



Autosoft
FLEXTM

DMS
Chrysler Warranty Repairs

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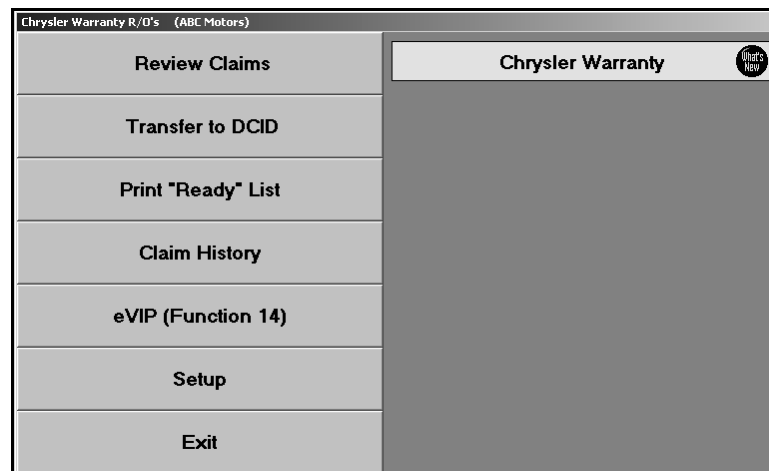
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Introduction Chrysler Warranty Repairs

The Service Writing program in Autosoft DMS is designed to allow dealers to generate Chrysler-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 enter your Chrysler warranty claims, you use the Chrysler Warranty menu to enter additional warranty information. Once you enter the information, you can view it, print it, and download it to DealerCONNECT® as needed.



Important: DealerCONNECT requires Microsoft® Windows® 2000 or Microsoft Windows XP. DealerCONNECT will not communicate with Microsoft Windows 98.

Using Help Screens and What's New?

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.

Similarly, use the **What's New?** icon on the Service Writing menu and Chrysler Warranty menu to read about enhancements that have been added to the Service Writing program and Chrysler warranty program. This helps you quickly identify the enhancements that have been made to the system since your last web update.

Getting Ready

This manual has three chapters to help you generate your Chrysler 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 Chrysler warranty claims.
Chapter 3 Chrysler Warranty	Chapter 3 walks you through each menu option on the Chrysler Warranty menu.

As always, if you have any questions, call Autosoft at (800) 473-4630 to speak with a Support Desk Representative.

Chapter 1 Warranty Setup

Before you can use the Service Writing program or the Chrysler Warranty feature, you must enter setup parameters. The parameters determine default information used when creating and transmitting the repair orders to DealerCONNECT. You must enter setup information in your Autosoft DMS system and IEN codes on DealerCONNECT. Do not attempt to submit warranty claims unless you complete the setup.

Entering the IEN in DealerCONNECT

You must enter the Internal Employee Number (IEN) for each advisor and technician on the Dealer Personnel Information screen of DealerCONNECT. **The IEN is the last four digits of the social security number.** Autosoft DMS sends the IEN with the warranty claims. The IEN identifies the technician who worked on the claim. DealerCONNECT verifies the IEN with the numbers on record for your dealership. If DealerCONNECT receives claims with an IEN not on file for your dealership, DealerCONNECT will reject the claims. Only certain personnel can enter the IEN. DealerCONNECT uses a position code hierarchy, and only authorized personnel can change the IEN.

Note: Because Chrysler can modify DealerCONNECT at any time, refer to help available on DealerCONNECT if the following instructions do not work.

1. Connect to DealerCONNECT, and log on with your DealerCONNECT ID and password.
2. Click **My Dealership** at the top of the screen.
3. Click **My Personnel** under Administration.
4. Click the **SID User Management** tab.
5. Click **Modify Access Rights**. If you do not have this link on your SID User Management page, you do not have permission to modify users' IEN numbers.
6. Type the user's SID number, first name, and last name.
7. Click **Submit**.
8. Type the employee's IEN number (last four digits of the social security number) in the **IEN** field below the Secondary Position Code list.
9. Once you type the IEN code, click **Next**.
10. Click **Submit** to save the IEN code.
11. You should see a message indicating the information was successfully saved.

Troubleshooting Errors

You will receive a technician ID error number 9999 if DealerCONNECT cannot find the IEN number for a technician on a claim. Use the following instructions to verify the employee setup on DealerCONNECT to ensure the IEN numbers are entered correctly. The IEN is the last four digits of the social security number.

1. Connect to DealerCONNECT, and log in with your DealerCONNECT ID and password.
2. Click the **Service** tab at the top of the page.
3. Under **Claim Administration** (on the left of the page), click **Dealer Service Profile**.
4. On the page that opens, click the **Technicians** tab at the top of the page.
5. The page that opens lists all of the technicians entered for your dealership. The **IEN** column lists the IEN number entered for each technician. Verify that a number has been entered for each technician. If the code is missing, add the code following the instructions in the “Entering the IEN in DealerCONNECT” section on page 3.

Verifying Advisor Setup

You must verify that your advisors are set up in the Autosoft DMS Service Writing module according to the Chrysler guidelines. When you send the advisor's name with a warranty claim, you must send the advisor's first name initial and full last name without spaces. For example, you would send John Smith as JSMITH. When Autosoft DMS generates the Chrysler warranty claims, it pulls the advisor's name from the **Short Name** field on the Advisor/Writer screen in the Service Writing System Setup. Therefore, if you ensure you enter the advisor's name in this field according to the specified guidelines, you will not have to edit the entry in the Chrysler warranty program. You must also enter the advisor's manufacturer employee ID. The ID consists of the last four digits of the advisor's social security number and the advisor's initials. The ID must be entered because it is required by Chrysler.

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.

The screenshot shows the 'Advisor/Writer Information' window. It contains the following fields and sections:

- Advisor/Writer Number:** A text input field.
- Short Name:** A text input field.
- Full Name:** A text input field.
- Full Social:** A text input field.
- Advisor/Writer (A/W):** A checkbox.
- Default Advisor For This Writer:** A text input field.
- Employee ID:** A section with two columns: 'MFC' and 'Emp ID'. Each column has three empty text input fields.
- Advisor List:** A list of advisors on the right side of the window, including:
 - 01 PADANE
 - 02 WOODSON
 - 03 JSMITH
 - 04 ARRY
 - 05 RANDEMS
 - 06 SPARKER
 - 07 S.JONES
 - 08 HAWKER
 - 09 HARTLEY
 - 10 TIKIK
- Buttons:** At the bottom of the window, there are buttons for 'Exit', 'Print', 'Delete', 'Clear', and 'Save'.

- The window on the right side of the screen displays all of the advisors and writers in the system. The name displayed in the list is the name from the **Short Name** field. The name should be made up of the advisor's first name initial and last name. For example, John Smith should be JSMITH.

Advisor/Writer Number	Short Name	Full Name
01	PADAMS	
02	WDAUIDSON	
03	JSMITH	JOHN SMITH
04	ARAY	
05	RANDREWS	
06	APARKER	
07	BJONES	
08	MWALKER	
09	RHARTLEY	
10	TKIRK	

- If you need to edit a name, click the advisor in the list on the right side of the screen. The advisor's information fills in on the screen.
- Click in the **Short Name** field, and edit the name as needed.
- Verify that the advisor's employee ID appears in the **EMP ID** field next to the CH code. Enter the code if it is missing. The ID consists of the last four digits of the advisor's social security number and the advisor's initials.

MFC	Emp ID	MFC	Emp ID
CH	1234JS		
GM			

- Click **Save** to save the changes.
- Edit the remaining advisors' records as needed.
- When you are finished, click **Exit** to return to the System Setup menu.

Verifying Technician Setup

You must verify that your technicians are set up in the Autosoft DMS Service Writing module according to the Chrysler guidelines. You must enter the technician's manufacturer employee ID. The ID consists of the last four digits of the technician's social security number. The ID must be entered because it is required by Chrysler.

1. Click **Service Technicians** on the System Setup menu. The Technician Information screen appears.

2. Click the technician in the list on the right side of the screen. The technician's information fills in on the screen.
3. Verify that the technician's employee ID appears in the **EMP ID** field next to the CH code. Enter the code if it is missing. The ID consists of the last four digits of the technician's social security number.

4. Click **Save** to save the changes.
5. Edit the remaining advisors' records as needed.
6. When you are finished, click **Exit** to return to the System Setup menu.

Entering Warranty Parameters

The following instructions walk you through entering Chrysler warranty setup information from the System Setup menu, but the same warranty parameters screen is available on the Chrysler Warranty 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 Service Writing menu) automatically updates to the second setup area (for example, on the Chrysler Warranty menu).

1. Click **Warranty Parameters** on the System Setup menu.
2. Click **Chrysler Warranty Parameters** on the Warranty Parameters menu. The Chrysler Warranty Parameters screen appears.

Chrysler Warranty Parameters (ABC Motors)

Chrysler Warranty Parameters

Download Chrysler Warranty Repairs (Y/N):

Warranty Default Parts Source (1 Thru 9):

Warranty Default Labor Rate (A Thru J):

Warranty Sale Is Normally Taxed By Your State (Y/N):

Use DealerCONNECT QuickLop (Y/N):

Warranty Dealer Code:

Warranty Zone:

Download Daily Service Followup To SmartLink (Y/N):

Download Warranty Claims Through DealerConnect (Y/N):

Override Parts Warranty Markup Percentage (##.###%).....:

Cancel Save

3. In **Download Chrysler Warranty Repairs**, type **Y** for yes to indicate if the warranty repairs should be downloaded to Chrysler.
4. In **Warranty Default Parts Source**, type the inventory source number (1-9) for parts.
5. In **Warranty Default Labor Rate**, type the letter (A-J) that corresponds with 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. Type **Y** in **Use DealerCONNECT QuickLop**.
8. In **Drive & Path for Chrysler Labor Time Schedule Data**, type the path where the labor time guide program can be found. This field is usually set up during installation.
9. In **Warranty Dealer Code**, type the dealer's dealer code.
10. In **Warranty Zone**, type the number that corresponds to your geographical warranty zone.

11. Use the **Download Daily Service Follow-up to SmartLink** field to indicate if you want Service information downloaded to Chrysler. Type **Y** for yes or **N** for no.
12. In **Download Warranty Claims Through DealerConnect**, indicate if you download warranty claims to Chrysler using DealerCONNECT. Type **Y** for yes or **N** for no.
13. The **Override Parts Warranty Markup Percentage** field allows you to specify the percentage of markup on warranty parts if the markup is different. The field holds six digits (##.####) to accommodate fractions of a percentage.
14. Click **Save** to save the parameters.
15. Click **Exit** on the Warranty Parameters menu.
16. 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 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 Chrysler warranty claims. It will address the Start Repair Order screen, Enter Conditions screen, Close Service screen, and Review & Print screen. No special instructions are required for the Close Lubricants-Sublets or Close Parts screens.

Repair Orders	
Start Repair Order	Utilities
Start Conditions	Chrysler Warranty
Close Lubricants-Sublet	GM Warranty
Close Service	Active R/O List
Close Parts	Continuations
Review & Print	Customer History
Back	Prewrites

Start Repair Order

When you are entering the repair order information on the first entry screen, ensure that the **Warranty Repairs** field contains a **CH** for Chrysler warranty claims.

Warranty Parts [A/B/C/L]:

Warranty Manufacturers:

CH - Chrysler

CH

Contract:

Term: Expires: / Contract Mileage:

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

Start Conditions—Get VIP

The Enter Conditions screen is completely integrated with VIP, so you can retrieve and view VIP as the repair order is being created. This is done using the **Get VIP** button on the Enter conditions screen. The VIP information is displayed on your screen, and you can print the information to reference while generating the warranty claim.

Tip: If the **Get VIP** button does not appear on the screen, the **Warranty Repairs Are** field on the Start Repair Order screen does not contain a CH for Chrysler.

Retrieving VIP

1. The button is yellow to indicate it is in standby mode and reads, “Get VIP.”



The screenshot shows a software interface titled "eVIP". Below the title is a text input field labeled "Last Name:" containing the text "SMIT". Below the input field is a rectangular button with the text "Get VIP".

2. To retrieve VIP information, click the button.

Important: The customer's name must appear in the **Last Name** field. If you selected an existing customer for the repair order, the name automatically fills in. If the repair order is for a new customer, you will have to type the last name in the field. Chrysler requires the first four letters of the customer's last name, when applicable. For example, you would type SMIT for customer Steve Smith, but you would type DOE for customer John Doe.

3. The button reads, “Retrieving VIP.” This indicates it is retrieving the VIP. Continue to work on the screen.

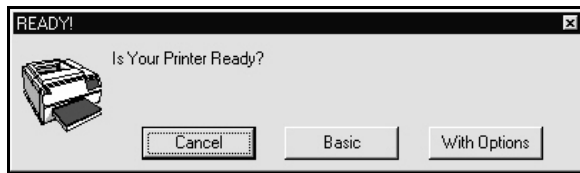


The screenshot shows the same software interface as the previous one, but the button now displays the text "Retrieving VIP".

- When the VIP is ready, the button turns green and reads, "View VIP."



- Click the button to view the VIP information, and the information is displayed on your screen.
- Click **Print** to print a copy of the information to include with the repair order.
- When prompted to verify your printer is ready, click the button that corresponds to how you want the VIP to print: **Basic** or **With Options**.



- Click **Back** to return to the Enter Conditions screen.

Tip: Use the **Printer Setup** button on the VIP viewing screen to select the default printer and paper tray to print the VIP. The **Printer Start Line Factor** determines how far down on the page the text starts printing. This is the same as the top margin. Increase the value to move the text down, and decrease the value to move the text up. The **Printer Left Line Factor** determines how far to the right the text starts printing. This is the left margin. Increase the value to move the text to the right, and decrease the value to move the text to the left.

Close Service—Chrysler Warranty Screen

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

Chrysler Warranty (ABC Motors)

Repair Number: **39631**

WA Warranty: WA

Authorization:

Service Contract

Contract No.:

Cust Last Name:

Continuation R/O:

Cont'd (N/P/R/O):

Labor:

Parts:

Sublet:

Total:

Mopar Claim

Original Invoice:

Repair Date:

Mileage:

Chrysler Vehicle (Y/N):

Carline I.D.:

Dealer Installed (Y/N):

Battery Proration:

Transportation Claim

Registered Mail Receipt:

Major Damage (Y/N):

Vehicle Delivery Date:

Repair Date:

Area Code:

Damage Code:

Severity:

Download Status

OP	FC	Labor	Op	TN	C/T	A/T	Sale	NAR
1				01	7	7	39.98	
2								
3								
4								
5								
6								
7								
8								
9								
10								

Service Contract

OP	FC	Labor	Op	TN	C/T	A/T	Sale	NAR
11								
12								
13								
14								
15								
16								

Important: You can include up to three conditions per service contract repair order. When the system processes service contracts, it adds an S in front of the repair order number. For example, service contract R/O 1234 becomes S1234.

1. The fields in the top-right corner 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 following table lists all of the fields on the Chrysler Warranty screen and identifies the information required in each field. Use it to assist you when filling in the screen.
4. Use the **Labor Time Guides**, **Parts**, and **Sublet** buttons to add additional information to the repair order.
5. Use the **Download Status** to indicate if the claim is ready for download.
6. 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.

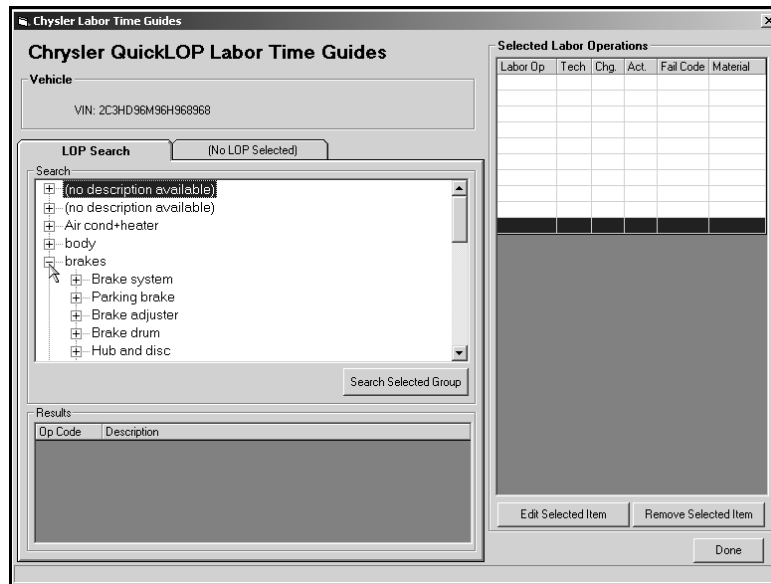
Field	Information it requires
Repair Number	This field displays the repair number for the selected repair.
Claim Type	<p>Indicate the claim type.</p> <ul style="list-style-type: none"> • WA: Warranty Claim • PT: Powertrain (These claims transfer like Chrysler service contract claims. You can have up to three conditions as long as they are all flagged PT.) • RE: Safety Recall (These claims download as S for safety) • MO: MOPAR Claim • TR: Transportation Claim • SC: Service Contract (These claims download as F.) You will use SC for service contract essential care claims, too. • P: Prepaid Freight (DealerCONNECT currently will not download prepaid freight claims. You must manually enter these claims in DealerCONNECT.)
Authorization	<p>Type the authorization number. There are four valid entries:</p> <ul style="list-style-type: none"> • SA: Dealership self authorization • SD: Super DSA Dealership self authorization • RA: Request Chrysler to review and authorize the claim. • A 10-digit code provided by the district manager.
Mopar Claim—These fields only need to be filled in for Mopar claims.	
Original Invoice	Type the original repair order or counter slip number.
Repair Date	Type the date of the repair order if the dealer installed the part.
Mileage	Type the odometer reading at the time of the repair.
Chrysler Vehicle	Indicate if this is a Chrysler vehicle. Type Y for yes or N for no.
Carline I.D.	Type the carline for the vehicle.
Dealer Installed	Indicate if the dealer installed the part. Type Y for yes or N for no.
Battery Proration	Type the proration percentage for replaced batteries.
Transportation Claim—These fields only need to be filled in for transportation claims.	
Registered Mail Receipt	Type the registered mail receipt number for the transportation claim.
Major Damage (Y/N)	Indicated if there is major damage. Type Y for yes or N for no.
Vehicle Delivery Date	Type the date the vehicle was delivered to the dealership.
Repair Date	Type the date of the repair order.
Area Code	Type the code that identifies the area of the vehicle that is damaged.
Damage Code	Type the code that identifies the type of damage to the vehicle.
Severity	Type the code that indicates the severity of the damage.
Service Contract—These fields only need to be filled in for Chrysler service contract claims.	
Contract No	Type the service contract number for the claim.
Cust Last Name	Type the first four characters of the customer's last name.
Continuation R/O	<p>Type any continuation R/O number if required.</p> <p>Important: You can include up to three conditions per service contract repair order. When the system processes service contracts, it adds an S in front of the repair order number. For example, service contract R/O 1234 becomes S1234.</p>

Field	Information it requires
Cont'd (N/P/R/O)	<p>This field is required if there is a continuation R/O. Use this field to indicate the type of continuation repair order. There are four valid entries:</p> <ul style="list-style-type: none"> •N: No Continuation (This is the default entry.) •P: Part Continuation •R: Repair Continuation (Use this code when the continuation contains Labor and Parts.) •O: Rental Continuation
Labor Operations	
OP	This field indicates the operation/line number for the repair. You can have up to 16 labor lines for service contracts. All other repair types can have up to 10 labor lines per repair.
FC	This field displays the failure code entered on the Close Service screen. Edit or add the entry as needed.
Labor Op	Type the factory labor operation number.
TN	This field displays the ID for the technician assigned to the repair.
C/T	This field displays the chargeable labor units.
A/T	This field displays the actual time units. This field automatically defaults to the chargeable time but can be edited as needed.
Sale	This field displays the sale amount. It is calculated based on the units of time entered in the C/T field.
NAR	Indicate if you need to include information for the labor operation (UC narrative, ML/Pcode narrative, battery narrative, duplicate recall narrative, 00 LOP/straight time narrative, or front/rear end alignment narrative). Type Y for yes or N for no. If you type Y , the LOP Narratives screen opens so you can enter the information. (See page 20 for information about LOP narratives.)
Totals	
Labor	This field displays the total amount of the labor sale for the repair.
Parts	This field displays the total amount of the parts sale for the repair.
Sublet	This field displays the total amount of the sublet sale for the repair.
Total	This field displays the total amount of the repair.
Download Status	
Hold	Click to select this option if you want to send the repair to the Chrysler Warranty program flagged as "Hold." You <i>will</i> need to review the repair in the Chrysler Warranty program before it can be flagged there as "Ready" and downloaded to Chrysler. All repairs on a repair order must be flagged "Ready" before the repair order can be downloaded to Chrysler.
Ready	Click to select this option if you want to send the repair to the Chrysler Warranty program flagged as "Ready." You <i>will not</i> need to review the repair in the Chrysler Warranty program. It will be ready for download as soon as it is transferred to the warranty program. All repairs on a repair order must be flagged "Ready" before the repair order can be downloaded to Chrysler.

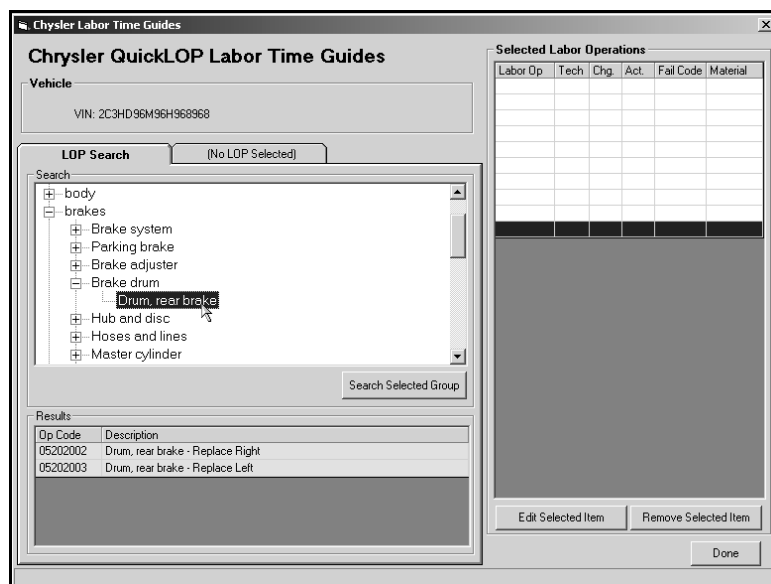
Labor Time Guides

The **Labor Time Guides** button opens the Chrysler QuickLOP Labor Time Guides screen so you can view and add labor time guide information to the repair.

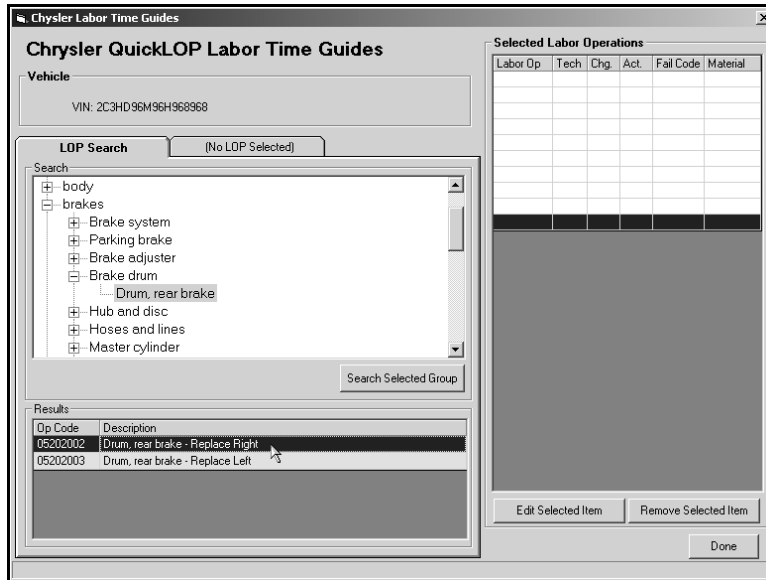
1. Click **Labor Time Guides** on the bottom of the Chrysler Warranty screen. The Chrysler QuickLOP Labor Time Guides viewing screen appears.
2. The LOP Search tab displays a list of the labor operation groups. To view the categories under each group, click +. Continue to drill down through the categories by clicking the + next to each heading.



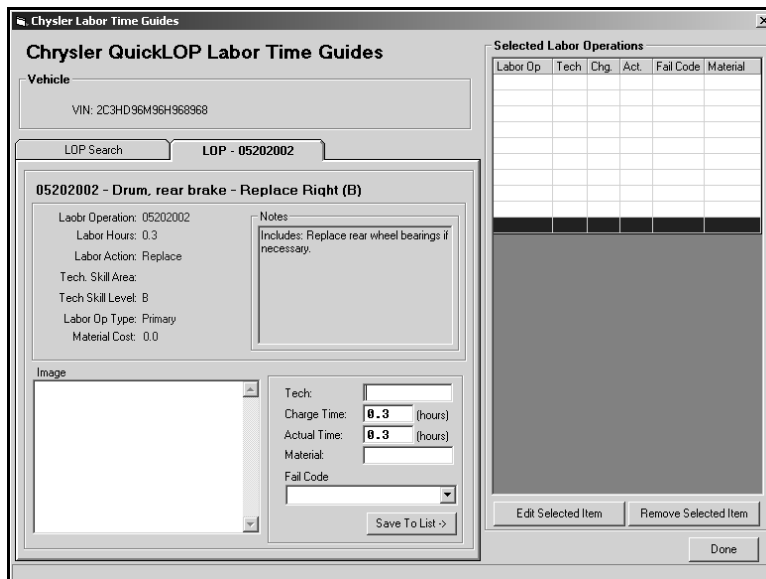
3. Click a category to select it. The labor operations for the category are displayed under **Results** in the bottom-left corner of the screen.



- Click the labor operation you want to select.

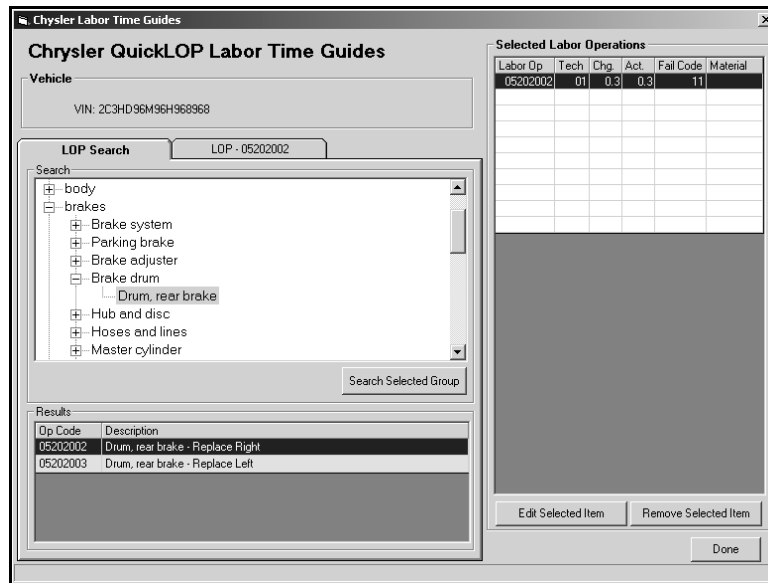


- The LOP tab displays information for the selected labor operation.



- In **Tech**, type the technician's ID number.
- The **Charge Time** and **Actual Time** automatically fill in with the time units pulled from the labor operation data retrieved from Chrysler.
- In **Material**, type the amount for any material used for the repair.
- Use the **Fail Code** list to select the fail code for the labor operation. The list displays all the valid codes for the selected labor operation.

- When you are finished, click **Save To List**. The information appears under **Selected Labor Operations** on the left side of the screen, and the system returns you to the LOP Search tab so you can select additional labor operations.

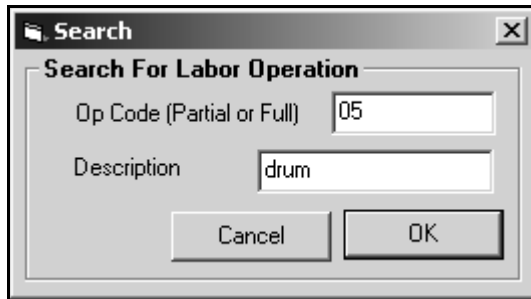


- Continue to add labor operations as needed.
- When you are finished, click **Done**.
- The labor operation information fills in on the Chrysler Warranty screen.

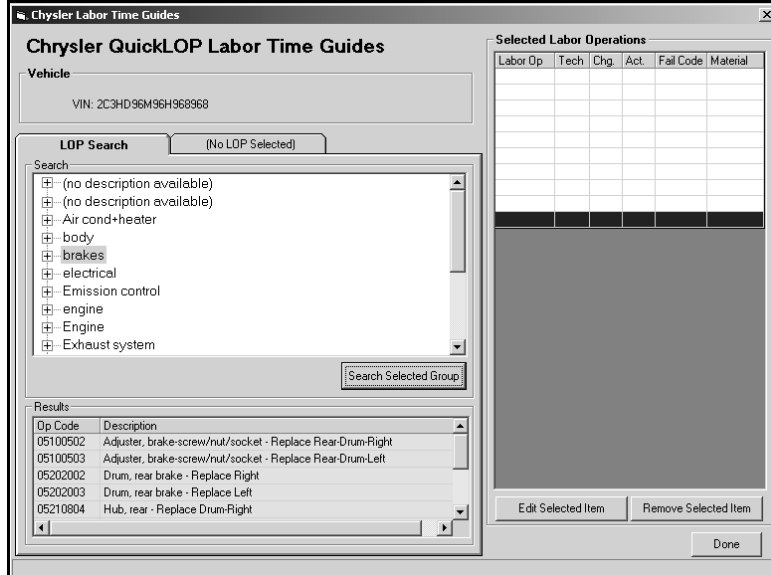
Using the Search Feature

You can use the search feature to find the labor operation you want.

1. Click the group or category in the list.
2. Click **Search Selected Group**. The Search dialog box appears.
3. The **Op Code** field displays the partial of full operation code for the selected group or category.
4. In **Description**, type the word or phrase you want to search for, and click **OK**.

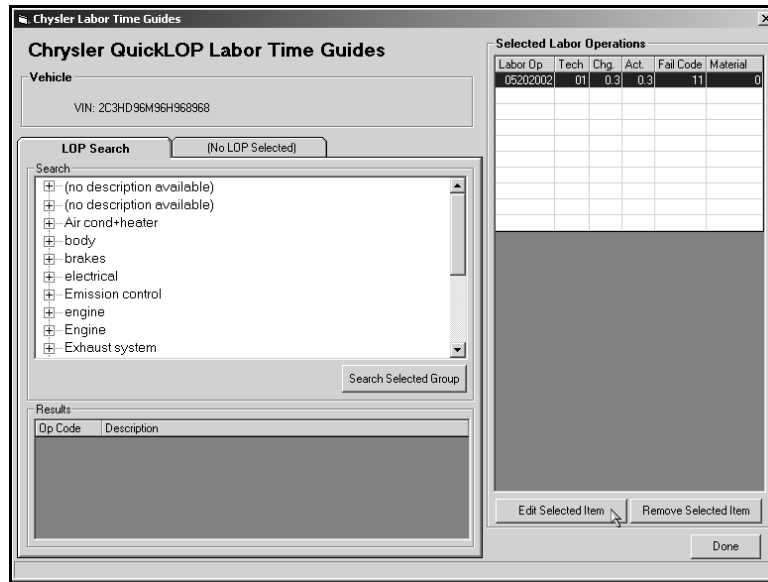


5. The labor operations that match your search are displayed under **Results** in the bottom-left corner of the screen.



Editing a Labor Operation

1. Under **Selected Labor Operations**, click the labor operation you want to edit.
2. Click Edit Selected Item.



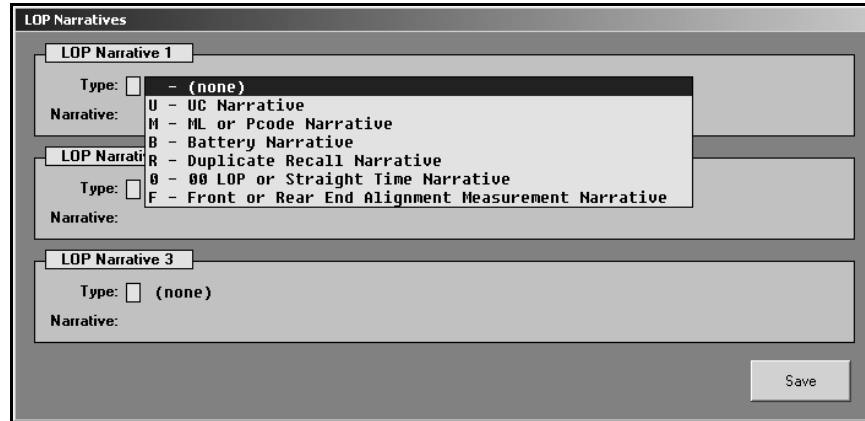
3. The LOP tab displays the information for the labor operations.
4. Edit the information as needed, and click **Save To List** to save the changes.

Removing a Labor Operation

1. Under **Selected Labor Operations**, click the labor operation you want to edit.
2. Click **Remove Selected Item**. The labor operation is removed from the list.

LOP Narrative

When you type **Y** in the **NAR** field on the Chrysler Warranty screen to indicate you need to include LOP narratives with the claim, the LOP Narratives screen appears. You can enter up to three LOP Narratives types for each LOP.



The screenshot shows the 'LOP Narratives' window with three narrative entry fields. The first field, 'LOP Narrative 1', has a 'Type' dropdown menu open, showing six options: '(none)', 'U - UC Narrative', 'M - ML or Pcode Narrative', 'B - Battery Narrative', 'R - Duplicate Recall Narrative', and '0 - 00 LOP or Straight Time Narrative'. The second field, 'LOP Narrative 2', has 'Type' set to '0' and 'Narrative' set to 'F - Front or Rear End Alignment Measurement Narrative'. The third field, 'LOP Narrative 3', has 'Type' set to '(none)'. A 'Save' button is located at the bottom right of the window.

1. Click the narrative you want to select. There are six valid narrative codes:
 - **U** for UC Narrative,
 - **M** for ML or P code Narrative,
 - **B** for Battery Narrative,
 - **R** for Duplicate Recall Narrative,
 - **0** for 00 LOP or Straight Time Narrative, and
 - **F** for Front or Rear End Alignment Measurement Narrative.
2. Type the narrative information in the fields that appear. The narrative information you can enter depends on the narrative type you select. For example, some narrative types require descriptions, and other narrative types require measurements. The **Narrative** field changes based on the narrative type. See the information on the following page for detailed explanations of each LOP narrative and its requirements.
3. Click **Save** to save the LOP Narrative.

U (UC Narrative)

If you use UC as the failure code for a condition (indicating there is no applicable failure code), you must type a description of the problem. You can type up to 72 characters, including spaces.

LOP Narrative 1	
Type:	<input type="text" value="U"/> UC Narrative
Narrative:	<input type="text"/>

M (ML or P code Narrative)

If you use ML as the failure code, you must enter the MDS2-generated P-code (for example, P0442). Each box holds up to five characters.

LOP Narrative 1	
Type:	<input type="text" value="M"/> ML or Pcode Narrative
Narrative:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

B (Battery Narrative)

For all 2002 and newer Chrysler vehicles, you must type the battery service codes generated by the Midtronics battery tester if the claim contains a battery replacement LOP. Each box holds up to five characters.

LOP Narrative 1	
Type:	<input type="text" value="B"/> Battery Narrative
Narrative:	<input type="text"/> - <input type="text"/>

R (Duplicate Recall Narrative)

If you performed service on a recall that had already been repaired, you must type a description of why you had to perform the repair again. You can type up to 72 characters, including spaces.

LOP Narrative 1	
Type:	<input type="text" value="R"/> Duplicate Recall Narrative
Narrative:	<input type="text"/>

0 (00 LOP or Straight Time Narrative)

If you end an LOP with "00" (indicating there is no LOP that applies to the repair or that the repair required extra time), you must explain the labor operation or explain why the repair required additional time. You can type up to 72 characters, including spaces.

LOP Narrative 1	
Type:	<input type="text" value="0"/> 00 LOP or Straight Time Narrative
Narrative:	<input type="text"/>

F (Front or Rear End Alignment Measurement Narrative)

If the claim contains an alignment LOP, you must type the front-end or rear-end measurements. You must type the measurements in the following order using the format specified. (N represents a number.)

LOP Narrative 1	
Type:	<input type="text" value="F"/> Front or Rear End Alignment Measurement Narrative
Narrative:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

- Box 1: Left Camber final measurement. (Format: +N.NN)
- Box 2: Left Camber before measurement. (Format: -N.NN)
- Box 3: Right Camber final measurement. (Format: -N.NN)
- Box 4: Right Camber before measurement. (Format: -N.NN)
- Box 5: Left Caster final measurement. (Format: -N.NN)
- Box 6: Left Caster before measurement. (Format: -N.NN)
- Box 7: Right Caster final measurement. (Format: -N.NN)
- Box 8: Right Caster before measurement. (Format: -N.NN)
- Box 9: Total Toe final measurement. (Format: -N.NN)
- Box 10: Total Toe before measurement. (Format: -N.NN)

Parts

Clicking the **Parts** button on the Chrysler Warranty screen opens the Edit Parts screen. This screen is used to edit parts on the warranty repair order. You can use this screen to switch parts between conditions and to mark the failed part.

LN	Part No.	T	L	F	Qty	Cost	Sale	Ext	Core	Desc.
01	4531242	W	1	1	1	63.05	75.66	75.66	.00	DRUM

"Click" Part Line from list to edit: 4531242

Condition:

Failed Part:

Back

"Click" Condition From List:

1 (W) CUSTOMER STATES BRAKE PEDAL UI

1. 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.
2. 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.
3. Edit this field if the part needs to be assigned to a different condition. (You can select a condition by clicking on the condition in the list on the bottom of the screen. The condition number will fill in.)
4. 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. If there is only one part on the claim, the system automatically marks the part as the failed part.
5. Click **Back** to return to the Chrysler 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 re-close the part section of the repair order 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

Clicking the **Sublet** button on the Chrysler Warranty screen opens the Sublet screen. This screen is used to edit sublet information that has been added to the warranty repair.

The screenshot shows a window titled "Sublet (ABC Motors)". Inside the window, there is a smaller window titled "Sublet" containing a table with the following columns: Vendor/Description, R, T, P.O., Tax %, LOP, Fail, DRD, Cost, and Sale. Below the table are two buttons: "Exit" and "Save".

Vendor/Description	R	T	P.O.	Tax %	LOP	Fail	DRD	Cost	Sale

1. 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.
2. Click in a field, and edit the information as needed.
3. Click **Save** to save the changes.
4. Click **Exit** to return to the Chrysler Warranty screen.

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 Chrysler 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 Chrysler 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. You can also select to print the warranty copy at this time by selecting the **Print Warranty Copy Now** box.
- 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 unless you select the **Print Customer Copy Now** box. 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 unless you select the **Print Customer Copy Now** box.
- 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 Chrysler 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 rather than in the Chrysler warranty program. This ensures the warranty information updates to the Accounting module properly. You should wait until the warranty claims are fully edited or closed in the Service Writing module before editing them in the Chrysler warranty program.

The system prints and closes the repair order accordingly. The repair order is now available in the Chrysler warranty program for further editing and processing.

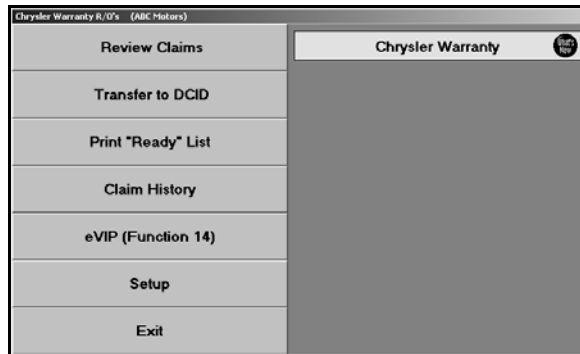
Chapter 3 Chrysler Warranty

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 **Chrysler Warranty** button, verify the Chrysler warranty parameters in the Service Writing System Setup.

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. If you select less than three interfaces, an **Active R/O** button appears. The repair order list you view using this button is the same repair order list available from the Service Writing main menu and the Start Repair Order screen.



Once you process the Chrysler claims, Click **Chrysler Warranty** on the Repair Orders menu to open the Chrysler Warranty menu. You use the Chrysler Warranty menu to review, print, and download the claims.



Tip: Click the **What’s New** icon on the Chrysler Warranty menu to view a list of changes made to the Chrysler Warranty program and to view tips that can help you process claims.

Reviewing Claims for Download

First, you use the **Review Claims** button to review the “copies” of the repair orders that are flagged as Chrysler 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 re-submit it. The repair order history and Accounting information would always be correct using this method.

You view and edit information for Chrysler warranty and recall repair orders on five screens: Vehicle Information, Labor, Parts, Sublet, and Miscellaneous. You open each screen by clicking the corresponding button on the bottom of the screens. The buttons appear on all of the entry screens.

If you are reviewing a Mopar, Transportation, or Service Contract claim, you will view and edit information on six screens—the five screens listed above plus an additional screen for Mopar, Transportation, or Service Contract. When you assign one of these claim types to a condition, a matching button appears next to the **Sublet** button. This button opens an additional entry screen for information required for each of these claim types.

R/O List	Vehicle Info	Labor	Parts	Sublet	Mopar	Miscellaneous
R/O List	Vehicle Info	Labor	Parts	Sublet	Transportation	Miscellaneous
R/O List	Vehicle Info	Labor	Parts	Sublet	Service Contract	Miscellaneous

R/O List

You will begin by using the R/O List screen to select a repair order. When you click **Review Claims** on the Chrysler Warranty menu, the R/O List screen automatically appears. The list displays all of the warranty claims in the system. For each claim, the list displays the R/O number, claim status, service type, repair date, customer's name, and vehicle's model year and make.

Review WR/O'S For Download (ABC Motors)						
39631	H	Ho1d	S	07/02/04	STEVE SMITH	2004 JEEP
39632	H	Ho1d	S	07/02/04	ANGELA WILLIAMS	2003 DODGE
39633	H	Ho1d	S	07/02/04	EMILY CASSIDY	2002 DODGE
39634	H	Ho1d	S	07/02/04	STACIE TENNYSON	2001 CHRYSL

Back ? Enter R/O #: -- OR -- Click a Line To Edit Clean R/O List

Cleaning the R/O List

You can use the Clean R/O List button to remove R/O's from the list. This utility is useful to clean up claims that were transferred to the Chrysler Warranty program before you used the program to download claims or to clean up the download list. The repair orders will still go to history but will not go to the download screen.

1. Click **Clean R/O List**.
2. Click to select to remove all R/O's or R/O's in a specific time range.
3. If you select to remove just R/O's for a time period, click the drop-down arrow next to the **From** and **To** fields to select the dates from the calendar.
4. Click **Remove**.
5. Click **OK** when prompted to verify you want to delete the R/O's.

Reviewing Claims

1. Click **Review Claims**.
2. Type the repair order number and press ENTER, or click the repair order you want to view.
3. The system will open the Vehicle Information screen and display the information for the repair order on the screen.
4. Work your way through each warranty screen by clicking the buttons on the bottom of each screen.
5. From any of the additional warranty screens, you can select another repair order by clicking the **R/O List** button. This will display the list of repair orders, and you can select another R/O by clicking on it in the list.

Important Claim Information: For all claims (**except Service Contracts**), you can enter 10 labor operations and 4 special services per condition.

Important Service Contract Information: You can include up to three conditions per service contract repair order. When the system processes service contracts, it adds an S in front of the repair order number. For example, service contract R/O 1234 becomes S1234. In addition, you can include 18 parts, 16 labor operations, and 4 special services per claim.

Vehicle Information

The Vehicle Information screen is used to verify information about the vehicle that applies to all of the conditions in the repair. The information for the first warranty condition on the repair order is automatically displayed on the screen.

Vehicle Information (ABC Motors)		39631 04 JEEP		STEVE SMITH	
Download Status: <input type="text" value="H"/> Service/Body: <input type="text" value="S"/> Continued From R/D: <input type="text" value=""/> VIN: <input type="text" value="1J4GM57N04C119581"/> Odometer: <input type="text" value="7598"/> Customer Lastname: <input type="text" value="SMITH"/> Repair Date: <input type="text" value="07/02/2004"/> Close Date: <input type="text" value="07/02/2004"/> Advisor Name: <input type="text" value="PADAMS"/> Advisor Social: <input type="text" value="406874612"/> <input type="text" value="02-4612PA"/> Deductible: <input type="text" value="00"/> Parts Markup: <input type="text" value="20"/> Labor Rate Level: <input type="text" value="A"/> <input type="text" value="54.70"/>		1 (W) CUSTOMER STATES BRAKE PEDAL VIBRATES Labor ----- 2X 05202002 01 3 15.60 Total Labor \$ 15.60 Parts ----- 4531242 1 F 75.66 DRUM Total Parts \$ 75.66 Sublet ----- Total Sublet \$.00 Total Claim \$ 91.26			
Condition: <input type="text" value="1"/> Claim Type (W/P/R/M/T/S): <input type="text" value="WA"/> Warranty Authorization Number: <input type="text" value=""/>					
<input type="button" value="Print Memo"/> <input type="button" value="Remove Condition"/> <input type="button" value="Delete R/D"/>					
<input type="button" value="R/D List"/>	<input type="button" value="Vehicle Info"/>	<input type="button" value="Labor"/>	<input type="button" value="Parts"/>	<input type="button" value="Sublet"/>	<input type="button" value="Miscellaneous"/>

1. The fields in the top part of the screen automatically display the information for the repair order. If necessary, edit the information. The table on the following pages lists the fields on the Vehicle Information screen and identifies the information required in each field.
2. Type the desired condition number to edit, or click the condition in the list on the right side of the screen. Valid condition numbers range from 1 to 3 for powertrain and 1 to 9 for all other claim types.
3. If necessary, use the drop-down list to select the appropriate claim type for the condition. Each condition on the repair order may have a different claim type.
4. Continue to view and edit the conditions on the repair order as needed. When you are finished, click **Labor** to advance to the Labor screen.

Deleting the Condition

The **Remove Condition** button can be used to remove the selected condition from the repair order. Once you remove a condition, you cannot retrieve the information. You will need to manually re-enter the information if you need to add the condition again.

1. Select the condition.
2. Click **Remove Condition**.
3. Click **OK** when prompted to verify you want to remove the condition.

Deleting the Entire Repair Order

The **Delete R/O** button can be used to delete the entire repair order. Once the repair order is deleted from the Chrysler warranty program, you cannot recall it.

1. Ensure the correct repair order is selected.
2. Click **Delete R/O**.
3. Click **OK** when prompted to verify you want to delete the entire claim.

Field	Information it requires/displays
Download Status	<p>This field determines how the claim will be handled during the download process. You have three options:</p> <ul style="list-style-type: none"> • H: Hold the claim in the DMS claim preparation program. The claim will not be sent to DealerCONNECT. • 2: Send the claim to the DCID as ready to send to Chrysler for processing. • 3: Flag the claim as a resubmission of a reactivated claim. (See page 48 for instructions on reactivating previously submitted claims.) Only send claims Chrysler has already received with a 3. Claims Chrysler dropped on a previous transmission should be sent with a 2.
Service/Body	This field displays an S for service or a B for body to indicate the type of repairs completed during the service.
Continued From R/O	<p>If the repairs continue from another repair order, type that R/O number.</p> <p>IMPORTANT: You can include up to three conditions per service contract repair order. When the system processes service contracts, it adds an S in front of the repair order number. For example, service contract R/O 1234 becomes S1234.</p>
VIN	This field displays the vehicle's VIN. This entry is checked for accuracy.
Odometer	This field displays the vehicle's odometer reading.
Customer Last Name	Type the customer's full last name. This is a required entry for Chrysler Service Contracts. This field holds up to 17 characters.
Repair Date	This field displays the repair date.
Close Date	This field displays the date the repair order was closed.
Advisor Name	This field displays the advisor's name. This entry should be made up of advisor's first name initial and full last name entered without spaces. For example, John Smith would be entered as JSMITH. When the information is transferred to DealerCONNECT, it will display as the last four digits of the advisor's social security number and the first letter of the advisor's first and last name. For example, JSMITH will displays as 1234JS.
Advisor Social	<p>This field displays the advisor's social security number. This pulls from the Social Security field on the Advisor Information screen in the Service setup.</p> <p>The field to the right of the social security number displays the advisor's manufacturer ID. This ID pulls from the MFC field on the Advisor Information screen in the Service setup. You can select a different advisor from the list as needed. It will automatically pull the corresponding social security number. You will need to manually edit the Advisor Name field.</p>

Field	Information it requires/displays
Deductible	This field displays the customer's service contract deductible.
Parts Markup	This field displays the warranty parts markup for this vehicle expressed as a whole number (30, 40, etc.).
Labor Rate Level	This field displays the labor rate used for the repair order.
Condition	Type the number that corresponds to the condition to edit, or click the condition line from the list.
Claim Type	<p>Type the letter that corresponds to the Claim Type, or select the claim type from the drop-down list. You must use one of the following letters:</p> <ul style="list-style-type: none"> • WA: Warranty Claim • PT: Powertrain (These claims transfer like Chrysler service contract claims. You can have up to three conditions as long as they are all flagged PT.) • RE: Safety Recall (These claims download as S for safety) • MO: MOPAR Claim • TR: Transportation Claim • SC: Service Contract (These claims download as F.) You will use SC for service contract essential care claims, too. • P: Prepaid Freight (DealerCONNECT currently will not download prepaid freight claims. You must manually enter these claims in DealerCONNECT.)
Authorization Number	<p>This field displays the authorization number entered for the claim. There are four valid entries:</p> <ul style="list-style-type: none"> • SA: Dealership self-authorization. Use the Authorization field on the Miscellaneous screen to enter the narrative for the code. • SD: Super DSA Dealership self-authorization. Use the Authorization field on the Miscellaneous screen to enter the narrative for the code. • RA: Dealership requests Chrysler review the claim and authorize it. Use the Authorization field on the Miscellaneous screen to enter the narrative for the code. • A 10-digit code provided by the district manager. <p>Important: Chrysler recommends that you do not authorize a claim until it is actually rejected for authorization on DealerCONNECT.</p>

Labor

The Labor screen is used to view and edit the labor operations for the selected condition.

1. Type the operation line number (1 through 10) you wish to edit, or click the desired line from the list on the right side of the screen.

If the line has existing information, the information fills in on the screen. Edit the information as needed.

If the line does not have existing information, you must manually enter the information by typing the appropriate information in each field. The table on the following page lists the fields on the Labor screen and identifies the information required in each field.

2. When you are finished adding or editing the line information, click **Save**. The information appears in the list on the right side of the screen.
3. Continue to edit or add labor lines as needed.

Tip: For Chrysler Service Contract Essential Care claims, click **Clear Units/Parts** to clear the units, labor sale, and parts for the claim.

Removing Labor Lines

Use the **Remove** button to remove labor lines from the repair order. Once you remove a line, you cannot retrieve the information. You will need to manually re-enter the information if you need to add the line again.

1. Type the operation line number you wish to edit, or click the desired line from the list.
2. The information for the line fills in on the screen.
3. Click **Remove**.
4. Click **Yes** when prompted to verify you want to delete the line.

Field	Information it requires/displays
Operation Number	Type the operation line number from the list (1 through 10) that you need to edit. You may also click the line from the list.
Fail Code	This field displays the fail code entered for this condition.
Labor Operation	This field displays the labor operation number entered for the repair.
Technician Number	<p>This field displays the two-digit ID number for the technician who worked on the repair.</p> <p>The field to the right of the ID displays the technician's manufacturer ID. This ID pulls from the MFC field on the Technician Information screen in the Service setup. You can select a different technician from the list as needed. It will automatically pull the corresponding social security number.</p>
Technician Social	<p>This field displays the last four digits of selected technician's social security number. It pulls based on the technician selected in the drop-down list next to the Technician Number field.</p> <p>The entry must match the last four digits of the social security number on file with DealerCONNECT as the technician's Internal Employee Number (IEN). You should have verified the IEN for each technician when you switched to DealerCONNECT. You can view and edit the IEN using the My Personnel tool on DealerCONNECT. However, DealerCONNECT uses a position code hierarchy, and only authorized personnel can change the IEN.</p>
Units	This field displays the units of time for this operation.
Labor Sale	This field displays the amount of the labor sale for this operation. This is calculated based on the number of units entered and can be edited as needed.
Include LOP Narratives	Indicate if you need to include information for a labor operation (UC Narrative, ML/Pcode narrative, battery narrative, duplicate recall narrative, 00 LOP/straight time narrative, or front/rear end alignment narrative). Type Y for yes or N for no. If you type Y , the LOP Narratives screen opens so you can enter the information. (See page 20-22 for information about LOP narratives.)

Parts

The Parts screen is used to edit the parts for the claim. The list displays parts that were placed on this repair order. The parts displayed at the top of the list are those assigned to the current condition. Parts may be added, removed, or switched between conditions on this screen.

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

1. Type the line number for the part line you wish to edit, or click the desired line from the list.
 If the line has existing information, the information fills in on the screen. Edit the information as needed.
 If the line does not have existing information, you must manually enter the information by typing the appropriate information in each field. The table on the following page lists the fields on the Parts screen and identifies the information required in each field.
2. When you are finished adding or editing the line information, click **Save**. The information appears in the list on the right side of the screen.
3. Continue to edit or add part lines as needed.

Moving a Part from one Condition to Another

If necessary, you can move parts from one condition to another.

1. Type the part line number, or click the line in the list.
2. Change the condition number.
3. If more than one condition exists on the repair order, a checkmark will appear next to the **Condition** field. Click this checkmark to cycle through the possible conditions.
4. Click **Save** to save the changes.

Removing a Part

Once you remove a line, you cannot retrieve the information. You will need to manually re-enter the information if you need to add the line again.

1. Type the part line number, or click the line in the list.
2. Click **Remove**.

Field	Information it requires/displays
Part Line	Type the part line number from the list (up to 33) that you need to edit, or click the line from the list.
Condition	This field displays the repair condition for the selected part. Parts may be switched between conditions as needed. If more than one condition exists on the repair order, a checkmark will appear next to the Condition field. Click this checkmark to cycle through the possible conditions.
Part Number	This field displays the part number. For NPN, you must type 1 as the quantity and type the total cost in the Cost field.
Quantity	This field displays the number of pieces for the part number selected. This may be from 0 (zero) to 9.
Failed (F/X)	This field identifies the failed part with an F . This field also accepts an X to flag the failed part. Only one part can be flagged as failed for a condition.
Cost	This field displays the cost of the part.
Sale	This field displays the sale amount. This number is calculated using the parts markup percentage from the Vehicle Information screen. If no parts markup was entered on the Vehicle Information screen, then the sale amount will default to the cost amount in the Cost field.
Apply Markup?	This field determines if the parts markup is applied to the part. By default, the box is selected, and the markup is added to the part. Click to clear the box, and the system <i>will not</i> apply the parts markup to the part. This would apply when Chrysler restricts a markup on parts applied to specific claims.

Sublet

The Sublet screen is used to edit the sublet operations for the claim. The list displays sublet items that were placed on this repair order. The lines displayed at the top of the list are those assigned to the current condition. Sublet lines may be added, removed, or switched between conditions here.

1. Type the number of the sublet line you wish to edit, or click the desired line from the list.

If the line has existing information, the information fills in on the screen. Edit the information as needed.

If the line does not have existing information, you must manually enter the information by typing the appropriate information in each field. The table on the following page lists the fields on the Sublet screen and identifies the information required in each field.

2. When you are finished adding or editing the line information, click **Save**.
3. The information appears in the list on the right side of the screen.
4. Continue to edit or add sublet lines as needed.

Moving a Sublet from one Condition to Another

If necessary, you can move sublet lines from one condition to another.

1. Type the sublet line number, or click the line in the list.
2. The sublet information is displayed in the fields.
3. Change the condition number.
4. If more than one condition exists on the repair order, a checkmark will appear next to the **Condition** field. Click this checkmark to cycle through the possible conditions.
5. Click **Save** to save the changes.

Removing a Sublet Line

Once you remove a line, you cannot retrieve the information. You will need to manually re-enter the information if you need to add the line again.

1. Type the sublet line number, or click the line in the list.
2. The sublet information is displayed in the fields.
3. Click **Remove**.

Field	Information it requires/displays
Sublet Line	Type the sublet line number from the list (up to 5) that you need to edit, or click the line from the list.
Condition	This field displays the repair condition for the selected sublet. Sublet lines may be switched between conditions as needed. If more than one condition exists on the repair order, a checkmark will appear next to the Condition field. Click this checkmark to cycle through the possible conditions.
Fail Code	This field displays the fail code for the sublet line. A fail code is not required for every sublet.
Labor Operation	This field displays the labor operation for the sublet line.
Purchase Order	This field displays the purchase order number for the sublet line. This field defaults to the repair order number but can be edited as needed.
Daily Rental Days	If the sublet line is for a rental loaner vehicle, type the number of rental days here.
Sublet Sale	This field displays the amount you are claiming for the sublet line.

Mopar Claims

The Mopar Claim screen is only available on claims with a claim type of MO. The screen automatically displays any information entered under Mopar Claim on the Chrysler Warranty screen when closing the repair on the R/O. If necessary, enter any information as needed. The table lists all of the fields on this screen and identifies the information required in each field.

Field	Information it requires/displays
Original Invoice	This field displays the date of the original repair order or counter slip for MOPAR claims.
Repair Date	This field displays the date of the repair order if the dealer installed the part.
Mileage	This field displays the odometer reading at the time of the repair.
Chrysler Vehicle	This field indicates if the vehicle is a Chrysler vehicle. It displays Y for yes or N for no.
Dealer Installed	This field identifies if the dealer installed the part. It displays Y for yes or N for no.
Battery Proration	This field displays the proration percentage for replaced batteries.

Transportation

The Transportation Claim screen is only available on claims with a claim type of TR. The screen automatically displays any information entered under Transportation Claim on the Chrysler Warranty screen when closing the repair on the R/O. If necessary, enter any information as needed. The table lists all of the fields on this screen and identifies the information required in each field.

Field	Information it requires/displays
Registered Mail Receipt	This field displays the registered mail receipt number for the transportation claim.
Major Damage (Y/N)	This field indicates if there is major damage. It displays Y for yes or N for no.
Vehicle Delivery Date	This field displays the date the vehicle was delivered to the dealership.
Repair Date	This field displays the date of the repair order.
Area Code	This field displays the code that identifies the area of the vehicle that is damaged.
Damage Code	This field displays the code that identifies the type of damage to the vehicle.
Severity	This field displays the code that indicates the severity of the damage.

Service Contract

The Service Contract screen is only available on claims with a claim type of S. The screen automatically displays any information entered under Service Contract on the Chrysler Warranty screen when closing the repair on the R/O. If necessary, enter any information as needed. The table lists all of the fields on this screen and identifies the information required in each field.

The screenshot shows a software interface titled "Service Contracts (ABC Motors)". It features two main data entry areas. The left area contains fields for "R/O: 09631", "Repair Number: 1", "Claim Type: S", and "VIN: 1J4G057N04C119581". The right area, titled "SERVICE CONTRACT:", contains fields for "CONTRACT NUMBER:" (with a blacked-out value), "CONTINUATION R/O:" (empty), and "CONTINUATION TYPE(N/P/R/O):" (empty). At the bottom, a navigation bar includes buttons for "R/O List", "Vehicle Info", "Labor", "Parts", "Sublet", "Service Contract", and "Miscellaneous".

Field	Information it requires/displays
Contract Number	This field displays the contract number for the claim.
Continuation R/O	If there is a continuation for the repair order, this field displays the continuation R/O number. IMPORTANT: You can include up to three conditions per service contract repair order. When the system processes service contracts, it adds an S in front of the repair order number. For example, service contract R/O 1234 becomes S1234.
Continuation Type	If there is a continuation for the repair order, this field displays the letter that identifies the need for the continuation. There are four valid entries: <ul style="list-style-type: none"> • N: No Continuation • P: Part Continuation • R: Repair Continuation (Use this code when the continuation contains Labor and Parts.) • O: Rental Continuation

Miscellaneous

You use the Miscellaneous screen enter the deductible, the adjustment, and any condition notes for the repair. You also use this screen to review a summary of the condition. This allows you to view the totals for the repair.

Miscellaneous (ABC Motors) VIP

R/O: 39631
 Repair Number: 1
 Claim Type: S
 VIN: 1J4G457N04C119581

Adjustment:

Condition Summary	
Labor	15.60
Parts	75.66
Sublet	0.00
Deductable	0.00
Adjustment	0.00
Subtotal	91.26
Tax 1	0.00
Tax 2	0.00
Total	91.26

Condition Notes

Complaint:
 Cause:
 Cure:
 Authorization:

R/O List Vehicle Info Labor Parts Sublet Service Contract Miscellaneous

1. In **Adjustment**, type the amount of dealer adjustments.
2. The **Condition Notes** section is for dealers who participate in a special program with Chrysler. If you participate, you use these fields to record information about the repair. Each line holds up to 78 characters, including spaces.
 - In **Complaint**, type a description of the customer's complaint about the vehicle.
 - In **Cause**, type a description of what caused the problem.
 - In **Cure**, type a description of what the technician did to fix the problem.
3. The **Authorization** field applies if you used authorization codes SA, SD, or RA. Enter the authorization narrative in this field. This field holds up to 78 characters, including spaces
4. The **Condition Summary** section displays the totals for the selected repair. If you notice an error, you will have to return to the corresponding screen and edit the information. You cannot edit the totals on this screen.
5. The system automatically saves the information you enter on this screen.
6. When you are finished reviewing the information, click **Vehicle Information** to select another repair from this repair order, or click **R/O List** to select another repair order.

Once you are finished reviewing all of the repair orders, click **R/O List**, and click **Back** on the list screen to return to the Chrysler Warranty menu.

Printing the List of “Ready” Claims

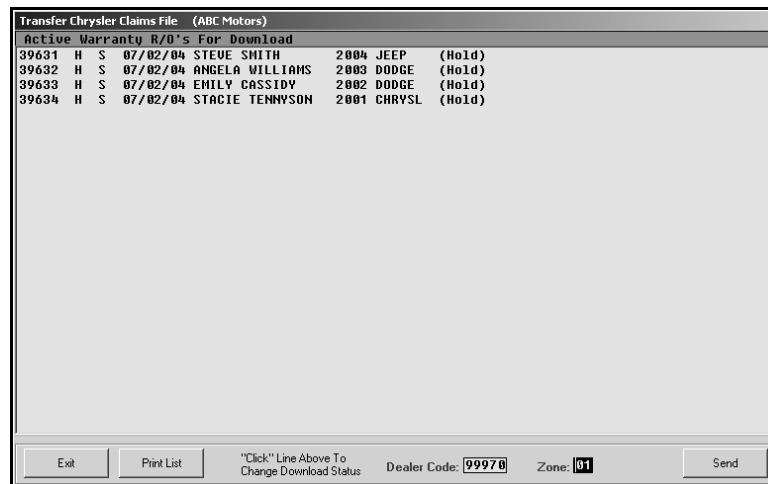
Before you download the claims to DealerCONNECT, you should print the list of claims ready for download. This list will not include claims that have been put on “Hold.” (See page 44 for instructions on putting claims on hold.)

1. Click **Print “Ready” List** on the Chrysler Warranty menu.
2. When prompted to verify your printer is ready, select your print criteria.

For each claim, the printout lists the repair order number, repair type, repair date, customer’s name, and the vehicle’s model year, make, and VIN. The printout also lists each condition and the totals for the condition. The end of the printout will identify the total number of claims on the list and the total value of the claims.

Transferring Claims to DCID

Once you are finished reviewing the claims, you click **Transfer To DCID** to open the Transfer Chrysler Claim File screen. You use this screen to download the claims to DealerCONNECT. 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.



There are two fields at the bottom of the screen: **Dealer Code** and **Zone**. These fields must contain the correct information before you download the warranty claims to DealerCONNECT.

Dealer Code: This field displays the dealer code entered on the Chrysler Warranty Parameters screen. If the code is not correct, you should edit the information on the Chrysler Warranty Parameters screen by selecting Setup on the Chrysler Warranty menu.

Zone: This field displays the zone entered on the Chrysler Warranty Parameters screen. If the code is not correct, you should edit the information on the Chrysler Warranty Parameters screen by selecting Setup on the Chrysler Warranty menu.

Placing Files on Hold

1. The screen displays a list of claims ready to be downloaded.
2. The second and last columns in the list display the claims' status. Only files with a "Ready" status (2 or 3) will be included in the download. Files with a "Hold" status (H) will remain in the system until you change their status to "Ready."

Transfer Chrysler Claims File (ABC Motors)						
Active Warranty R/O's For Download						
39631	H	S	07/02/04	STEVE SMITH	2004 JEEP	(Hold)
39632	H	S	07/02/04	ANGELA WILLIAMS	2003 DODGE	(Hold)
39633	H	S	07/02/04	EMILY CASSIDY	2002 DODGE	(Hold)
39634	H	S	07/02/04	STACIE TENNYSON	2001 CHRYSL	(Hold)

3. To change the status, click the claim, and the status will toggle from "Ready" (2) to "Hold" (H) or from "Hold" (H) to "Ready" (2).

Transfer Chrysler Claims File (ABC Motors)						
Active Warranty R/O's For Download						
39631	2	S	07/02/04	STEVE SMITH	2004 JEEP	1 91.26
39632	2	S	07/02/04	ANGELA WILLIAMS	2003 DODGE	1 SERVICE ENGINE SOON LIGHT 26.40
39633	2	S	07/02/04	EMILY CASSIDY	2002 DODGE	1 RECALL 13524 22.27
39634	H	S	07/02/04	STACIE TENNYSON	2001 CHRYSL	(Hold)

Important: All files you reactivate from History automatically have download status 3 when you open this download screen. Only send claims Chrysler has already received with a 3. For example, if Chrysler denied a claim, and you fixed the error, you would reactivate the claim and send it with a download status 3. However, claims Chrysler dropped on a previous transmission should be sent with a 2. Reactivate the claim from history, and click the claim in the download list until the download status is 2. See "Checking Dropped Claims" on page 46 for instructions on checking dropped claims and reactivating the claims for download again.

Missing Labor Operations

If a claim contains no labor operations, the status is automatically switched to "Hold." If you attempt to change the status for a claim with no labor operations, the system prompts you to indicate the information is missing. You cannot change the status of the claim to "Ready" until you edit the claim to either exclude the repair that is missing the labor operations or include the necessary labor operations.



Downloading Files

1. Verify the Dealer Code and Zone are correct. This information pulls from the information you entered on the Chrysler Warranty Parameters screen.
2. Click **Send** to send the claims.
3. Click **Yes** when prompted to verify you want to send the claims.
4. The system will begin compiling the data and running an error check. (If the system finds an error, it displays a message identifying the error. Make note of the error, and click **OK** to acknowledge the message. The system stops the download. You cannot download the claims until you fix the error or put the claim that contains the error on hold.)
5. Chrysler sends a message indicating the transfer is complete.
6. Click **Close** to close the download status screen.

Troubleshooting Invalid Data Errors

When you are downloading warranty claims, the system checks the price tape for the part number. If the part number is not on the price tape, the system displays an invalid data error message and identifies the part number it cannot find on the tape. In order to download the claim, you must do the following:

1. Exit the Service Writing program.
2. Click **Parts Inventory** on the ASI DMS main menu.
3. Click **Master Inventory**.
4. Type the part number identified as the invalid number.
5. Click **Part Data**. The Supplemental Data screen opens.
6. Type the part number in the **OEM Part Number Format** field. The number must be in this field so Chrysler can identify it as a valid Chrysler part.
7. Click **Save**.
8. Click **Exit**.
9. Click **Exit To Desktop**.
10. Return to the Chrysler Warranty program.
11. Download the claim.

Checking Dropped Claims

Use the following instructions to check dropped claims and to reactivate the claims.

1. Log on to DealerCONNECT.
2. Select **E-Mail**.
3. Under **E-mail Accounts**, select **Service**.
4. Select the message with the subject about dropped claims due to errors.
5. The e-mail indicates why DealerCONNECT dropped each claim. Make note of the problems.
6. Return to the Chrysler Warranty menu in Autosoft DMS.
7. Click **Claim History**.
8. In the list, click the claim that was dropped.
9. Click **Reactivate**.
10. Click **Yes** when prompted to verify you want to reactivate the claim.
11. Click **Back** to close the screen.
12. Click **Review Claims**.
13. Select the reactivated file.
14. On the Vehicle Information screen, change the Download Status to **2**. You cannot send dropped claims with a status of 3.
15. Use the remaining warranty screens to edit the claim to correct the errors that caused Chrysler to drop the claim.
16. Click **Transfer to DCID**.
17. Download the claim.

Viewing Claim History

Use the **Claim History** button to open the Direct Warranty Entry History screen. This screen allows you to view a list of repair orders downloaded to DealerCONNECT. You can view the repair order for any claim in the list. In addition, this screen allows you to reactivate files for download again. Claims you reactivate have a download status of 3 on the Vehicle Information screen when you review the claim.

Warranty Entry History (ABC Motors)				
Warranty Entry History				
Repair Order: [REDACTED]				
38356	01	DODGE	1B7KF03W31J201704	N SCOTT
38477	04	JEEP	1J4GW40S94C104009	STEVEN B
38735	03	DODGE	2D4GP34043R103505	MERLE A H
38763	00	CHRYSLER	1C3EJ46X0YN100733	BETTY G D
39038	99	JEEP	1J4GV58N7XC001767	ALAN P MO
39078	01	CHRYSLER	3C4FY48B61T500350	HELEN ALL
39101	03	JEEP	1J4GL08K53V03038	VALERIE E
39228	99	DODGE	1B7KF2027XJ600765	EDWARD A
39258	01	CHRYSLER	2C3HD46R01H701755	EDWARD L
39345	02	CHRY	4C3AG52H40E004056	INTERNAL
39367	02	DODGE	2B3HD56H42H003811	LAWRENCE
39395	03	DODGE	3D7KU06C53G700250	JEFF CHRI
39396	01	JEEP	1J4FF40S91L501143	DEARALD W
39419	02	JEEP	1J4GW48N02C204976	ANTHONY J
39433	00	DODGE	1B3EJ46X0YN103273	MARGARET
39451	99	DODGE	1B7KF202XXJ500947	WILSON BU
39456	01	DODGE	1B3EJ06U61N501376	DJ GRAYS
39467	04	CHRYSLER	1C3EL56R04N104197	LUCY A SC
39547	02	DODGE	2B4GP44302R003261	PHILIP A
39550	02	DODGE	4B3AG02H02E000500	CHRISTINA
39568	02	CHRYSLER	2C4GP40322R601039	INTERNAL
39571	00	CHRYSLER	2C3HD06R4YH104109	CAROL L H
39576	01	DODGE	2B3HD40R81H501594	MICHELLE
39577	01	DODGE	2B3HD06R81H504594	MICHELLE
39582	00	JEEP	1J4GW40S1YC103064	FRANK J D
39586	03	DODGE	1D4GP20393B100052	JOHN A PA

Viewing a File

1. Click **Claim History**.
2. The right side of the screen lists the downloaded warranty repair orders.
3. Type the repair order number, or click the file in the list of repair orders.
4. Click **R/O Detail** to view a summary of the repair order.
5. Click **Back** on the display screen to close the repair order.
6. Click **Back** again to return to the Chrysler Warranty menu.

Reactivating a File for Download

Remember, claims you reactivate have a download status of 3 on the Vehicle Information screen when you review the claim.

1. Select the file.
2. Click **Reactivate**.
3. Click **Yes** when prompted to verify you want to reactivate the file.

Cleaning the History

The downloaded claims stay in download history for 60 days. You have the option of cleaning the history to delete claims you no longer want to keep in the download history. Cleaning the download history does not affect the repair order history. It only affects which claims appear in the download history. You have the option of cleaning the list based on a date range or removing all claims from history.

Cleaning History Based on Dates

1. Click the **Clean History** icon (broom).
2. Specify the dates you want to use. You can type the date or select the date from the calendar that appears when you click the arrow next to the date fields.
3. Click **Remove**.
4. Click **YES** when prompted to verify you want to remove the repair orders from history.

Cleaning all Files from History

1. Click the **Clean History** icon (broom).
2. Click **Remove All**.
3. Click **YES** when prompted to verify you want to remove the repair orders from history.

Retrieving VIP

You can retrieve VIP information right from on the Chrysler Warranty menu. The steps to retrieve VIP are similar to the steps you use on the Enter Conditions screen when generating the repair order.

1. Click **eVIP (Function 14)**.
2. Type the appropriate information in the **VIN**, **Last Name**, and **Odometer** fields.

You can search for a claim by clicking **Claim List**. A list of active claims appears. Click the claim in the list that you want to select. The information is displayed in the three fields.



The screenshot shows a form titled "eVIP" with three input fields: "VIN:" containing "1J4GW57N04C119581", "Last Name:" containing "SMIT", and "Odometer:" containing "7598". There are two buttons: "Get VIP" and "Claim List".

Important: Chrysler requires the first four letters of the customer's last name, when applicable. For example, you would type DOE for customer John Doe, but you would type SMIT for customer Steve Smith.

3. Click **Get VIP**.
4. The button turns red to indicate it is retrieving the VIP.
5. The system automatically displays the information on the screen.
6. Click **Print** to print the VIP information.
7. When prompted to verify your printer is ready, click the button that corresponds to how you want the VIP to print: **Basic** or **With Options**.
8. Click **Back** to return to the Chrysler Warranty menu.

Entering Setup Information

The **Setup** button opens the Chrysler Warranty Parameters screen to enter information used to download to DealerCONNECT. The same screen opens when you click **Chrysler Warranty Parameters** on the Warranty Parameters menu in the Service Writing System Setup. See Chapter 1, page 7, for information about entering the warranty parameters.

Conclusion

This completes the information needed to generate Chrysler 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 at (800) 473-4630, and a Support Desk Representative will assist you.

