Autosoft
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DMS
Ford Warranty

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Dealer Management System™

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Table of Contents

Introduction Ford Warranty

The Service Writing module in AutoSoft DMS is designed to allow dealers to generate Ford-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 AutoSoft DMS Service Writing user's guide. This manual only explains the fields and screens that are required in addition to the standard R/O entry screens.

Once the warranty claims are generated, Ford dealers use the Ford Warranty Entry menu to enter additional Ford warranty information. Once you enter the information, you can view, print, and download it to Ford as needed.

This manual is divided into three chapters to help you generate your Ford warranty claims. You should read the information is each chapter before attempting to generate the claims. As always, if you have any questions, contact AutoSoft at (800) 473-4630 to speak with a Support Desk Representative.

Chapter	Information it covers
Chapter 1 **System Parameters**	Chapter 1 walks you through entering setup parameters that will be used to generate the warranty claims. Parameters need to be set in the Service Writing System Setup and in the Ford Warranty Entry module.
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 for Ford warranty claims.
Chapter 3 **Ford Warranty Entry**	Chapter 3 walks you through each menu option on the Ford Warranty Entry menu. These options include reviewing the warranty claims, downloading files to Ford, viewing a list of files that have been sent to Ford, and reactivating repair orders for download to Ford again.

Help Screens

Because the AutoSoft DMS program is continuously changing to meet the needs of our customers, we periodically add new features 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 you can use 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 Internet update; thus, the Help pages are always current. You should become familiar with the Help page feature and use it to learn about the new information added to the program and as a way to quickly access information while you are on a screen.

Chapter 1 System Parameters

Before you can use the Service Writing or the Ford Warranty Entry modules, you must enter parameters. The parameters determine default information used when creating the repair orders.

Verifying Advisor Setup

You must verify that your advisors are set up in the AutoSoft DMS Service Writing module according the Ford guidelines. You must 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 Ford.

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

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

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

4. Click **Service Advisors/Writers** on the System Setup menu. The Advisor/Writer Information screen appears.
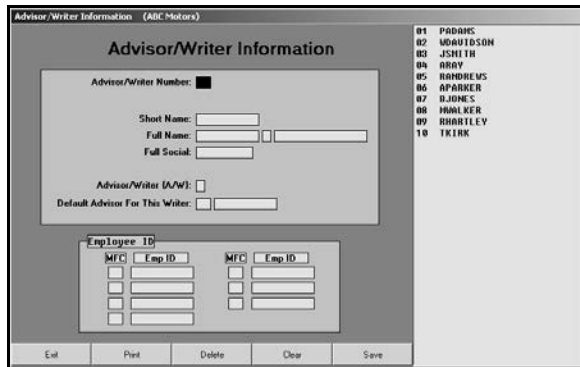
5. Click the advisor in the list on the right side of the screen. The advisor's information fills in on the screen.

6. Verify that the advisor's employee ID appears in the **EMP ID** field next to the FO 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.
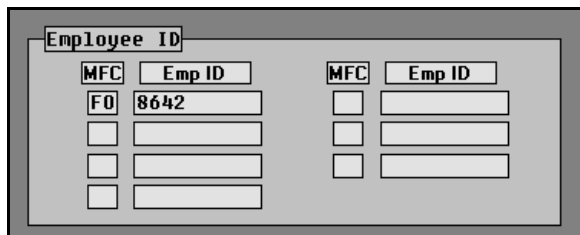
7. Click **Save** to save the changes.

8. Edit the remaining advisors' records as needed.

9. 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 the Ford 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 Ford.

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 FO 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.

Warranty Parameters

The first parameters that you need to set are the warranty parameters. The information entered here determines default entries that will be used when creating the Ford warranty repair orders.

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

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

3. Click **Ford Warranty Parameters** on the Warranty Parameters menu. The Ford Warranty Parameters screen appears.

```
Ford Warranty Parameters   (ABC Motors)

                    Ford Warranty Parameters


     Download Ford Warranty Repairs To Fordstar .............. (Y/N):[ ]

     Warranty Default Parts Source ...................... (1 Thru 9):[ ]

     Warranty Default Labor Rate ........................ (A Thru J):[ ]

     Warranty P & A Code ........................................:[      ]
          Sub P & A Code ........................................:[      ]
     Warranty Sale Is Normally Taxed By Your State ........... (Y/N):[ ]

          Dealer Country Code .....................................:[   ]

          OASIS UserID ............................................:[        ]



     Cancel      Save
```

4. In **Download Ford Warranty Repairs To Fordstar**, indicate if you want to download the warranty repairs to FordStar. Type **Y** for yes or **N** for no. You must type **Y** in order to access the Ford Warranty program.

5. In **Warranty Default Parts Source**, type the inventory source (1-4) for Ford parts.

6. 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.)

7. In **Warranty P & A Code**, type your dealership's warranty parts and accessories code.

8. European dealers will need to enter their main or sub-dealer parts and accessories code in the **Sub P & A Code** field. This field should be blank for US and Canadian dealers.

9. 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.

10. Next, type the country code in the field provided.

11. Finally, type your Ford OASIS user Id. This is required to access OASIS information.

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

13. Click **Exit** to return to the System Setup menu, and click **Back** to return to the Service Writing menu.

Ford Warranty Entry Setup

The next parameters you need to enter are for the Ford Warranty Entry module. The parameters consist of dealer information and parts markup information used when downloading warranty repair orders to Ford.

1. Click **Repair Orders** on the Service Writing main menu.

2. Click **Ford Warranty** on the Repair Order menu.

3. Click **System Setup** on the Ford Warranty Entry menu.

Dealer Information Section

The Dealer Information Section screen is the first entry screen when entering the Ford warranty entry setup. You enter dealer information on this screen.

1. Type the appropriate information in each field. Use the table on the following page to assist you with the data entry. The table lists the fields on the Dealer Information Section screen and explains the information required in each field.

2. To edit information that has been entered in a field, click in the appropriate field, and edit the information as needed.

3. When you are finished entering the information, click **Next** to advance to the Parts Markup screen. The system automatically saves the information entered on the Dealer Information Section screen.

Tip: If you do not advance to the Parts Markup screen when you click **Next**, the information on the Dealer Information Section screen is not correct. Verify the information and try again.

Field	Information required
P&A Code	Type the dealership's Parts and Accessories code.
Sub-Dealer P&A Code	Type the account code assigned to European main or sub-dealers. (US and Canadian dealers may leave this field blank.)
Geographic Sales Area Code	Type the geographical area code defined by the franchise agreement for US and Canadian dealers.
Dealer Currency Code	Type a valid three-character ISO currency code (for example, USD for US dollars).
Ford Distribution Code	Type a valid six-character Ford Distribution Code. (This is required for Ford dealerships only.)
L/M Distribution Code	Type a valid six-character Lincoln/Mercury Distribution Code. (This is required for Lincoln/Mercury dealerships only.)
Are You Required To Report Odometer Mileage	Indicate if you are required to report mileage. Type **Y** for yes or **N** for no.
Secondary Name Information	Indicate if you report secondary name information. Type **Y** for yes or **N** for no.
DSO/SPO Trailer Information	Type the code that corresponds with the prompt option. (This is an optional entry.) **A**: Prompt for RPO trailers **Y**: Prompt for RPO trailers prior to exiting the NVO transaction entry **N**: Do not prompt for RPO trailers at any time
Model Year	Type the model year for the information you are entering.
State	Type a valid two-character abbreviation for the state where the dealership is located. (This is an optional entry.)
Current Labor Rate	Type the current labor rate. Do not use dollar signs. This value becomes the default value for all areas of the warranty module that use a Labor Rate, but you can edit the information in those areas as needed.
Prior Labor Rate	Type the prior labor rate. Do not use dollar signs. If the repair date is earlier than the effective date, the prior labor rate is used.
Effective Date	Type the effective date for the current labor rate in an eight-character format with or without slashes (mm/dd/yyyy or mmddyyyy).
Parts Markup By Code	Type the code that indicates the markup criteria: **M**: Markup by model year (US dealers) **R**: Markup by repair date (European dealers) **V**: Markup by VIN position (Export dealers).
Default Printer Is Laser or Impact	Indicate if the default printer is a laser or impact printer. Type **L** for laser or **I** for impact.
Drive & Path For DMS Data	Type the network drive letter and path for the AD directory where the DMS data is located (for example, F:\AD).
Source Number For Ford Parts Inventory	Type the inventory code for the Ford parts inventory. (The Parts manager should be able to provide this code.)

Parts Markup

When you click **Next** on the Dealer Information screen, you advance to the Parts Markup screen. You use this screen to enter parts markup lines.

1. In **Table Line No.**, type the line number for the line you are entering, or click the line in the list on the right side of the screen.

2. Type the **Beginning Model Year** and **Ending Model Year** for the parts markup line.

3. Type the **Beginning Repair Date** and **Ending Repair Date** for the parts markup line. The date must be entered in an eight-character format with or without slashes (mm/dd/yyyy or mmddyyyy).

4. In **Parts Markup %**, specify the percentage used to markup parts for this line.

5. Use the **Suppress %P & %L** field to indicate if you want to suppress the parts and labor percentage for this line. Type **Y** for yes or **N** for no.

6. Click **Save Line** to save information. The markup line is added to the list on the right side of the screen, and the screen clears so you can add another line.

7. Continue to enter parts markup lines as needed.

8. If you need to delete a line, click the line in the list, and click **Remove Line**. Click **OK** when prompted to verify you want to remove the line.

9. When you are done entering information, click **Back** twice to return to the Ford Warranty Entry menu.

10. Click **Back** on the Ford Warranty Entry menu to return to the Repair Order menu.

Once you finish entering the parameters, you can begin creating warranty repair orders.

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 AutoSoft DMS Service Writing user's guide. This chapter only explains the additional information needed when generating Ford warranty claims. It will address the Start Repair Order screen, Close Service screen, and Review & Print screen. No special instructions are required for the Enter Conditions, Lubricants/Sublets, or Close Parts screens.

Repair Orders	(ABC Motors)
Repair Orders	
Start Repair Order	Utilities
Start Conditions	Ford Warranty
Close Lubricants-Sublet	Warranty Interface
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 Manufacturers** field contains **FO** for Ford warranty claims. Use the drop-down list to select the manufacturer as needed.

Warranty Parts (A/B/C/L): ☐
Warranty Manufacturers:
FO - Ford ▾ FO

Contract: _____
Term: ☐ Expires: ☐ / ☐ Contract Mileage: _____

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

Start Conditions

The Enter Conditions screen integrates with OASIS, so you can retrieve and view OASIS as you are creating the repair order. The information displays on your screen, and you can print the information to send with the warranty claim.

Tip: If the vehicle is 10 or more years old, Ford may not return OASIS data through the AutoSoft integration but may provide the data directly from the Ford website. Therefore, if the AutoSoft OASIS report returns no data, pull the OASIS report from Ford website.

Retrieving OASIS

1. The **Get OASIS** button appears on the left side of the screen. It is yellow to indicate it is standby mode.

2. Click the button to open the Ford OASIS screen.

3. On the screen, use the **Symptom Category** list to select the appropriate category.

4. When you select a category, the **Symptom Codes** window displays the possible symptom codes. Click the code you want to select. When you click a code, it appears in the **Symptom & DTC Codes** window. You can select multiple codes as needed. You must select at least one code to retrieve OASIS.

5. In **DTC Code**, type the appropriate code, and click **>** to add it to the **Symptom & DTC Codes** list window.

6. In **Part Number**, type the part number for the repair, and click > to add the part to the **ESP Parts** window. You can add multiple parts as needed.

7. Use the "View" boxes to select the information you want to pull. Click a box to select it. A checkmark appears in the box to indicate it is selected. Click a box again to clear it.

8. Once the information on the screen is complete, click **Get Oasis**.

9. When the information is ready, the button turns green and reads, "**View Oasis**."
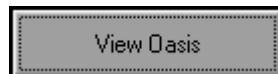
10. Click the button to view the information, and the information is displayed on your screen. In the Print dialog, select your printer, and click **Print**.

11. Click **Back** to close the viewing screen.

12. Click **Back** to close the Oasis screen.

Close Service—Ford Warranty Screen

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

1. The fields in the top-right corner display the total cost of labor, parts, and miscellaneous expenses. They also display the total customer and dealer participation. The system recalculates these values as you add information on the screen.

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

3. Type any additional information in each field. The table on the following page lists all of the fields on the Ford 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** button to select labor operations for the repair order. (See page 15 for instructions on using the labor time guides.)

5. Use the **Parts** button to enter part information. (See page 17 for instructions on adding part information.)

6. Use the **Sublet** button to enter sublet information as needed. (See page 17 for instructions on adding sublet information.)

7. 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 required/displayed
Repair Number	This field displays the repair number for the selected repair.
Claim Type	Indicate the claim type. Type **W** for warranty and policy service repair, **E** for extended service protection repairs, or **B** for warranty policy body repairs. **It is important that you flag the claim correctly to ensure the sale goes to the correct account in the Accounting module.**
Header Record	Indicate the header record you want to send with the repair. Type the appropriate header, or select the header from the drop-down list. The following are the available entries: **R1:** Warranty Programs **R2:** Non-VIN Repairs **R3:** Competitive Make ESP **R4:** Appeal.
Repair Type	Indicate the repair type. The repair types available in the list vary based on the selected header record. **R1: Warranty Programs** • 01: Warranty, ESP • 02: Recall • 03: Service Part • 04: Fleet Service • 05: Transportation **R2: Non-VIN Repairs** • 06: Freight • 07: Service Loaner **R3: Competitive Make ESP** • 01: Warranty, ESP **R4: Appeal** • 15: Appeal Repair
Customer Concern Code	This field displays the customer complaint code entered on the Enter Conditions screen. Edit or add the entry as needed. The system will displays a list of concern codes if this field is blank and you press ENTER while the cursor rests in this field. This is a required entry for repair types 01, 03, and 04.
Condition Code	This field displays the trouble/condition code entered on the Enter Conditions screen. Edit or add the entry as needed. The system will displays a list of condition codes if this field is blank and you press ENTER while the cursor rests in this field.
Labor Level	This field displays the labor level entered on the Enter Conditions screen. Edit or add the entry as needed.
Non Replaced Causal Part	Type the part number for the non-replaced causal part, if applicable.
Line	These fields indicate the line number for each repair. You can have up to 25 labor lines per repair.

Field	Information required/displayed
Labor Op	Type the factory labor operation number, or click **Labor Time Guides** to use the Ford Labor Time Guides to select the labor operation.
OSL	Indicate if outside labor was used for the labor line. The field defaults to **N** for no. If you type **Y** for yes, the system bypasses the **TN** (technician) field
TN	This field displays the technician 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. This field can be edited as needed.
Total Time C/T	This field displays the total chargeable labor units.
Total Time A/T	This field displays the total actual time units.
Service Installed Parts—The fields in this section only need to be completed for parts warranty.	
Invoice	Type the original R/O number from when the parts were first installed.
Date	Type the date when the parts were first installed.
Odometer	Type the accrued mileage since the time the part was first installed.
Transportation Claim—The fields in this section only need to be completed for transportation claims.	
Damage Code	Type the damage code that indicates the type of damage.
Carrier Code	Type the code for the carrier who delivered the vehicle or part.
Delivery Document	Type the delivery document number.
Delivery Date	Type the delivery date.
Miscellaneous Information	
Program Code	Type the program code. This is an optional entry.
Related Damage (X)	Type an **X** if there was related damage.
Approval Code 1 and **2**	Type the authorization code. These are optional entries.
Customer Participation	Type the amount the customer is paying toward the repair.
Dealer Participation	Type the amount the dealer is paying toward the repair.
MIL On Code (Y/N)	Indicate if the malfunction indicator light came on. Type **Y** for yes or **N** for no.
Fleet Claim	
P.O. Number	If this is a fleet claim, type the purchase order number in this field.

Labor Time Guides

The **Labor Time Guides** button on the bottom of the Ford Warranty screen opens the Ford Labor Time Guide. This feature allows you to search for labor operations and pull the labor operations to the warranty repair order. You must have a Ford Service Labor Time Standard CD in the CDROM drive in order to access the Ford Labor Time Guide.

Verifying System Requirements

In order to use the Ford Labor Time Guides with AutoSoft DMS, your system must meet the following requirements:

- Microsoft® Windows® XP, Windows 2000 with Service Pack 2 and later, or Windows 98. (Windows NT® 4.0 is not supported.)

- Microsoft Data Access Components (MDAC) version 2.6 or higher.

- Microsoft OLE DB Provider for Visual FoxPro®.

You can find links to download Microsoft Data Access Components and Microsoft OLE DB Provider for Visual FoxPro from Microsoft on the Help page for the Ford Warranty screen. Press F1, and click the system requirements link.

Using the Labor Time Guides

1. Click **Labor Time Guides** on the bottom of the Ford Warranty screen. The Ford Labor Time Guide opens.
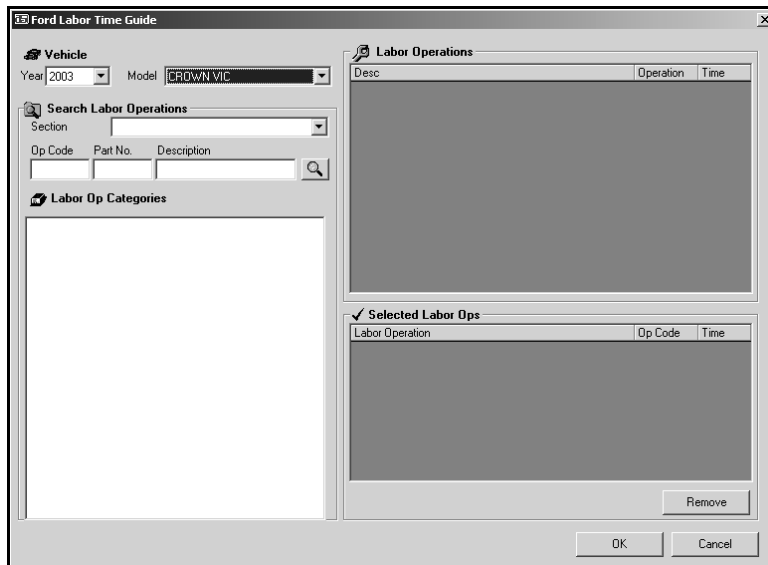
Note: If you receive a run-time error indicating, "Provider cannot be found. It may not be properly installed," you do not have Microsoft OLE DB Provider for Visual FoxPro.

2. The **Year** automatically displays the model year entered for the vehicle on the repair order.

3. Select the vehicle model from the **Model** list.

4. The **Search Labor Operations** section allows you to search for labor operations. You have four search options:

    *   Use the **Section** list to select a section of the vehicle. The bottom of the screen lists the labor operation categories for the selected section.

    *   In **Op Code**, type an operation code, and click [🔍]. The bottom of the screen displays the labor operation categories for the code you typed.

    *   In **Part No.**, type a part number, and click [🔍]. The bottom of the screen displays the labor operation categories for the part number you typed.

    *   In **Description**, type a word or phrase, and click [🔍]. The bottom of the screen displays all of the labor operation categories that contain the word or phrase you typed.

5. Under **Labor Operation Categories**, click a category to view the details for the labor operation.

6. The information displays in the top-right window under **Labor Operations**. Click a labor operation to select it. The code appears under **Selected Labor Ops**.
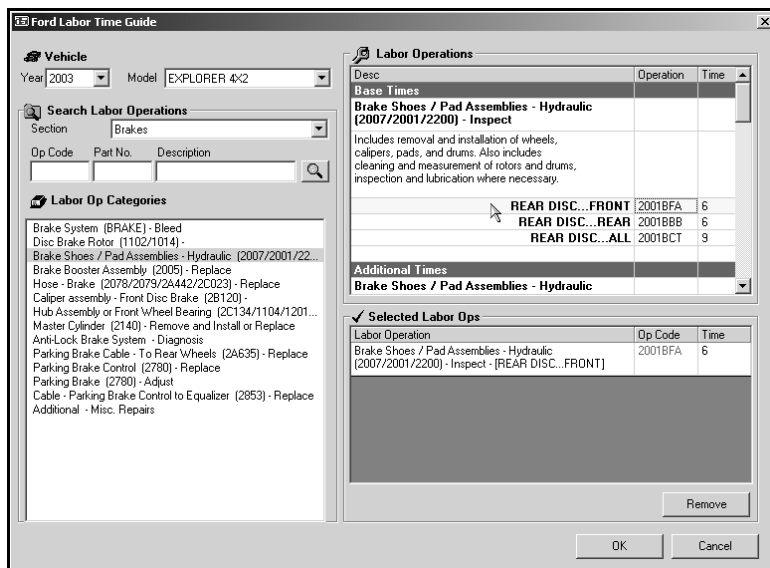
Tip: To remove a selected labor operation, click the labor operation, and click **Remove**.

7. Continue to select labor operations by repeating steps 4-6.

8. When you are finished selecting the labor operations, click **OK** to pull them to the warranty R/O.

Parts

Clicking **Parts** on the Ford 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.

1. The top of the screen lists all of the parts on the repair order, and the bottom-right side of the screen lists all of the conditions.

2. Click a part in the list. The part number fills in the first field at the bottom of the screen, and the **Condition** field indicates the corresponding condition number.

3. Edit the Condition field if you need to assign the part to a different condition. You can select a condition by clicking on the condition in the list on the bottom-right side of the screen. The condition number will fill in the Condition field.

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.

5. Click **Back** to return to the Ford Warranty screen.

Sublet

Clicking **Sublet** on the Ford Warranty screen opens the Sublet screen. You use this screen to edit sublet information for the warranty repair.

1. The fields at the bottom of the screen display the sublets added to the repair order. The information pulls 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 Ford 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.

Applying Tax

You use the **Warranty Taxable** field to indicate if you want to tax the warranty. If you select **Warranty Taxable** on the review & Print screen, the tax *does not* carry over to AutoSoft Ford Warranty program. You will have to add the tax to the Miscellaneous Expense screen.

Items applied to repair orders on Lubricant/Sublet screen will carry over to the Miscellaneous Expenses screen in the AutoSoft Ford Warranty program. There are two ways to apply tax to these items. One option is to apply the tax to the warranty by selecting the **Warranty Taxable** option on the Review & Print screen. Then, you must manually add the tax to the Miscellaneous Expenses screen in the AutoSoft Ford Warranty program when processing the claim.

Your second option is to create a sublet entry that you will use as the tax option. You will do this using the Default Sublet Entries screen in the Service Writing setup. Type **TAX** in the **Labor Operation** field, and specify the correct sale, cost of sale and inventory tax accounts for Accounting in the **Account For Sale**, **Account For Cost**, and **Account For Inventory** fields. Apply this sublet to the claim that requires tax. Make sure it is flagged non-taxable so you do not tax the claim twice. When apply the tax using the sublet code, do not select the Warranty Taxable option on the Review & Print screen. The system will apply the tax to the Miscellaneous Expenses screen in the AutoSoft Ford Warranty program.

Printing and Closing the Repair Order

When you are finished entering and verifying the information on this screen, click **Print**. The system prompts you to indicate what you want to do with the repair order. In order to send the warranty claim to Ford Warranty Entry, you <u>must</u> 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 Ford Warranty Entry. Click the button that corresponds to the print/close option you want to select. The system prints the appropriate copy and closes the repairs accordingly. The warranty claim is now available in the Ford Warranty Entry program for further review and editing.

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

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

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

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

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

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

Tip: Although options **P**, **C**, **W**, and **M** send claims to the Ford Warranty Entry 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 Ford Warranty Entry. 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 Ford Warranty Entry.

Chapter 3 Ford Warranty Entry

Once you generate and print the warranty repair orders, you review the information and send the claims to Ford. The Repair Orders menu has a **Ford Warranty** button Ford dealers use to access the Ford Warranty Entry menu. You use this to view, edit, and download the Ford warranty repair orders. This chapter covers each menu option.
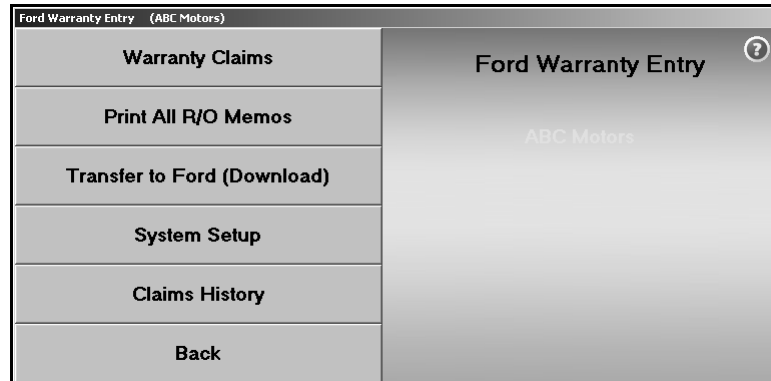
Reviewing Claims for Download

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

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

You view and edit information for Ford warranty repair orders on eight screens: Vehicle Information, Repair Information, Parts, Labor, Miscellaneous Expenses, Comments, Diagnostic Trouble Codes, and Totals. You open each screen by clicking the **Next** button on the bottom of the screens.

Vehicle Information

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

```
DWE - R1   (Abc Motors)
                                              'Click' Desired Line To Edit
       Direct Warranty Entry           40284   04/11/2005 1FTCR11A1SUA11111      60.25
  ⊙  Repair Visit Type R1              40285   04/11/2005 1FMZU00EX02B00000     304.90
        Repair Order No: 40285              01: [R1] SES LIGHT GOES ON AND OFF
                   VIN: 1FMZU00EX02B00000     02: [R1] CUSTOMER REQUESTS ALIGNMENT
      Built N/A - Europe: Y            40289   04/11/2005 1FTPX22222NA22222     827.97
          Repair Date: 04/11/2005
             Distance:     144
             Indicator: H
        Service Writer: 004321  <Select>  ▼
        Licence State: PA
   Discount Percentage:
             Company: S
                Name: STEVE SMITH
       Vehicle License: ABC987
      Franchise Vehicle:
      Causal Part Found: Y

   ┌ Repair ───────────────────────┐
        Repair Number: 01
      Repair Visit Type: R1  R1  Warranty          ▼
         Repair Type: 01  01 Warranty,ESP          ▼

         Remove

   Back    R/O List    Clean R/O List           Delete    Clear    Next
```

Selecting a Repair to Process

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

2. The list window on the right side of the screen displays the available warranty claims. You can sort the list by clicking the list label to sort the repair order in descending order. Click the label again to sort the repair orders in ascending order.

> **Tip:** If the repair order you need does not appear in the list on the right side of the screen, you can search for a repair order by clicking **R/O List** on the bottom of the Vehicle Information screen. The R/O List screen displays all of the closed Ford warranty repair orders in the system. Click the repair order you want to select. Click **OK** when prompted to verify you want to pull the repair order information. The information fills in on the left side of the screen.

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

4. A list of the repairs on the claim appears. Unprocessed claims are displayed as red lines, and processed claims appear as green lines.

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

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

7. When you are finished, click **Next**.

Field	Information displayed/required
Repair Order No	Type the desired repair order number in this field, and the information for the R/O fills in on the screen. If you selected a repair order using the **R/O List** button, this field displays the R/O number.
VIN	This field displays the vehicle identification number.
Built N/A - Europe	Use this field to indicate if the vehicle was built in North America or Europe. Type **Y** for yes or **N** for no.
Repair Date	This field displays the repair date. If you need to enter the repair date, enter it in an eight-character format with or without slashes (mm/dd/yyyy or mmddyyyy).
Distance	This field displays the vehicle's mileage. If you need to enter the mileage, type it in a six-character format. For example, you would type 5000 miles as 005000.
Indicator	Indicate if the mileage is reported in miles or kilometers. Type **M** for miles or **K** for kilometers.
Service Writer	This field displays the last four digits of the service writer's social security number. If necessary, select a different service writer from the list.
License State	This field displays the state that issued the license plate for the vehicle. This is a required entry only for repair type 04.
Discount Percentage	Type the discount percentage. This is a required entry for repair type 04.
Company	Type the name of the company that owns the vehicle. This is a required entry only for repair type 04.
Name	This field fills in with the customer's name. Edit the field as needed. This is a required entry only for repair type 04.
Vehicle License	This field displays the vehicle's license plate number. The license pulls from the customer information record. Edit the license as needed. This is a required entry.
Franchise Vehicle	Indicate if this is a franchise vehicle. Type **Y** for yes if the dealership has a franchise for the vehicle being repaired or **N** for no if the dealership does not have a franchise for the vehicle being repaired.
Causal Part Found	Use this field to indicate if the causal part was found. Type **Y** for yes or **N** for no. This is a required entry only for repair type 04.
Repair	
Repair Number	Type the repair number, or click the repair in the list on the right side of the screen.
Repair Visit Type	This field displays the header record selected for the repair. The following are the available entries: **R1:** Warranty Programs **R2:** Non-VIN Repairs **R3:** Competitive Make ESP **R4:** Appeal
Repair Type	This field displays the repair type code selected on the Ford Warranty screen at the time of closing the service portion of the R/O. Type a different code as needed. There are seven valid repair types: **01**: Warranty, ESP, Special Modules, After Warranty Adjustments, Misbuilt Vehicle **02**: Recall/Owner Notification Program **03**: Service Part **04**: Fleet Service Plan **05**: Intransit Loss/Damage **06**: Freight (Must be entered through R2) **07**: Service Loaner Program (SLP) (Must be entered through R2)

Removing a Repair

1. Select the repair order.

2. Select the repair.

3. Click **Remove**.

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

Deleting a Repair Order

You can delete a repair order to remove it from the Ford Warranty Entry program. This does not remove the claim from the AutoSoft DMS system.

1. Select the repair order.

2. Click **Delete**.

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

Cleaning the R/O List

Use the **Clean R/O List** button to remove repair orders from the list. This utility is useful to clean up claims that were transferred to the Ford 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

Repair Information

When you click **Next** on the Vehicle Information screen, you advance to the appropriate Repair Type screen. The first three fields on each Repair Type screen display the R/O number for the selected repair order, the repair number for the selected repair, and the vehicle's VIN. The right side of the screen displays the total parts, labor, expenses, customer participation, dealer participation, and repair total for the selected repair.

The following pages present each repair type screen and explain the information each entry field should contain. Review or enter the appropriate information for each repair type. When you are finished, click **Next** to advance to the Parts Section screen.

Repair Type 01—Warranty/ESP

Field	Information required
Program Code	This field displays the program code entered for the repair. This is an optional entry.
Customer Detail Code	This field displays the customer concern code for the repair. If this field is empty and you press ENTER, the system displays a list of Customer Concern Codes. Click the code you want to select.
Condition/Defect Code	This field displays the condition code for the repair. This is an optional entry. If this field is empty and you press ENTER, the system displays a list of Condition Codes. Click the code you want to select.
Approval Code 1 and **2**	These fields display the approval/authorization codes for the repair. These are optional entries.
Customer Participation	This field displays the amount the customer is contributing toward the warranty. The field should be blank if there is no customer participation.
Dealer Participation	This field displays the amount the dealer is contributing toward the warranty. The field should be blank if there is no dealer participation.
Manual Review Required (x)	Use this field to indicate if a manual review by a Ford representative is required. Type **X** for review, or leave the field blank if no review is required. This is an optional entry.

Repair Type 02—Recall

```
┌─────────────────────────────────────┐
│       Repair Type 02 (Recall)        │
├─────────────────────────────────────┤
│           Program Code:[        ]    │
│        Approval Code 1:[        ]    │
│        Approval Code 2:[        ]    │
│   Customer Participation:[         ] │
│     Dealer Participation:[         ] │
│  Manual Review Required (X):[ ]      │
│ Related Damage Indicator (X):[ ]     │
│   Recall/ONP Labor Op Code:[ ]       │
└─────────────────────────────────────┘
```

Field	Information required
Program Code	This field displays the program code entered for the repair. This is an optional entry.
Approval Code 1 and **2**	These fields display the approval/authorization codes for the repair. These are optional entries.
Customer Participation	This field displays the amount the customer is contributing toward the warranty. The field should be blank if there is no customer participation.
Dealer Participation	This field displays the amount the dealer is contributing toward the warranty. The field should be blank if there is no dealer participation.
Manual Review Required (x)	Use this field to indicate if a manual review by a Ford representative is required. Type **X** for review, or leave the field blank if no review is required. This is an optional entry.
Related Damage Indicator (x)	This field displays an **X** if there is damage to the vehicle related to the recall.
Recall/ONP Labor Op Code	Type the defect code shown on R/O. This is an optional entry.

Repair Type 03—Service Part

Repair Type 03 (Service Part)

Program Code: [   ]
Customer Detail Code: [   ]
Condition/Defect Code: [   ]
Reference R/O Number: [   ]
Approval Code 1: [   ]
Approval Code 2: [   ]
Service Part Date: [   ]
Service Part Distance: [   ]
Manual Review Required (X): [ ]

Field	Information required
Program Code	This field displays the program code entered for the repair. This is an optional entry.
Customer Detail Code	This field displays the customer concern code for the repair. If this field is empty and you press ENTER, the system displays a list of Customer Concern Codes. Click the code you want to select.
Condition/Defect Code	This field displays the condition code for the repair. This is an optional entry. If this field is empty and you press ENTER, the system displays a list of Condition Codes. Click the code you want to select.
Reference R/O Number	Type the repair order number for the original R/O for the part.
Approval Code 1 and **2**	These fields display the approval/authorization codes for the repair. These are optional entries.
Service Part Date	Type the date the part was received.
Service Part Distance	Type the number of miles accumulated before the problem occurred.
Manual Review Required (x)	Use this field to indicate if a manual review by a Ford representative is required. Type **X** for review, or leave the field blank if no review is required. This is an optional entry.

Repair Type 04—Fleet Service

Repair Type 04 (Fleet Service)

Program Code:	
Approval Code 1:	
Customer Detail Code:	
Condition/Defect Code:	
P. O. Number:	
Dealer Participation:	
Manual Review Req (X):	

Field	Information required
Program Code	This field displays the program code entered for the repair. This is an optional entry.
Approval Code 1	This field displays the approval/authorization code for the repair. This is an optional entry.
Customer Detail Code	This field displays the customer concern code for the repair. If this field is empty and you press ENTER, the system displays a list of Customer Concern Codes. Click the code you want to select.
Condition/Defect Code	This field displays the condition code for the repair. This is an optional entry. If this field is empty and you press ENTER, the system displays a list of Condition Codes. Click the code you want to select.
P.O. Number	Type the purchase order number.
Dealer Participation	This field displays the amount the dealer is contributing toward the warranty. The field should be blank if there is no dealer participation.
Manual Review Req (x)	Use this field to indicate if a manual review by a Ford representative is required. Type **X** for review, or leave the field blank if no review is required. This is an optional entry.

Repair Type 05—Transportation

```
┌─────────────────────────────────────────┐
│      Repair Type 05 (Transportation)     │
├─────────────────────────────────────────┤
│                                           │
│             Damage Code: [        ]       │
│          Approval Code 1: [        ]      │
│          Approval Code 2: [        ]      │
│             Carrier Code: [    ]          │
│        Delivery Document: [            ]  │
│            Delivery Date: [            ]  │
│    Manual Review Req (X): [ ]             │
│                                           │
└─────────────────────────────────────────┘
```

Field	Information required
Damage Code	This field displays the damage code entered for the repair. This code indicates the type of damage.
Approval Code 1 and **2**	These fields display the approval/authorization codes for the repair. These are optional entries.
Carrier Code	This field displays the carrier code that indicates who delivered the vehicle or part.
Delivery Document	This field displays the delivery document number for the part or vehicle.
Delivery Date	This field displays the original delivery date.
Manual Review Req (x)	Use this field to indicate if a manual review by a Ford representative is required. Type **X** for review, or leave the field blank if no review is required. This is an optional entry.

Repair Type 06—Freight

Field	Information required
Program Code	This field displays the program code entered for the repair. If no code is entered, this field defaults to **V**. You can edit this entry as needed. The program code can be up to five characters long.
Freight Amount	Type the freight amount as it appears on the freight company invoice

Repair Type 07—Service Loaner Program

Field	Information required
Program Code	This field displays the program code entered for the repair. If no code is entered, this field defaults to **SLP**. You can edit this entry as needed. The program code can be up to five characters long.
Service Loaner Days	Type the total number of days for the service loaner.
Service Loaner Amount	Type the total cost of the service loaner.

Repair Type 15—Appeal

```
                    Repair Type 15 (Appeal)

                    Approval Code 1: [        ]
                    Approval Code 2: [        ]
               Customer Participation: [           ]
                Dealer Participation: [           ]
            Manual Review Required: [ ]
                 Appeal Reason Code: [      ]
```

Field	Information required
Approval Code 1 and **2**	These fields display the approval/authorization codes for the repair. These are optional entries.
Carrier Code	This field displays the carrier code that indicates who delivered the vehicle or part.
Customer Participation	This field displays the amount the customer is contributing toward the warranty. The field should be blank if there is no customer participation.
Dealer Participation	This field displays the amount the dealer is contributing toward the warranty. The field should be blank if there is no dealer participation.
Manual Review Req (x)	Use this field to indicate if a manual review by a Ford representative is required. Type **X** for review, or leave the field blank if no review is required. This is an optional entry.
Appeal Reason Code	Enter the appeal code. Type C99 for full charge back or R99 for full removal.

Tip: If you are appealing a part, labor line, or expense, you must use the **Appeal Action Code** field on the appropriate entry screen to indicate the appeal action you want to take for the line. There are four appeal codes: **A** for add a detail line to the repair, **C** for change the data on a detail line, **B** for charge back a detail line on the repair, or **R** for reverse the charge back of the detail line.

Parts Section

You use the Parts Section screen to review, edit, or add part information. The screen displays any parts on the repair order in a list on the right side of the screen. You can view and edit the information for these parts as needed. If necessary, you can use this screen to add additional parts and remove parts from the repair order.

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

Reviewing and Editing an Existing Part Line

1. Type the line number for the part, or click a part in the list on the right side of the screen. The part information fills in on the left side of the screen.

2. If necessary, fill in any additional information. Use the table on the following page to identify the information required in each field.

3. To edit a field, click in the field, and edit the entry as needed.

4. Click **Save** to save the part line.

5. When you are finished editing part lines, click **Next** to advance to the Labor Section.

Deleting a Part

1. Select the part.

2. Click **Remove**.

3. Click **OK** when prompted to verify you want to delete the part line. The part is removed from the list on the right side of the screen.

Appealing a Part Line

1. The right side of the screen displays a list of the parts for the selected repair. If you are appealing a part, select the part from the list on the right side of the screen.

2. Use the **Appeal Action Code** field to indicate the action you are taking for the part. Type **A** to add a detail line to the repair, **C** to change the data on a detail line, **B** to charge back a detail line on the repair, or **R** to reverse the charge back of the detail line.

3. Click **Save** to save the changes to the part line.

Adding a Part

1. Assign the part a line number. If there are no parts on the R/O, the line number will be 001. If there are other parts on the R/O, assign the part the next available line number (002, etc.).

2. Type the appropriate information in each field. Use the following table to identify the information required in each field.

3. Click **Save** to save the part line. The part is added to the list on the right side of the screen.

Field	Information required
Part Line No	Type the line number for the part you want to view or add. You can also click an existing part line to select it.
Prefix	This field displays the prefix of the part number. See "Identifying the Prefix, Base/Finis, and Suffix" to learn how to identify this information.
Base/Finis	This field displays the base of the part number. See "Identifying the Prefix, Base/Finis, and Suffix" to learn how to identify this information.
Suffix	This field displays the suffix of the part number. See "Identifying the Prefix, Base/Finis, and Suffix" to learn how to identify this information.
Quantity	This field displays the quantity of the part added to the R/O.
Unit Price	This field displays the unit price as it appears on the R/O.
Partial Parts Indicator	This is an auto-generated entry based on the entry in the **Unit Price** field. If the unit price is blank, ✱✱✱ automatically appears in this field to identify that the part is a component in a kit so you cannot price it separately.
Causal Part (x)	This field identifies the failed part. The failed part is marked with an **X**. If this field is blank, the part was not marked as the failed part. Only one part can be marked as the causal part.
Exclude From Markup (x)	An **X** in this field indicates the part is excluded from markup. A blank field indicates reimbursement at the markup price.
Core Amount	Type the dollar amount that applies to the core charges.
Invoice Number	Type the invoice number from the supplier of the part if it was purchased from another dealership.
Extended Amount	This is an auto-generated entry when excluding the part from markup and cannot be edited from this screen.

Identifying the Prefix, Base/Finis, and Suffix

If you are adding a part to the repair order, you will have to enter the prefix, base, and suffix of the part. The Prefix, Base/Finis, and Suffix are required entries if there are parts on the R/O. If there are no parts entered on the R/O, you must leave these fields blank.

You can find the prefix, base/finis, and suffix of a part on the Master Inventory screen of the Parts Inventory module of the AutoSoft DMS software. The Base/Finis is known as the Group/Base on the Master Inventory screen.

The following is an example of the Master Inventory screen.

In this example, the part number is D9AZ6731A. The entry can be broken down into the following parts:

- Prefix = D9AZ

- Base/Finis = 6731 (This value is also located in the Group/Base field.)

- Suffix = A

This is the information you need to enter in the appropriate fields on the Parts Section screen.

Note: Every part will have a prefix and a base/finis, but not every part will have a suffix.

Labor Section

The next screen is the Labor Section screen. This is where you view, edit, and add labor information. The right side of the screen displays any labor lines on the repair order in a list on the right side of the screen. You can view and edit this information as needed. You can also use this screen to add additional labor lines and remove labor lines. Use the **Labor Time Guide** button to access the Ford Labor Time Guide to select labor operations for the repair. You use the time guides on this screen as instructed on page 15.

Reviewing and Editing an Existing Labor Line

1. Type the labor line number, or click the labor line in the list on the right side of the screen. The labor information fills in on the left side of the screen.

2. If necessary, fill in any additional information. Use the table on the following page to identify the information required in each field.

3. To edit information, click in the field, and edit the entry as needed.

4. Click **Save** to save the labor line.

5. Continue to view and edit labor lines as needed.

6. When you are finished, click **Next** to advance to the Miscellaneous Expense screen.

Deleting a Labor Line

1. Select the labor line.

2. Click **Remove**.

3. Click **OK** when prompted to verify you want to delete the labor line. The line is removed from the list on the right side of the screen.

Appealing a Labor Line

1. The right side of the screen displays the labor lines. If you are appealing a labor line, select the line from the list on the right side of the screen.

2. Use the **Appeal Action Code** field to indicate the action you are taking for the line. Type **A** to add a detail line to the repair, **C** to change the data on a detail line, **B** to charge back a detail line on the repair, or **R** to reverse the charge back of the detail line.

3. Click **Save** to save the changes to the labor line.

Adding a Labor Line

1. Assign the labor line a line number. If there are no other labor lines on the R/O, the line number will be 001. If there are other labor lines on the R/O, assign the new line the next available line number (002, 003, etc.).

2. Type the appropriate information in each field. Use the following table to identify the information required in each field.

3. Click **Save** to save the labor line. The line is added to the list on the right side of the screen.

Field	Information required
Labor Line No	Type the line number for the labor line you want to view or add. You can also click an existing labor line to select it.
Labor Operation	This field displays the labor operation entered on the R/O.
Technician ID	This field displays the last four digits of the technician's social security number. If necessary, select a different technician from the list.
Outside Labor Ind (x)	Use this field to indicate if outside labor was used for the repair. Type an **X** if the vehicle was taken outside of your dealership to be worked on or if a technician outside of your dealership was brought in to work on the vehicle.
Labor Invoice Number	If outside labor was used, type the labor invoice number in this field. If the **Outside Labor Ind** field is blank, this field should be blank.
Labor Hours	Type the number of labor hours. The entry should not contain decimal points. For example, you would type 1.7 hours as 17.
Partial Labor Ind	This is an auto-generated entry based on the **Labor Hours** field. If the **Labor Hours** field is blank, ∗∗∗ automatically appears in this field.
Labor Rate	This is an auto-generated entry based on the data entered in labor tables in the Dealer Information Entry section. You entered this information when you defined the warranty parameters. See chapter 1 for more information.
Labor Amount	This is an auto-generated entry based on the value entered in the **Labor Hours** field.

Miscellaneous Expenses

If you have miscellaneous expenses to apply to the repair order, you add them on the Miscellaneous Expenses screen.

Adding an Expense Line

1. Assign the expense line a line number. Start with 01, and number each line systematically.

2. In **Expense Code**, type the code that indicates the expense you are adding. For example, you could enter ADMIN, TOW, LOANER, etc.

3. If the expense is for a loaner, type the number of loaner days in **Expense Days**. Do not enter days unless you are entering an expense that extends for more than one day.

4. In **Expense Hours**, type the number of hours pertaining to the expense code entered. The entry should not contain decimal points. For example, 1 hour should be entered as 10.

5. If someone outside of the dealership did the work, type the invoice number for the work in the **Expense Invoice** field.

6. In **Expense Amount**, type the total amount of the expense.

7. Click **Save** to save the line. It is displayed in the list on the right side of the screen.

8. Continue to enter lines as needed.

9. When you are finished, click **Next** to advance to the Comments Section.

Editing an Expense Line

Items applied to repair orders on Lubricant/Sublet screen will carry over to the Miscellaneous Expenses screen. You can edit these lines as needed.

1.   Click the item in the list on the right side of the screen that you want to edit. The information fills in on the screen.

2.   Click in a field, and edit the information as needed.

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

Adding Tax

If you selected the **Warranty Taxable** option on the Review & Print screen, the tax *does not* carry over to AutoSoft Ford Warranty program. You will have to add the tax to the Miscellaneous Expense screen.

Items applied to repair orders on Lubricant/Sublet screen will carry over to the Miscellaneous Expenses screen. If you used the **Warranty Taxable** option on the Review & Print screen to apply the tax to these items, you must manually add the tax to the Miscellaneous Expenses screen when processing the claim.

Deleting an Expense Line

1.   Select the expense line.

2.   Click **Remove**.

3.   Click **OK** when prompted to verify you want to delete the expense line. The line is removed from the list on the right side of the screen.

Appealing an Expense Line

1.   The right side of the screen displays the expenses. If you are appealing an expense, select the expense from the list on the right side of the screen.

2.   Use the **Appeal Action Code** field to indicate the action you are taking for the expense. Type **A** to add a detail line to the repair, **C** to change the data on a detail line, **B** to charge back a detail line on the repair, or **R** to reverse the charge back of the detail line.

3.   Click **Save** to save the changes to the expense line.

4.   When you are finished, click **Next** to advance to the Comments Section.

Comments Section

Next, you use the Comments Section to enter customer and Service Writer comments.

1. The **Customer Comments** field automatically pulls any customer comments entered in the Complaint section on the Enter Conditions screen. Type any additional comments as needed. The field holds up to 200 characters. Do not use symbols.

2. The **Writer Comments** field automatically pulls the writer's comments entered on the second and third comment lines on the Close Service screen. Type any additional comments as needed. The field holds up to 400 characters. Do not use symbols.

3. If you are appealing a repair, the **Appeal Comments** field must contain at least 10 characters. The field holds up to 200 characters. Do not use symbols.

4. When you are finished entering the comments, click **Next** to advance to the Diagnostic Trouble Codes screen.

Diagnostic Trouble Codes

Use the Diagnostic Trouble Codes screen to indicate if the malfunction indicator light came on during service. If the indicator came on, you will use this screen to enter the power train codes.

1. The **Mil On Code** field indicates if the malfunction indicator light came on during service. It displays **Y** for yes or **N** for no to indicate the entry added when the repair order was created. If necessary, edit this field.

2. If you type **Y** for yes, you must fill in the **Power Train Codes** fields with the appropriate information.

3. When you are finished, click **Next** to advance to the Totals screen.

Totals

The Totals screen displays the totals for the repair order. It displays the total amount for parts, labor, miscellaneous expenses, customer participation, dealer participation, and the total amount of the repair. Once you verify the totals, you can print the warranty entry and close the file.

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

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

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

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

5. When you are finished with the repair, click **Done**. This completes the processing of the repair.

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

Field	Information
Vehicle Information	
R/O Number	This field displays the repair order number.
Repair Number	This field displays the repair number for the selected repair.
Claim Type	This field displays the claim type selected for the repair. The claim type was selected on the Ford Warranty screen or on the Vehicle Information screen.
VIN	This field displays the vehicle identification number. The VIN was entered on the Start Repair Order screen.
Totals	
Total Parts	This field displays the total cost for parts.
Total Labor	This field displays the total cost for labor.
Total Misc Expense	This field displays the total amount of miscellaneous expenses.
Customer Participation	This field displays the total amount of customer participation toward warranty.
Dealer Participation	This field displays the total amount of dealer participation toward warranty.
Total Sublet	This field displays the total cost for sublet.
Total Repair	This field displays the total cost for the repair.

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

Print All R/O Memos

Use the **Print All R/O Memos** button to print the information for all the files ready for download. This is especially useful if you wish to keep a hardcopy of the documents you send to Ford.

1. Click **Print All R/O Memos**.

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

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

Downloading Claims to Ford

Once you are finished reviewing the claims, you click **Transfer To Ford** to open the Download Ford Claims File screen. You use this screen to download the claims to Ford. 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.

```
Download Ford Claims File   (Abc Motors)
                        Active Warranty R/O's For Download
40284   04/11/2005 E TESTER              1995 FORD   (Hold)
40285   04/11/2005 EVE SMITH             2002 FORD   01 SES LIGHT GOES ON AND OFF   244.65
                                                     02 CUSTOMER REQUESTS ALIGNME    60.25
40289   04/11/2005 A RAYMAN              2005 FORD   (Hold)




     Exit        Print List      "Click" Line Above To    ?    Dealer Code: 12345        Send
                                 Change Download Status
```

Warning: Only download claims once a day. If you submit multiple batches in a day, the most recent batch overwrites the previous batch.

Placing Files on Hold

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

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

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

Downloading Files

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

2. Click **Send**.

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

Claims History

Use the **Claims History** button to view a list of warranty files that have already been sent to Ford. You can also use this feature to reactivate files for download to Ford again. You would reactivate files, for example, when you need to make them active for warranty appeals.

Viewing Files

1. Click **Claims History**. The Direct Warranty Entry History screen opens.
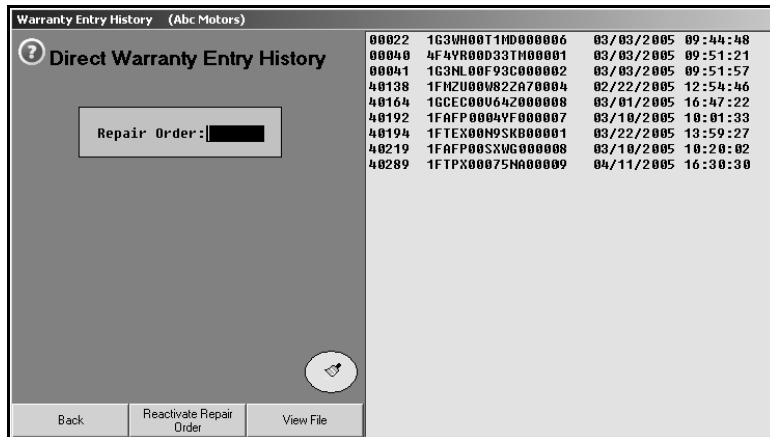
2. The right side of the screen displays a list of all the sent files.

3. Click the file you want to view, and click **View File**. The screen displays all of the information for the selected file.

4. Click **Back** to close the File Information screen.

5. Click **Back** to close the History screen.

Reactivating Files

1. Click **Claims History**.

2. From the file list on the right, click the file that needs to be reactivated.

3. Click **Reactivate Repair Order**.

4. Click **Yes** to verify you want to reactivate the file.
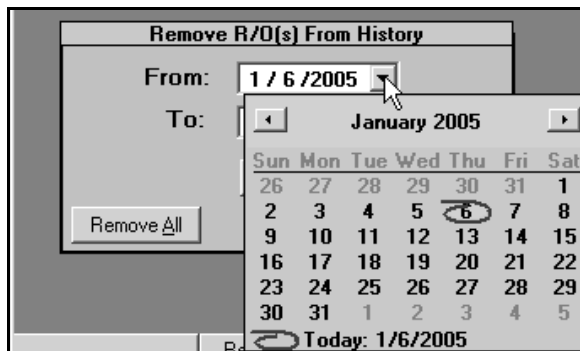
Cleaning the History

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.

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.

2. Click **Remove All**.

3. Click **YES** when prompted to verify you want to remove the repair orders from history.

Conclusion

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