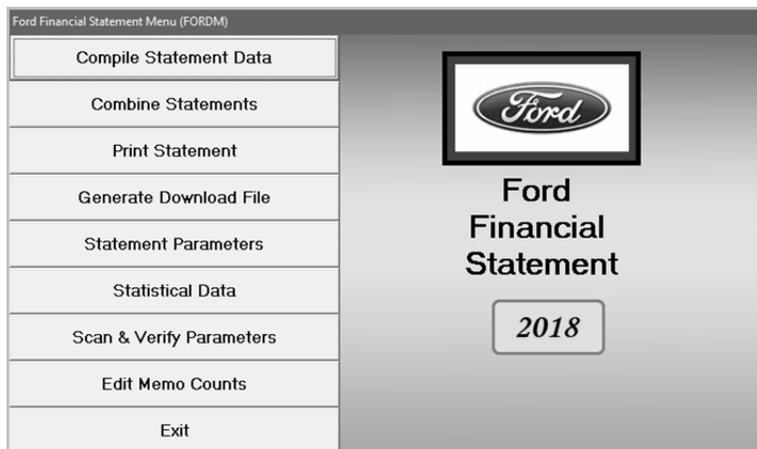


Quick Lane operations can be managed two different ways within the dealership: as a segregated operation independent from the Service Department or as an integrated part of the Service Department. This document reviews how to use Autosoft DMS for Quick Lane operations based on each possible scenario. Information for a segregated Quick Lane begins below, and information for integrated Quick Lane begins on page 14.

## Ford Financial Statement Quick Lane Setup

Before beginning the Quick Lane setup, it's important that you take the following steps to ensure your Ford financial statement Quick Lane parameters are appropriately set. Otherwise, Quick Lane account data will not pull to Page 7, 7A, etc. of your Ford financial statement.

1. Click **Accounting** on the DMS main menu.
2. From the Dealership Accounting menu, select **Reports & DOCs**.
3. The Reports menu appears. Select **Financial Statement**.
4. Click **Ford**. The Ford Financial Statement main menu opens.



5. Select **Statistical Data**. The Statistical Information menu appears.

- Click **Quick Lane**. The Quick Lane screen opens.

Quick Lane (FORDBC)

Quick Lane Facilities						
Personnel	QL Facility Main (A)	QL Facility (B)	QL Facility (C)	QL Facility (D)	QL Facility (E)	TOTAL Quick Lane Facilities
Managers	<input type="text" value="0"/>					
Service Writers	<input type="text" value="0"/>					
Repair Technicians	<input type="text" value="0"/>					
Internal Technicians	<input type="text" value="0"/>					
Total Personnel	<input type="text" value="0"/>					
Stall Count						
Repair	<input type="text" value="0"/>					
P&A Code	<input type="text" value=""/>					

Pages 7 through 7E

Is your dealership a Certified Quick Lane Dealer? (Y/N)

Only those dealerships certified as Quick Lane dealers can report Quick Lane information. Contact your franchising FCD's region for more information about Quick Lane certification.

Exit Save

- Enter **Y** for yes in **Is your dealership a Certified Quick Lane Dealer?** at the bottom of the screen.
- Click **Save**.

# Segregated Quick Lane

As a segregated department, the Quick Lane operations are completed in a location dedicated strictly to Quick Lane. Dedicated Quick Lane technicians perform all the work, and the Quick Lane parts inventory is controlled separately from the primary parts inventory.

## Completing Accounting Setup

The first step in the Quick Lane setup is to assign the correct accounts in the Accounting Integrated Service Setup. This setup ensures that Quick Lane repairs post to the appropriate general ledger accounts and that the sales pull to the correct portion of the Ford financial statement. This is also important to ensure accurate reports for your Quick Lane.

1. Click **Accounting** on the DMS main menu.
2. Click **Setup** on the Dealership Accounting menu.
3. Click **Integrated Service Sales** on the System Setup menu, and then click **Service Labor Sales**.
4. Verify that a posting parameter exists for **Q1**, and verify that the correct accounts are set for each item on the screen. The system uses the accounts listed for **Q1** when you update Quick Lane repair orders to Accounting.

Integrated Service Posting Parameters (ABC Motors)

Service/Body/Contract/QuickLube [S/B/C/Q]:  Line:

Click From List

Customer Pay	Sale	Cost	Invnt.		
Labor	5700	6700	1440		
Gas/Oil/Grs	5780	6780	1443		
S/S-Tires	7770	7770	7770		
Sublet	5750	6750	1441		
Q/L Labor	5705	6705	1440	Cust. Sales Journal Cash:	<input type="text" value="30"/> A/R:
Q/L G/O/G	5780	6780	1443	Labor Disc:	<input type="text" value="7731"/> Sales Tax:
Q/L Sublet	5755	6755	1441	Cust. A/R:	<input type="text" value="1120"/> Other Tax:
Q/L Parts	5435	6435	1412	Cash Sale:	<input type="text" value="1010"/> Tire Tax:

Warranty

Labor	5720	6720	1440	Warranty Sales Journal:	<input type="text" value="31"/>
NVI				NVI Net Debit:	<input type="text" value="1195"/> Sales Tax:
Gas/Oil/Grs	5780	6780	1443	NVI Control (R/N):	<input type="text" value=""/> Other Tax:
S/S-Tires	7770	7770	7770	Warranty Receivable:	<input type="text" value="1140"/> Tire Tax:
Sublet	5750	6750	1441		

Internal

Labor	5730	6730	1440	Internal Sales Journal:	<input type="text" value="32"/>
Gas/Oil/Grs	5780	6780	1443	Internal Inventory:	<input type="text" value=""/> Sales Tax:
S/S-Tires	7770	7770	7770	Customer Discounted	<input type="text" value=""/> Other Tax:
Sublet	5750	6750	1441	Dealer Paid Tax Expense:	<input type="text" value=""/> Tire Tax:

Q0 5700  
Q1 5700  
Q2 5705  
Q3 5705  
Q4 5705  
Q8 5705  
Q9 5705  
S0 5700  
S1 5700  
S2 5700  
S3 5702  
S4 5701  
S5 5700  
S8 5700  
S9 5700

Exit Print Delete Clear Save Next

## Verifying Technician Assignments

A segregated Quick Lane will have its own technicians. You should set up these technicians as dedicated Quick Lane technicians.

1. Click **Service** on the Autosoft DMS main menu.
2. Click **System Setup** on the Service Writing menu.
3. Click **Service Technicians** on the Service System Setup menu. The Technician Information screen appears.
4. For each Quick Lane technician, verify the **Dedicated Service/Body/QuickLube** field contains **Q**. This flags the technician as a dedicated Quick Lane technician. If you set a department here, the technician list in the Schedule Xpress scheduler will only display the dedicated technicians for each department when scheduling appointments.

Technician Information (ABC Motors)

Technician Number: 24

Short Name: GARY

Full Name: GARY SULLIVAN

Flat/Hourly (F/H): F

Full Social: 123457124

State ID Number:

ERD Password:

Dedicated Service/Body/QuickLube: Q (S/B/Q Or Blank For Non-Dedicated)

Cost Per Hour		
C/P	W/C	Int.
\$%	\$%	\$%
(A): 50.00 %	(A): 50.00 %	(A): 50.00 %
(B): 50.00 %	(B): 50.00 %	(B): 50.00 %
(C): 50.00 %	(C): 50.00 %	(C): 50.00 %
(D): 50.00 %	(D): 50.00 %	(D): 50.00 %
(E): 50.00 %	(E): 50.00 %	(E): 50.00 %
(F): 50.00 %	(F): 50.00 %	(F): 50.00 %
(G): 50.00 %	(G): 50.00 %	(G): 50.00 %
(H): 50.00 %	(H): 50.00 %	(H): 50.00 %
(I): 50.00 %	(I): 50.00 %	(I): 50.00 %
(J): 50.00 %	(J): 50.00 %	(J): 50.00 %

Employee ID	
MFC	Emp ID
F0	7124

Exit Print Delete Clear Save

## Completing Miscellaneous Service Parameters

The workstation(s) in the Quick Lane should be set to default all repair orders as Quick Lane. This ensures all repair orders created on this workstation are flagged as **Q** for Quick Lane.

1. Click **Miscellaneous Parameters** on the Service Writing System Setup menu. The Miscellaneous Parameters screen appears.

Miscellaneous Parameters (ABC Motors)

Is Service Writing Interfaced With Accounting ..... (Y/N):

**Shop Supplies**

Service Based On Labor/Total/None:  10.00 % Min:\$ .00 Max:\$ 20.00  Shop Supplies

Body Based On Labor/Total/None:  .00 % Min:\$ .00 Max:\$ .00  Hazardous Material

Charge Applies To Internals (Y/N):

**R/O Print**

1. 'Next Service' Message On Repair Orders (Y/N):  10. Maximum Number Of Conditions On Hard Copy (1/5):

2. 'Service Come Back' Message On Repair Order (Y/N):  11. Always Print File Copy At Close (Y/N):

3. 'Customer Labor Rate' On Repair Orders (Y/N):  12. Warranty Copy With Pre-Close Customer Copy (Y/N):

4. 'Customer Pay' Labor Time On Repair Orders (Y/N):  13. Accounting Summary on Accounting Copy (Y/N):

5. 'Warranty Sale' Figures On W-R/O's (Y/N):  14. Mirror Hanger With Hard Copy (Y/N):

6. 'Internal Sale' Figures On Customer Pay R/O's (Y/N):  15. Customer Copy With hard Copy At Open (Y/N):

7. Separate Internal Copy With Customer Pay R/O's (Y/N):  16. Bar Code On Hard Copy (Y/N):

8. Technician Name & State ID On Repair Orders (Y/N):  17. CSI Copy With Customer Close Copy (Y/N):

9. Labor/Parts/GOG/Sublet Totals Each Repair (Y/N):

**Miscellaneous**

Setup 'ERO' On This Client

Restrict Charge Customers To 'Special Customer Parameters' (Y/N):

Allow An R/O To Be Started Without 'Miles In' (Y/N):

Allow An R/O To Be Started Without e-Mail Address' (Y/N):

Default Manufacturer Warranty Repairs Prompt:  FO - Ford

Include Costs When Viewing an R/O (Y/N):

Require A Menu, Trouble Code, or LOP On All R/O's (Y/N):  (GM Canada Only)

Require Confirmation When Closing Warranty And C/P Concurrently:

Default First Tech On Subsequent Repairs:

Default R/O's For This Client Are Service/Body/QuickLube (S/B/Q):

Default Minimum Miles Between Maintenance Service:

Cancel Save

2. Under the **Miscellaneous** section of the screen, type **Q** in the **Default R/O's For This Client Are Service/Body/Quick Lube {S/B/Q}** field.

**Miscellaneous**

Restrict Charge Customers To 'Special Customer Parameters' (Y/N):

Allow An R/O To Be Started Without 'Miles In' (Y/N):

Allow An R/O To Be Started Without e-Mail Address' (Y/N):

Default Manufacturer Warranty Repairs Prompt:  FO - Ford

Include Costs When Viewing an R/O (Y/N):

Require A Menu, Trouble Code, or LOP On All R/O's (Y/N):  (GM Canada Only)

Require Confirmation When Closing Warranty And C/P Concurrently:

Default First Tech On Subsequent Repairs:

Default R/O's For This Client Are Service/Body/QuickLube (S/B/Q):

Default Minimum Miles Between Maintenance Service:

3. Click **Save** to save the setting. The system returns you to the System Setup menu.

## Defining Repair Discounts

It may be useful at this time to create discounts for Quick Lane services to ensure consistent pricing. For example, you could create a repair discount that prices an oil change at \$25.95. When you apply the discount to a repair, it automatically adjusts the repair totals to the specified price or by the specified discount percentage.

1. Click **Define Discounts** on the Service Writing System Setup menu.
2. Use the **Discount Repair** section to create a discount that applies to a specific repair order.
3. When creating the discount, you determine how the discount is applied to the labor and parts. You also specify the general ledger accounts used to post the discounts.

**Define Discount Codes (ABC Motors)**

Discount Code:  Help

Description:

---

**Discount Total R/O Customer Pay**

<b>Labor Discounts</b>	<b>Parts Discounts</b>
Rate: <input type="text" value="0.00%"/>	Rate: <input type="text" value="0.00%"/>
Amount: <input type="text"/>	Amount: <input type="text"/>

---

**Discount Repair**

Discounted Repair To A Flat Charge Of:

Discount Repair By:

Labor Discount Ratio:

Parts Discount Ratio:

Dealer Pays Customer Taxes (Y/N):

---

**Common To All Repairs**

Include Sublet With Labor Discount (Y/N):

Include GOG With Parts Discount (Y/N):

Discount G/L For Labor:

Discount G/L For Parts:

Dealer Paid Tax G/L For Expense:

---

**Total R/O**

By Repair
BL15 BLINN 5 QT OIL CHANGE
BL16 BLINN 6 QT OIL CHANGE
BL17 BLINN 7 QT OIL CHANGE
<b>COB5 COB OIL CHANGE 5 QT</b>
COB6 COB OIL CHANGE 6 QT
COB7 COB OIL CHANGE 7 QT
COB8 COB OIL CHANGE 15QT DIE
OC05 OIL CHANGE 5 QT
OC06 OIL CHANGE 6 QT
OC07 OIL CHANGE 7 QT
OC08 OIL CHANGE 8 QT
OC10 OIL CHANGE DIESEL 10 QT
OC12 OIL CHANGE DIESEL 12 QT
OC15 OIL CHANGE DIESEL 15 QT

## Creating Trouble Codes and FasQuotes

You must flag any Trouble/Condition Codes and/or Service FasQuote Operations that are used for Quick Lane. This ensures the Quick Lane repairs are properly flagged **Q** when you apply a Quick Lane code to a repair. This is important because this flag determines how the repairs are updated to Accounting and how the sales are pulled to reports.

### Flagging Trouble/Condition Codes

1. Click **Trouble/Condition Codes** on the Service System Setup menu. The Trouble/Fail Codes screen appears.
2. Verify that all codes used for Quick Lane contain **Q** in the **Repair Is Usually** field.

**Trouble/Fail Codes (ABC Motors)**

Default Sort For Trouble Codes & Menus On R/D Screens .....  Code Sort  Usage Sort

Code:   
 Desc.:

Special Labor Sale:   Exclude Shop Supplies  
 Default Labor Units:

Customer Complaint Code:   
 Labor Operation:

Labor Rate (A thru J) ... Svc:  Contract:  Body:  Q/L:   
 Repair Is Usually [C/Q/W/N/A]:

Most Qualified Technician:

Commissionable:  .00%  
 Commissionable:

**Special Labor Posting Accounts**

Labor Sale Account:   
 Labor Cost Account:   
 Labor Inventory Account:

Statistical ... From:  /  To Current

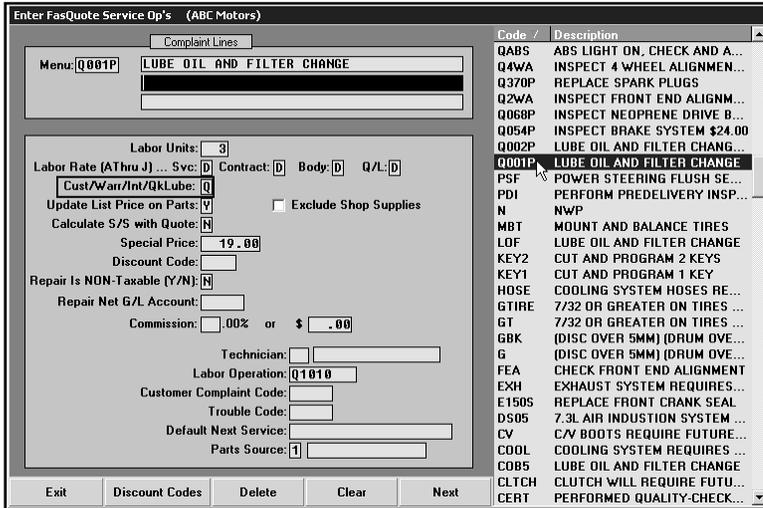
Volume MTD: Units:    
 YTD: Units:

Exit Print Delete Save

BB01	BODY PANEL DENTS OR DINGS
BB02	BODY PANEL FITS POORLY
BB05	BODY PANEL HARD TO OPEN
BB06	DENTS AND DINGS IN BUMPER
BB07	BUMPER FITS POORLY
BB09	BODY PANEL OR HINGE SQUEAK
BB15	BODY PANEL HARD TO CLOSE
BB19	OTHER BODY PANEL TROUBLES
BB43	LOOSE POOR FIT WARPED OR V
BB44	DOOR TRIM PANELS TEARS SNAG
BB45	DOOR TRIM PANELS FADED OR
BB47	DR TRIM PANELS BLISTERED E
BB50	DOOR TRIM PANELS SPLIT SEF
BB53	INSTRUMENT PANEL LOOSE WAF
BB54	LOOSE POOR FIT WARPED OR V
BB62	EXTERIOR TRIM HOLDINGS COF
BB63	EXTERIOR TRIM HOLDING LOOS
BB64	EXTERIOR HOLDINGS TRIM ALI
BB65	WHEEL OR HUBCAP TROUBLES
BB66	OTHER EXTERIOR TRIM TROUBL
BB69	OTHER BUMPER TROUBLES
BB73	HEADLINER LOOSE POOR FIT V
BB74	CARPET LOOSE POOR FIT WARP
BB75	LOOSE POOR WARPED OR WRIN
BB78	INTERIOR ODOR
BB81	TEARS SNAGS CRACKS IN INST
BB82	FADED OR DISCOLORED INSTR
BB84	BLISTERED BUBBLED PEELED I
BB85	GLOVE BOX DOR GAPS FITS OF
BB91	CONSOLE WITH TEARS SNAGS C
BB92	FADED OR DISCOLORED CONSOL
BB94	BLISTERED BUBBLED OR PEELE
BB95	OTHER INSTRUMENT PANEL OR
BC23	BACK WINDOW DEFROSTING OR

## Flagging Service FasQuote Operations

1. Click **Service FasQuotes** on the Service Writing main menu.
2. Click **Enter FasQuote Operations**. The Enter FasQuote Service Op's screen appears.
3. Verify that all FasQuotes operations used for Quick Lane contain **Q** in the **Cust/Warr/Int/QkLube** field.



## Building the Quick Lane Inventory

The next step will be to set up the parts portion of Quick Lane operations. With segregated Quick Lane, it will be necessary to segregate the Quick Lane parts inventory from the primary parts inventory. First, it will be necessary to determine what parts are to be included and controlled within this inventory. Once established, it will be necessary to determine how these parts will be receipted within the Quick Lane inventory—either moved from the primary parts inventory or purchased separately and applied to the Quick Lane inventory. If moved from the primary inventory, a parts counter slip will be processed for accounting purposes. If purchased separately, an outside purchase order will be used.

Once this is established, enter the starting inventory using the **Quick Lube** option in the Parts Special Inventories. This setup allows some control of price changes by the Parts Department or allows the Quick Lane manager to control pricing depending on your dealership's policies.

The Quick Lane purchases are then managed by editing quantities on the Quick Lube Parts Inventory screen when purchases are made. Sales will relieve quantities as items are sold. Inventory validation can be performed by printing a list and then performing an audit at any given time. Autosoft recommends you validate the inventory regularly, generally when stock is replenished.

1. Click **Parts** on the Autosoft DMS main menu
2. Click **Special Inventories**.
3. Click **Quick Lube Parts**. The Quick Lube Parts Inventory screen appears.
4. Add all the Quick Lane parts. This creates the Quick Lane inventory you will use to add parts to repair orders.

Enter Inventory Update Data (ABC Motors)

### Quick Lube Parts Inventory

Part: 1F129155CA  
 Desc: AIR FILTER  
 On Hand: 4  
 Cost: 14.20  
 List: 31.56  
 Internal: 25.56  
 Allow Price Change:

1F129155CA	4	14.20	31.56	AIR F
1S7267310A	10	3.45	7.57	OIL F
2C529155BC	4	10.46	23.24	AIR F
2L129155AA	4	16.09	35.76	AIR F
2L229155AB	4	12.87	28.60	AIR F
2U2217528CA	12	5.19	7.98	WIPER
2U2217528EA	12	6.49	9.98	WIPER
2U2217528GA	12	6.49	9.98	WIPER
2U2217528JA	12	6.49	9.98	WIPER
2U2217528KA	12	7.15	11.00	WIPER
3C326731AA	10	17.40	29.00	OIL F
3C329N184CA	3	43.38	72.30	FUEL F
3S726731A	10	4.73	10.51	OIL F
4H226731AA	10	5.60	12.44	OIL F
8C329N184A	3	43.51	72.52	FUEL F
9001732023500	4	51.99	63.95	P195/L
900215481000000	8	98.00	119.95	P235/L
900215483380000	4	75.00	91.95	P215/L
900467515	8	125.07	152.95	LT225/L
90051419900	8	92.23	112.95	P205/L
900831807	4	55.78	68.95	P195/L
BR1047B	4	39.98	66.63	PAD
BR1083	4	34.89	58.15	PAD
BR1270	4	31.98	53.30	PAD
BRR108	4	61.03	101.72	ROTOR
BRR87	4	55.47	92.45	ROTOR
BXT36R	2	87.96	109.95	BATTEF
BXT40R	2	87.96	109.95	BATTEF
BXT59	2	79.96	99.95	BATTEF
BXT65R50	2	95.96	119.95	BATTEF
BXT96R50	2	91.96	114.95	BATTEF

Exit Print List Delete Part Save

## Generating Quick Lane Repair Orders

Once these setup have been completed, Quick Lane is ready to start operations.

1. Click **Service** on the Autosoft DMS main menu, and then click **Repair Orders**.
2. Click **Start Repair Order**. Follow normal procedures for generating a repair order. The **Service/Body/Contract/Quick Lube {S/B/C/Q}**: field will default to **Q**.

**Start Repair Order (ABC Motors)**

R/O: 29526

Customer Number: SH1855814

Writer: 24 GARY Date: 03 03 10

Advisor: 24 GARY

Name: Andrew J Smith

Individual: ANDREW J SMITH

Address: 1818 Ward St

City: Essexville MI 48732

E-Mail:

Memo:

Phone: 555 529 5555 Work: [ ] [ ] [ ]

Cell: [ ] [ ] [ ]

On Do Not Call List: [ ]

Send Marketing Followup Letter (Y/N): [ ]

VIN: 1FTPX14U87FB

Year: 2007

Make: FORD

Model: F150

N/U/O: U

License: [ ] MI

First Use: 08/13/09

Delivered: 08/13/09

Inspection: [ ]

Color: BLACK

Cust Code: [ ]

Car Line: 9

Warranty Parts (A/B/C/L/N): C

Warranty Manufacturers

Warranty Repair: F0

Odometer In: 20084

When Finished (C/W/E/D/P): [ ]

Time In: 02 45

Promised: 00 00

Cash/Recv: C

Job Number: 29526

Taxable: Y

Service/Body/Contract/QuickLube (S/B/C/Q): Q

Contract: [ ]

Term: 00 Expires: 00/00 Contract Mileage: [ ]

Exit R/O List Search Names Void Clear History Customer Next

3. Click **Next** once all data on Start Repair Order screen is complete. This advances you to the Enter Conditions screen. On this screen, use the **Menus** button to apply the FasQuotes or the **Fail Codes** button to apply Trouble/Condition Codes. If your codes are set up correctly, the **C/W/I/Q** field will default to **Q**.

**Enter Conditions (ABC Motors)**

R/O: 29526

Customer: Andrew J Smith

Vehicle: 2007 FORD F150

VIN: 1FTPX14U87FB

Repair: 1

Menu: Q001P

Trouble/Fail Code: [ ]

Customer Pay Repair Is NON-Taxable: [ ]

Print LOF Window Sticker

Complaint: LUBE OIL AND FILTER CHANGE

Technician: 24

Estimated Labor Time: 3

Writer: 24

Labor Sale: 19.00

C / W / I / Q : Q

Labor Level: D

LDP: Q1010

Complaint Code: [ ]

Remove Repair ERO Dispatch Save Repair

R/O Data

VIN: 1FTPX14U87FB

Year: 2007

Make: FORD

Model: F150

New/Used: U

1st Use: 08/13/09

Delivered: 08/13/09

Inspection:

Odometer In: 20084

1-(Q) LUBE OIL AND FILTER CHANGE

Tech's Writers Menus Fail Codes Q Comp's

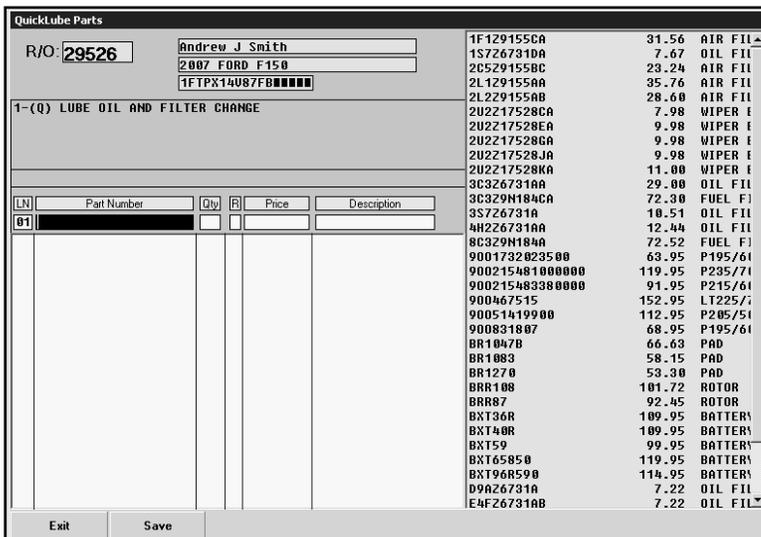
Exit R/O List Print History View R/O Clear Back Next

**Note:** Other types of repairs may be added to this R/O in the case of up sales to the Service Department or if warranty repairs are required. All repairs will post to the correct accounts and appear correctly on reports. If Ford requires separate repair orders for these instances, create a continuation R/O using the **Continuations** option on the Repair Orders menu.

- Quick Lane parts will be applied to the repair order on the Close Parts screen using the **Quick Lane Parts** button.



- This pulls all the Quick Lane parts you added to the Quick Lube inventory. Add the required parts.



- Once repairs are completed, process the repair order through to the Review & Print screen. At this time, you will use the **Discounts** button on the Review & Print screen to apply any discounts to the Quick Lane repairs. Using discounts makes it easy to ensure consistent pricing for Quick Lane repairs. The system will use the setup for the selected discount code to discount the repair to a certain dollar amount or by a certain percentage.

Code	Discount	Total	R/O
?	Remove Current Discount Code		

Code	Discount By Repair
BL15	BLINN 5 QT OIL CHANGE
BL16	BLINN 6 QT OIL CHANGE
BL17	BLINN 7 QT OIL CHANGE
COB5	COB OIL CHANGE 5 QT
COB6	COB OIL CHANGE 6 QT
COB7	COB OIL CHANGE 7 QT

Warranty	Internal	Labor	Customer
.00	.00	19.00	
.00	.00	16.60	
.00	.00	.00	
.00	.00	1.90	
.00	.00	.00	
.00	.00	.00	
.00	.00	11.55	
.00	.00	25.95	
.00	.00	4.31	
.00	.00	7.24	

- Once the discounts have been applied and the repair totals are correct, close repair order or send it to the Cashier for closing.

Print Dialog		
<b>Y</b>	<b>Print &amp; Close R/O</b>	Closes All Repairs
<b>P</b>	<b>Print &amp; Close C/P</b>	Warranty Remains Open <input checked="" type="checkbox"/> Print Warranty Copy Now
<b>C</b>	<b>Customer Copy</b>	All Repairs Remain Open
<b>I</b>	<b>Invoice R/O</b>	Invoice All Repairs to Cashier <input type="checkbox"/> Print Customer Copy Now
<b>W</b>	<b>Invoice C/P</b>	Invoice C/P & INT Repairs to Cashier <input type="checkbox"/> Print Customer Copy Now
<b>M</b>	<b>Print Memo</b>	All Repairs Remain Open
<b>N</b>	<b>No Action</b>	Close Print Dialog With No Action

## Updating Repair Orders

The Daily R/O Update sends the closed repair orders to the Accounting module. The repair orders are closed in Accounting and updated to the books. The system uses the Integrated Service Setup in the Accounting module to determine which sales update to which accounts. The Quick Lane repair orders are flagged **Q**; therefore, the sales on these repair orders are updated based on the Q parameter set.

Integrated Service Posting Parameters (ABC Motors)

Service/Body/Contract/QuickLube (S/B/C/Q): **Q**  
Line: **1**

Click From List

Customer Pay	Sale	Cost	Input
Labor	5780	6780	1440
Gas/Oil/Grs	5780	6780	1443
S/S-Tires	7770	7770	7770
Sublet	5750	6750	1441
Q/L Labor	5705	6705	1440
Q/L G/O/G	5780	6780	1443
Q/L Sublet	5755	6755	1441
Q/L Parts	5435	6435	1412

Warranty

Warranty	Sale	Cost	Input
Labor	5720	6720	1440
NVI			
Gas/Oil/Grs	5780	6780	1443
S/S-Tires	7770	7770	7770
Sublet	5750	6750	1441

Internal

Internal	Sale	Cost	Input
Labor	5730	6730	1440
Gas/Oil/Grs	5780	6780	1443
S/S-Tires	7770	7770	7770
Sublet	5750	6750	1441

Cust. Sales Journal Cash: **30** A/R: **30**  
Labor Disc: **7731** Sales Tax: **2150**  
Cust. A/R: **1120** Other Tax: **2150**  
Cash Sale: **1010** Tire Tax: **2150**

Warranty Sales Journal: **31**  
NVI Net Debit: **1195** Sales Tax: **2150**  
NVI Control (R/V):  Other Tax: **2150**  
Warranty Receivable: **1140** Tire Tax: **2150**

Internal Sales Journal: **32**  
Internal Inventory:  Sales Tax: **2150**  
Customer Discounted Other Tax: **2150**  
Dealer Paid Tax Expense:  Tire Tax: **2150**

Buttons: Exit, Print, Delete, Clear, Save, Next

Click From List (vertical list): B0 5810, B1 5810, B2 5810, B3 5812, B4 5811, B5 5810, B8 5810, B9 5810, C0 5700, C1 5700, C8 5700, C9 5700, Q0 5700, **Q1 5700**, Q2 5705, Q3 5705, Q4 5705, Q8 5705, Q9 5705, S0 5700, S1 5700, S2 5700, S3 5702, S4 5701, S5 5700, S8 5700, S9 5700

## Printing Reports

Some service reports (for example the Service Writer Analysis report) allow you to specify which departments you want to include on the report. To print reports for Quick Lane, you will select **Quick Lube**. The system generates the report for all repair orders and repairs that have been flagged **Q** for Quick Lane.

Service Time Summary (ABC Motors)

Print Effective Rate Summary

Writer Time Summary

Technician Time Summary

Technician Time Report

Writer Sales Report

Writer 'Specials' Usage

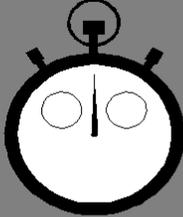
Writer Analysis

Work In Process Worksheets

Flagged Time

Exit

Service Time Summary



Writer Analysis

Include ...  Service  Contracts  Quick Lube  
 Body Shop

Enter Report Dates

From: **3 / 3 / 2010** To: **3 / 3 / 2010** Go

# Integrated Quick Lane

As an integrated part of the Service Department, the Quick Lane operations are treated as a specific repair type added to a repair order, and the work is completed by any or all technicians in the Service Department. Parts required for the Quick Lane repairs are applied from the primary parts inventory through the Parts Inventory module.

## Completing Accounting Setup

The first step in the Quick Lane setup is to assign the correct accounts in the Accounting Integrated Service Setup. This setup ensures that Quick Lane repairs post to the appropriate general ledger accounts and that the sales pull to the correct portion of the Ford financial statement. This is also important to ensure accurate reports for your Quick Lane.

1. Click **Accounting** on the DMS main menu.
2. Click **Setup** on the Dealership Accounting menu.
3. Click **Integrated Service Sales** on the System Setup menu, and then click **Service Labor Sales**.
4. Verify that the posting parameters for any **S** lines (S1, S2, etc) contain the correct accounts. Verifying that the various pay types (customer pay, warranty, and internal) are directed to the correct accounts ensures that individual repair types will update correctly on mixed repair orders. It is also important to verify that the correct accounts are specified for Quick Lane labor, gas-oil-grease, sublet, and parts since these are the accounts that will be used to post Quick Lane repairs (individual repairs flagged **Q** for Quick Lane).

Integrated Service Posting Parameters (ABC Motors)

Service/Body/Contract/QuickLube (S/B/C/Q):  Line:

Click From List

B0	5810
B1	5810
B2	5810
B3	5812
B4	5811
B5	5810
B8	5810
B9	5810
C0	5700
C1	5700
C8	5700
C9	5700
Q0	5700
Q1	5700
Q2	5705
Q3	5705
Q4	5705
Q8	5705
Q9	5705
S0	5700
S1	5700
S2	5700
S3	5702
S4	5701
S5	5700
S8	5700
S9	5700

**Customer Pay**

	Sale	Cost	Invt.
Labor	5700	6700	1440
Gas/Oil/Grs	5780	6780	1443
S/S-Tires	7770	7770	7770
Sublet	5750	6750	1441
Q/L Labor	5705	6705	1440
Q/L G/O/G	5781	6781	1443
Q/L Sublet	5755	6755	1441
Q/L Parts	5435	6435	1400

Cust. Sales Journal Cash:  A/R:

Labor Disc:  Sales Tax:

Cust. A/R:  Other Tax:

Cash Sale:  Tire Tax:

**Warranty**

	Sale	Cost	Invt.
Labor	5720	6720	1440
NVI			
Gas/Oil/Grs	5780	6780	1443
S/S-Tires	7770	7770	7770
Sublet	5750	6750	1441

Warranty Sales Journal:

NVI Net Debit:  Sales Tax:

NVI Control (R/V):  Other Tax:

Warranty Receivable:  Tire Tax:

**Internal**

	Sale	Cost	Invt.
Labor	5730	6730	1440
Gas/Oil/Grs	5780	6780	1443
S/S-Tires	7770	7770	7770
Sublet	5750	6750	1441

Internal Sales Journal:

Internal Inventory:  Sales Tax:

Customer Discounted Other Tax:

Dealer Paid Tax Expense:  Tire Tax:

Exit Print Delete Clear Save Next

## Miscellaneous Parameters

The workstation(s) in the Service Department should be set to default all repair orders to **S** for Service. Since Quick Lane is an integrated part of the Service Department, repair orders will be flagged as **S**.

1. Click **Service** on the Autosoft DMS main menu, and then click **System Setup**.
2. Click **Miscellaneous Parameters** on the System Setup menu. The Miscellaneous Parameters screen appears.

Miscellaneous Parameters (ABC Motors)

Is Service Writing Interfaced With Accounting ..... (Y/N):

**Shop Supplies**

Service Based On Labor/Total/None:  % Min:\$  Max:\$   Shop Supplies

Body Based On Labor/Total/None:  % Min:\$  Max:\$   Hazardous Material

Charge Applies To Internals (Y/N):

**R/O Print**

1. 'Next Service' Message On Repair Orders (Y/N): <input checked="" type="checkbox"/>	10. Maximum Number Of Conditions On Hard Copy (1/6): <input type="text" value="4"/>
2. 'Service Come Back' Message On Repair Order (Y/N): <input checked="" type="checkbox"/>	11. Always Print File Copy At Close (Y/N): <input type="checkbox"/>
3. 'Customer Labor Rate' On Repair Orders (Y/N): <input type="checkbox"/>	12. Warranty Copy With Pre-Close Customer Copy (Y/N): <input type="checkbox"/>
4. 'Customer Pay' Labor Time On Repair Orders (Y/N): <input checked="" type="checkbox"/>	13. Accounting Summary on Accounting Copy (Y/N): <input checked="" type="checkbox"/>
5. 'Warranty Sale' Figures On W-R/O's (Y/N): <input type="checkbox"/>	14. Mirror Hanger With Hard Copy (Y/N): <input type="checkbox"/>
6. 'Internal Sale' Figures On Customer Pay R/O's (Y/N): <input type="checkbox"/>	15. Customer Copy With hard Copy At Open (Y/N): <input checked="" type="checkbox"/>
7. Separate Internal Copy With Customer Pay R/O's (Y/N): <input type="checkbox"/>	16. Bar Code On Hard Copy (Y/N): <input type="checkbox"/>
8. Technician Name & State ID On Repair Orders (Y/N): <input checked="" type="checkbox"/>	17. CSI Copy With Customer Close Copy (Y/N): <input type="checkbox"/>
9. Labor/Parts/GOG/Sublet Totals Each Repair (Y/N): <input checked="" type="checkbox"/>	

**Miscellaneous**

Setup "ERO" On This Client

Restrict Charge Customers To 'Special Customer Parameters' (Y/N):

Allow An R/O To Be Started Without 'Miles In' (Y/N):

Allow An R/O To Be Started Without e-Mail Address' (Y/N):

Default Manufacturer Warranty Repairs Prompt:

Include Costs When Viewing an R/O (Y/N):

Require A Menu, Trouble Code, or LOP On All R/O's (Y/N):  (GM Canada Only)

Require Confirmation When Closing Warranty And C/P Concurrently:

Default First Tech On Subsequent Repairs:

Default R/O's For This Client Are Service/Body/QuickLube (S/B/Q):

Default Minimum Miles Between Maintenance Service:

Cancel Save

3. Under the **Miscellaneous** section of the screen, type **S** in the **Default R/O's For This Client Are Service/Body/Quick Lube {S/B/Q}** field.

**Miscellaneous**

Restrict Charge Customers To 'Special Customer Parameters' (Y/N):

Allow An R/O To Be Started Without 'Miles In' (Y/N):

Allow An R/O To Be Started Without e-Mail Address' (Y/N):

Default Manufacturer Warranty Repairs Prompt:

Include Costs When Viewing an R/O (Y/N):

Require A Menu, Trouble Code, or LOP On All R/O's (Y/N):  (GM Canada Only)

Require Confirmation When Closing Warranty And C/P Concurrently:

Default First Tech On Subsequent Repairs:

Default R/O's For This Client Are Service/Body/QuickLube (S/B/Q):

Default Minimum Miles Between Maintenance Service:

4. Click **Save** to save the setting. The system returns you to the System Setup menu.

## Defining Repair Discounts

It may be useful at this time to create discounts for Quick Lane services to ensure consistent pricing. For example, you could create a repair discount that prices an oil change at \$25.95. When you apply the discount to the Quick Lane repair, it automatically adjusts the repair totals to the specified price or by the specified discount percentage.

1. Click **Define Discounts** on the Service Writing System Setup menu.
2. Use the **Discount Repair** section to create a discount that applies to a specific repair order.
3. When creating the discount, you determine how the discount is applied to the labor and parts. You also specify the general ledger accounts used to post the discounts.

## Creating Trouble Codes and FasQuotes

You must flag any Trouble/Condition Codes and/or Service FasQuote Operations that are used for Quick Lane. This ensures the Quick Lane repairs are properly flagged **Q** when you apply a Quick Lane code to a repair. This is important because this flag determines how the repairs are updated to Accounting and how the sales are posted to reports.

## Flagging Trouble/Condition Codes

1. Click **Trouble/Condition Codes** on the Service System Setup menu. The Trouble/Fail Codes screen appears.
2. Verify that all codes used for Quick Lane contain **Q** in the **Repair Is Usually** field.

**Trouble/Fail Codes (ABC Motors)**

Default Sort For Trouble Codes & Menus On R/D Screens .....  Code Sort  Usage Sort

Code: L0F  
 Desc.: LUBE OIL AND FILTER CHANGE

Special Labor Sale: 19.00  Exclude Shop Supplies  
 Default Labor Units: 3  
 Customer Complaint Code: L0F  
 Labor Operation:   
 Labor Rate (A Thru J) ... Svc: [D] Contract: [D] Body: [D] Q/L: [D]  
 Repair Is Usually [C/Q/W/N/A]: Q  
 Most Qualified Technician: 00  
 Commissionable:  .00%  
 Commissionable: .00

Special Labor Posting Accounts  
 Labor Sale Account:   
 Labor Cost Account:   
 Labor Inventory Account:

Statistical ... From:  /  To Current  
 Volume MTD: Units:   
 YTD: Units:

Exit Print Delete Save

BB01	BODY PANEL DENTS OR DIMS
BB02	BODY PANEL FITS POORLY
BB05	BODY PANEL HARD TO OPEN
BB06	DENTS AND DIMS IN BUMPER
BB07	BUMPER FITS POORLY
BB09	BODY PANEL OR HINGE SQUEAK
BB15	BODY PANEL HARD TO CLOSE
BB19	OTHER BODY PANEL TROUBLES
BB43	LOOSE POOR FIT WARPED OR V
BB44	DOOR TRIM PANELS TEARS SNAG
BB45	DOOR TRIM PANELS FADED OR
BB47	DR TRIM PANELS BLISTERED E
BB50	DOOR TRIM PANELS SPLIT SEF
BB53	INSTRUMENT PANEL LOOSE WAF
BB54	LOOSE POOR FIT WARPED OR V
BB62	EXTERIOR TRIM HOLDINGS COF
BB63	EXTERIOR TRIM HOLDING LOOS
BB64	EXTERIOR HOLDINGS TRIM ALI
BB65	WHEEL OR HUBCAP TROUBLES
BB66	OTHER EXTERIOR TRIM TROUBL
BB69	OTHER BUMPER TROUBLES
BB73	HEADLINER LOOSE POOR FIT
BB74	CARPET LOOSE POOR FIT WARP
BB75	LOOSE POOR WARPED OR WRIN
BB78	INTERIOR ODOR
BB81	TEARS SNAGS CRACKS IN INST
BB82	FADED OR DISCOLORED INSTR
BB84	BLISTERED BUBBLED PEELED I
BB85	GLOVE BOX DOR GAPS FITS OF
BB91	CONSOLE WITH TEARS SNAGS C
BB92	FADED OR DISCOLORED CONSOL
BB94	BLISTERED BUBBLED OR PEELE
BB95	OTHER INSTRUMENT PANEL OR
BC23	BACK WINDOW DEFROSTING OR

## Flagging Service FasQuote Operations

1. Click **Service FasQuotes** on the Service Writing main menu.
2. Click **Enter FasQuote Operations**. The Enter FasQuote Service Op's screen appears.
3. Verify that all FasQuotes operations used for Quick Lane contain **Q** in the **Cust/Warr/Int/QkLube** field.

**Enter FasQuote Service Op's (ABC Motors)**

Complaint Lines  
 Menu: Q001P LUBE OIL AND FILTER CHANGE

Labor Units: 3  
 Labor Rate (A Thru J) ... Svc: [D] Contract: [D] Body: [D] Q/L: [D]  
 Cust/Warr/Int/QkLube: Q  
 Update List Price on Parts: [Y]  Exclude Shop Supplies  
 Calculate S/S with Quote: [N]  
 Special Price: 19.00  
 Discount Code:   
 Repair Is NON-Taxable [Y/N]: [N]  
 Repair Net G/L Account:   
 Commission:  .00% or \$ .00  
 Technician:   
 Labor Operation: Q1010  
 Customer Complaint Code:   
 Trouble Code:   
 Default Next Service:   
 Parts Source: 1

Exit Discount Codes Delete Clear Next

Code /	Description
QABS	ABS LIGHT ON, CHECK AND A...
Q4WA	INSPECT 4 WHEEL ALIGNMEN...
Q370P	REPLACE SPARK PLUGS
Q2WA	INSPECT FRONT END ALIGNM...
Q068P	INSPECT NEOPRENE DRIVE B...
Q054P	INSPECT BRAKE SYSTEM \$24.00
Q002P	LUBE OIL AND FILTER CHANG...
Q001P	LUBE OIL AND FILTER CHANGE
PSF	POWER STEERING FLUSH SE...
PDI	PERFORM PREDELIVERY INSP...
N	NWP
MBT	MOUNT AND BALANCE TIRES
L0F	LUBE OIL AND FILTER CHANGE
KEY2	CUT AND PROGRAM 2 KEYS
KEY1	CUT AND PROGRAM 1 KEY
HOSE	COOLING SYSTEM HOSES RE...
GTIRE	7/32 OR GREATER ON TIRES ...
GT	7/32 OR GREATER ON TIRES ...
GBK	(DISC OVER 5MM) (DRUM OVE...
G	(DISC OVER 5MM) (DRUM OVE...
FEA	CHECK FRONT END ALIGNMENT
EXH	EXHAUST SYSTEM REQUIRES...
E150S	REPLACE FRONT CRANK SEAL
D50S	7.3L AIR INDUSTION SYSTEM ...
CV	C/V BOOTS REQUIRE FUTURE...
COOL	COOLING SYSTEM REQUIRES ...
COB5	LUBE OIL AND FILTER CHANGE
CLTCH	CLUTCH WILL REQUIRE FUTU...
CERT	PERFORMED QUALITY-CHECK...

## Generating Repair Orders

1. Click **Service** on the Autosoft DMS main menu.
2. Click **Repair Orders**.
3. Click **Start Repair Order**. The Start Repair Order screen appears. Follow normal procedures for generating a repair order. The **Service/Body/Contract/Quick Lube {S/B/C/Q}**: field will default to **S**. This field can be edited if a different repair order type is required.

4. Click **Next** once all data on Start Repair Order screen is complete. This advances you to the Enter Conditions screen. On this screen, use the **Menus** button to apply the FasQuotes or the **Fail Codes** button to apply Trouble/Condition Codes. If your codes are set up correctly, the **C/W/I/Q** field will default to the correct pay type. For Quick Lane repairs, this should be **Q**.

**Note:** Other types of repairs may be added to this R/O in the case of up sales to the Service Department or if warranty repairs are required. All repairs will post to the correct accounts and appear correctly on reports. If Ford requires separate repair orders for these instances, create a continuation R/O using the **Continuations** option on the Repair Orders menu.

- Quick Lane parts will be applied to the repair order through the Parts Inventory module on the Service R/O Parts screen in the same manner that any other part would be added to the R/O.

- Once repairs are completed, process the repair order through to the Review & Print screen. At this time, you will use the **Discounts** button on the Review & Print screen to apply any discounts to the Quick Lane repairs. Using discounts makes it easy to ensure consistent pricing for Quick Lane repairs. The system will use the setup for the selected discount code to discount the repair to a certain dollar amount or by a certain percentage.

- Once the discounts have been applied and the repair totals are correct, close repair order or send it to the Cashier for closing.

Print Dialog		
<b>Y</b>	<b>Print &amp; Close R/O</b>	Closes All Repairs
<b>P</b>	<b>Print &amp; Close C/P</b>	Warranty Remains Open <input checked="" type="checkbox"/> Print Warranty Copy Now
<b>C</b>	<b>Customer Copy</b>	All Repairs Remain Open
<b>I</b>	<b>Invoice R/O</b>	Invoice All Repairs to Cashier <input type="checkbox"/> Print Customer Copy Now
<b>W</b>	<b>Invoice C/P</b>	Invoice C/P & INT Repairs to Cashier <input type="checkbox"/> Print Customer Copy Now
<b>M</b>	<b>Print Memo</b>	All Repairs Remain Open
<b>N</b>	<b>No Action</b>	Close Print Dialog With No Action

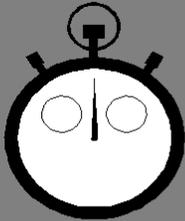
## Updating Repair Orders

The Daily R/O Update sends the closed repair order to the Accounting module. The repair orders are closed in Accounting and updated to the books. The system uses the Integrated Service Setup in the Accounting module to determine which sales update to which accounts. The Quick Lane repairs are flagged **Q**; therefore, the sales for these repairs are updated based on the accounts added for the Quick Lane section of the corresponding S line used for the repair order.

Integrated Service Posting Parameters (ABC Motors)				Click From List	
Service/Body/Contract/QuickLube [S/B/C/Q]: S				B0 5810	
Line: 1				B1 5810	
<b>Customer Pay</b>				B2 5810	
	Sale	Cost	Invt.	B3 5812	
Labor	5700	6700	1440	B4 5811	
Gas/Oil/Grs	5780	6780	1443	B5 5810	
S/S-Tires	7770	7770	7770	B8 5810	
Sublet	5750	6750	1441	B9 5810	
Q/L Labor	5705	6705	1440	C0 5700	
Q/L G/O/G	5781	6781	1443	C1 5700	
Q/L Sublet	5755	6755	1441	C8 5700	
Q/L Parts	5435	6435	1400	C9 5700	
Cust. Sales Journal Cash: 30 A/R: 30				Q0 5700	
Labor Disc: 7731 Sales Tax: 2150				Q1 5700	
Cust. A/R: 1120 Other Tax: 2150				Q2 5705	
Cash Sale: 1010 Tire Tax: 2150				Q3 5705	
<b>Warranty</b>				Q4 5705	
Labor	5720	6720	1440	Q8 5705	
NVI				Q9 5705	
Gas/Oil/Grs	5780	6780	1443	S0 5700	
S/S-Tires	7770	7770	7770	S1 5700	
Sublet	5750	6750	1441	S2 5700	
Warranty Sales Journal: 31				S3 5702	
NVI Net Debit: 1195 Sales Tax: 2150				S4 5701	
NVI Control (R/V):				S5 5700	
Warranty Receivable: 1140 Tire Tax: 2150				S8 5700	
<b>Internal</b>				S9 5700	
Labor	5730	6730	1440		
Gas/Oil/Grs	5780	6780	1443		
S/S-Tires	7770	7770	7770		
Sublet	5750	6750	1441		
Internal Sales Journal: 32					
Internal Inventory:					
Sales Tax: 2150					
Customer Discounted					
Dealer Paid Tax Expense:					
Other Tax: 2150					
Tire Tax: 2150					
Exit	Print	Delete	Clear	Save	Next

## Printing Reports

Some service reports (for example the Service Writer Analysis report) allow you to specify which departments you want to include on the report. To print reports for Quick Lane, you will select Quick Lube. The system generates the report for all repair orders and repairs that have been flagged **Q** for Quick Lane.

Service Time Summary (ABC Motors)	
Print Effective Rate Summary	<h3>Service Time Summary</h3> 
Writer Time Summary	
Technician Time Summary	
Technician Time Report	
Writer Sales Report	
Writer 'Specials' Usage	
Writer Analysis	
Work In Process Worksheets	
Flagged Time	
Exit	
<b>Writer Analysis</b>	
Include ... <input type="checkbox"/> Service <input type="checkbox"/> Contracts	
<input type="checkbox"/> Body Shop <input checked="" type="checkbox"/> Quick Lube	
<b>Enter Report Dates</b>	
From: 3 / 3 / 2010	
To: 3 / 3 / 2010	
Go	

## Conclusion

It is possible to use a combination of these two processes to best meet your dealership's individual requirements. It is important to complete the necessary setup and ensure the repair order and repairs are properly flagged. This ensures accurate books and reports.