Click **Service** on the application menu at the top of the page.

3. Click **Warranty** on the Service menu on the left side of the page.

4. Click **R.O. Interface** under the Warranty menu.

5. The system displays a list of files available to upload. Select the file, and click **Upload**.

6. Once you upload the selected files, you will need to manually delete the files. Click the Delete link next to each file.

VIEWING CLAIM HISTORY

Use the **Claims History** button to open the Honda Warranty Entry History screen. This screen allows you to view a list of repair orders downloaded to Honda. You can view the repair order for any claim in the list. In addition, this screen allows you to reactivate files for download again.

```
Warranty Entry History    (ABC Motors)
                                    06969    03 HONDA    1HGCG0000YA000000 BOB WILLIAMS
                                    06971    03 HONDA    JHMAP00000T000000 CHARLES WILSON
                                    20014    03 HONDA    5FNRL00000B000000 STEVE SMITH

        Honda Warranty History



            Repair Order:[      ]




         Back    Reactivate Repair    View File
                     Order
```

VIEWING FILES

1. Click **Claims History**. The Honda Warranty Entry History screen appears.

2. The list window on the right side of the screen displays a list of claims downloaded to Honda. Click the file you want to view, or type the repair order number in the **Repair Order** field.

3. Click **View File**. The R/O Detail screen appears and displays the claim information.

4. Click **Back** to close the detail screen.

5. Click **Back** to return to the Honda Warranty Entry screen.

REACTIVATING FILES

Reactivated claims appear in the repair order list on the Vehicle Information screen so you can review them as needed before downloading them to Honda.

1. Click the file in the list window on the right side of the screen you want to reactivate.

2. Click **Reactivate Repair Order.**

3. Click **Yes** when prompted to verify you want to reactivate the file.

ENTERING SETUP INFORMATION

The **System Setup** button opens the Honda Warranty Parameters so you can enter information used to generate and download warranty claims. The same screen opens when you click **Honda Warranty Parameters** on the Warranty Parameters menu in the Service Writing System Setup. See Chapter 1, page 4, for information about entering the warranty parameters.

CONCLUSION

This completes the information needed to generate Honda warranty claims in the AutoSoft DMS system. You should keep the manual on hand until you are familiar with the processes. If you have questions when you are working through the warranty program, call AutoSoft International at (800) 473-4630, and a support desk representative will assist you.