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# **Introduction Autosoft Honda Integrations**

Autosoft FLEX DMS provides real-time integration with the American Honda Motors (AHM) iN Plus Realtime integration. This means that information is shared instantly between your dealership and AHM. Information is readily available on the AHM Interactive Network (iN).

Integrations are available in the following parts of the Autosoft system:

#### **Accounting**

• Vehicle Invoices: (Chapter 1)

#### Sales

• Retail Delivery Reporting (Chapter 2)

#### Service

- Repair Order Submission (Chapter 3)
- Vehicle Service Information (VSI) (Chapter 3)

#### **Parts**

- Parts Catalog (Chapter 4)
- Parts Orders (Chapter 6)
- Parts Returns (Chapter 7)

This document covers each integration. Please refer to the appropriate chapter for information and instructions.



Chapter 1

## **Chapter 1 Vehicle Invoices**

The vehicle invoice integration allows American Honda Motors (AHM) to send your manufacturer invoices to your Autosoft system. The system will process the invoice and load it into the invoice integration available on the Vehicle Purchases screen in the Accounting Journal Entries. Instead of manually typing the information on the Vehicle Purchases screen, you select the invoice, and the information from the invoice fills in on the posting screen. The process is quick and simple.

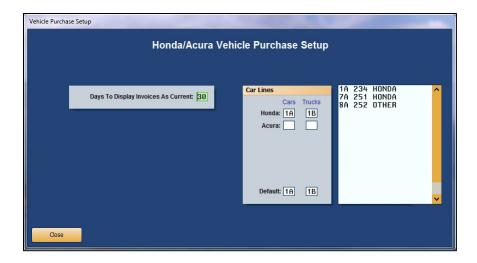
### **Understanding the Flow**

American Honda Motors will send vehicle invoices to Autosoft when AHM ships the vehicle to your dealership. When Autosoft receives an invoice, the vehicle will be added to the Finance inventory and flagged "On Order." During the inventory sync between Accounting and Finance, the system adds any invoice vehicle to the Invoice screen. From this screen, the Accounting Department assigns a stock number to the vehicle and purchases the vehicle. When the purchased vehicle syncs back to Finance in the inventory sync, the assigned stock number will be added to the record and the status will change from "On Order" to "In Inventory."

### **Setting up Invoices**

You will need to enter setup information for the invoices. These parameters determine how long invoices will display on the Invoice screen and determine the car lines used for posting. Once entered, you will only need to edit the parameters if you want to adjust the display days or if you add new car lines.

- 1. Click **Accounting** on the DMS main menu.
- 2. Click **Setup** on the Dealership Accounting main menu.
- 3. Click Vehicle Purchases on the System Setup menu.
- 4. Click **Factory Communication Setup** on the Vehicle Purchase Setup menu.
- 5. Click the **Honda/Acura** tab. The Honda/Acura Vehicle Purchase Setup screen appears.

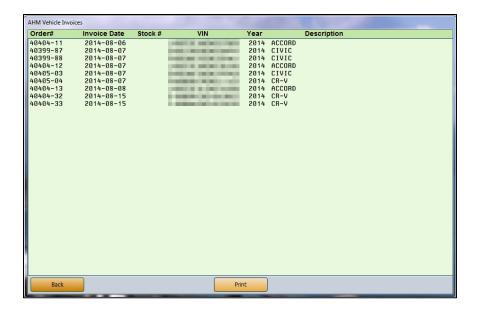


- 6. In **Days to Display Invoices as Current**, specify the number of days you want the system to retain the invoices. Invoices will display on the Invoice screen if the invoice date is within the number of days specified here. For example, if you set this parameter to 30, invoices will only display on the Invoice screen if the invoice date is within the last 30 days.
- 7. Use the **Car Lines** section to specify the default car line for posting the cars and trucks for your makes. The car lines currently entered in the System Setup display on the right side of the screen for your reference. These car lines display on the Vehicle Purchases screen to assist with posting.
- 8. The **Default** field allows you to assign a car line that will be used if the VIN decoder cannot determine the vehicle make.
- 9. Click **Close** to save the changes and close the screen.

## **Purchasing a Vehicle**

The manufacturer invoices allow you to pull information directly from the invoice to the Vehicle Purchases screen. This expedites the posting process since the information is already entered for you. You simply add any additional information and post the entry to the books.

- 1. Click **Accounting** on the DMS main menu.
- 2. Click Journal Entries on the Accounting main menu.
- 3. Click **Vehicle Purchases** on the Journal Entries menu. The Vehicle Purchases screen appears.
- 4. Click **Invoices** on the bottom of the screen. The AHM Vehicle Invoices screen appears. It lists all the available invoices.



5. Click an invoice in the list. The detail for the invoice displays.

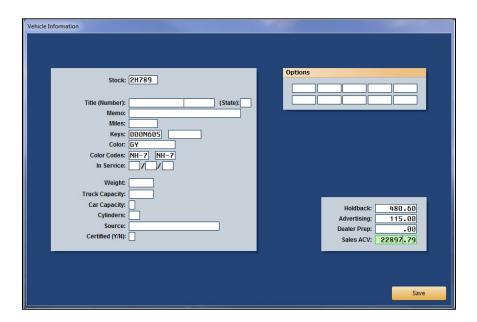


6. Type the stock number you want to assign this vehicle in the Stock Number field.

7. Click **Save**. The information pulls to the Vehicle Purchases screen.



- 8. If necessary, select the car line from the car line list that displays or type the car line.
- 9. Add or edit any information as needed on the screen.
- Once the transaction balances, click **Post Transaction**. If you direct post, select the posting month.
- 11. The Vehicle Information screen appears. This screen displays general vehicle information. You can add information or edit information as needed.



- 12. Click Save when you are finished.
- 13. At this point, the inventory sync will transfer the stock number, accounting figures, and any other changes you made to the vehicle information back to Finance. The vehicle's status will change from "On Order" to "In Inventory."

**Tip:** If you batch post, the accounting figures will not update to the inventory until you finish posting the purchases to the books.

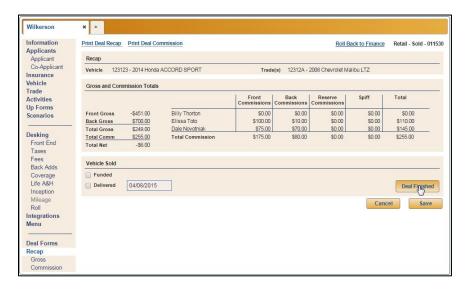


Chapter 2

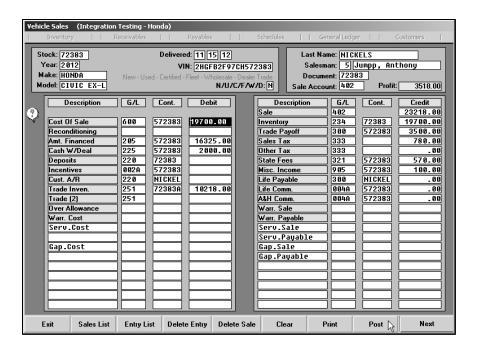
# **Chapter 2 Retail Delivery Reporting**

Throughout the deal process, the system will transmit Retail Delivery Reporting (RDR) messages to American Honda Motors (AHM). This integration does not require any additional steps in the deal process. The messages are triggered automatically when you complete standard steps in the deal process. The messages are trigged by the following actions:

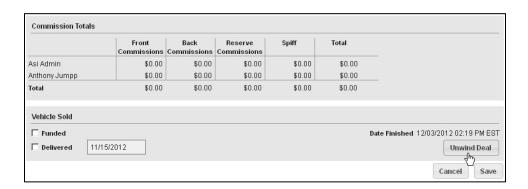
 Once you click the **Deal Finished** button on the FLEX F&I Recap screen, the system sends the "Process" RDR message.



Once you click **Deal Finished**, the deal is sent to DMS Accounting for posting. Once the
Accounting Department reviews the deal and posts it, a "Change" RDR message is sent to
AHM for the deal.



If you click **Unwind** to roll a deal back to Sold, the system sends a "Cancel" RDR message.
 This voids the RDR messages previously sent. At this point, American Honda Motors (AHM) considers this deal a new deal, and if you click **Deal Finished** again, Autosoft sends a new RDR message to AHM for this deal.









# **Chapter 3 Repair Orders**

The repair order integration provides direct access to American Honda Motors (AHM). While creating the repair order, this integration allows you to pull vehicle service information (VSI) so you can review the information available for the vehicle. You can even pull open service campaigns to the repair order. Once you close the repair order, the system automatically sends the closed repair order to AHM. Warranty repairs will then be available for review on the Interactive Network (iN).

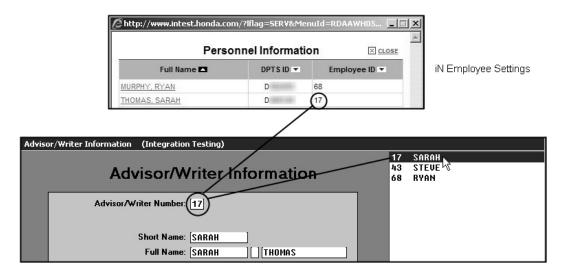
### **Adding Setup Information**

To ensure information transfers from Autosoft DMS to the iN Website correctly, you need to verify setup information before you begin using the repair order integration. This includes verifying you Service Advisors and Technicians are setup using the same ID number that they are assigned on the iN Website. You will also add Warranty Parameters that determine how warranty claims are processed.

#### **Verifying Advisor and Technician Setup**

The Service Advisor and Technician setup in the Autosoft DMS Service Writing module must match the Service Advisors and Technicians entered for your dealership on the iN Website. The system will send the employee ID and name for the Service Advisor and Technician assigned to the repair order. The iN Website will match the employee ID received on the repair order with the employee ID entered in your dealership's setup on the iN Website. If the information does not match, it will cause a conflict that may result in the wrong employee pulling to the repair, requiring you to edit the information.

- 1. Click Service Writing on the ASI DMS main menu.
- 2. Click **System Setup** on the Service Writing menu.
- 3. Click **Service Advisors/Writers** on the System Setup menu. The Advisor/Writer Information screen appears.
- 4. The window on the right side of the screen displays all of the Service Advisors and Writers in the system. Verify the two-digit Advisor/Write Number assigned to each Advisor/Writer matches the Employee ID assigned to the Advisor/Writer on the iN Website. If it does not match, edit the ID as needed.

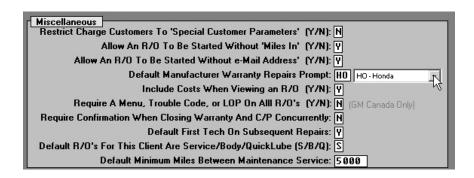


- 5. When you are finished, click **Exit** to return to the System Setup menu.
- 6. Next, click **Service Technicians**. The Technician Information screen appears.
- 7. The window on the right side of the screen displays all of the Service Technicians in the system. Verify the two-digit Technician Number assigned to each Technician matches the Employee ID assigned to the Technician on the iN Website. If it does not match, edit the ID as needed.
- 8. When you are finished, click **Exit** to return to the System Setup menu.

#### **Verifying the Default Warranty Manufacturer**

You should set Honda as the default manufacturer for Warranty repairs. The **Warranty Manufacturers** field on the Start Repair Order screen will automatically default to **HO** for every repair order. This will verify that the DMS will download the claims to American Honda Motors (AHM).

- 1. Click **Miscellaneous Parameters** on the System Setup Menu. The Miscellaneous Parameters screen appears.
- Under Miscellaneous, select HO-Honda for the Default Manufacturers Warranty Repair Prompt field.

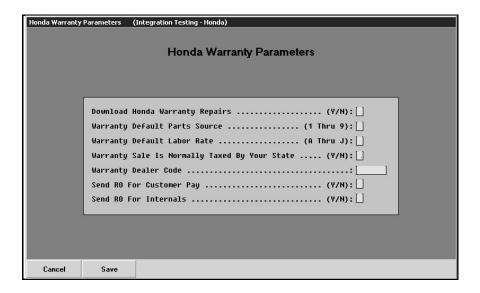


3. Click **Save**. The system returns you to the System Setup menu.

#### **Adding Warranty Parameters**

The Warranty Parameters determine how the DMS will handle the Warranty repairs. The parameters also determine which repairs the DMS will submit to American Honda Motors (AHM). You have the option of sending Customer Pay and/or Internal Pay repairs in addition to the Warranty claims.

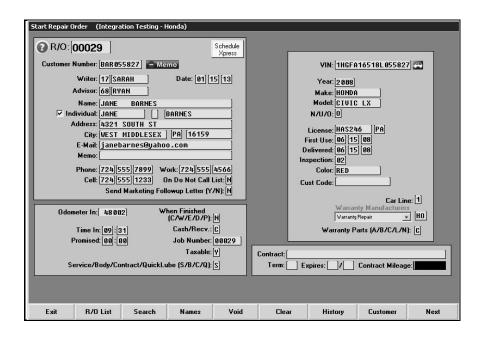
- 1. Click Warranty Parameters on the System Setup menu.
- 2. Click **Honda Warranty Parameters** on the Warranty Parameters menu. The Honda Warranty Parameters screen appears.



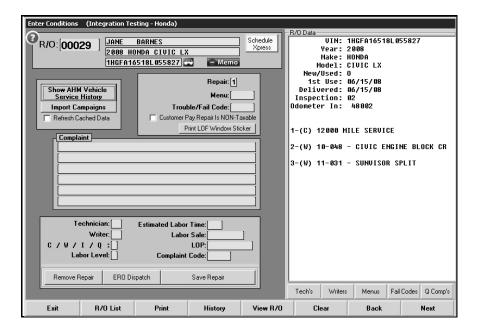
- 3. In **Download Honda Warranty Repairs**, type **Y** to indicate that the DMS should download the Warranty claims to the Interactive Network (iN).
- 4. In **Warranty Default Parts Source**, type the inventory source number (1 through 9) for Honda parts.
- 5. In Warranty Default Labor Rate, type the letter (A through J) that corresponds to the labor rate for Warranty repairs. (You define labor rates under Labor/Warranty/Tax Rates in the Service Writing System Setup.)
- 6. Use the **Warranty Sale Is Normally Taxed By Your State** field to indicate if your state taxes Warranty sales. Type **Y** for yes or **N** for no according to the state guidelines.
- 7. In Warranty Dealer Code, type your dealership's dealer code.
- 8. Use the **Send RO for Customer Pay** and **Send RO for Internals** to indicate if you want to send Customer Pay and Internal Pay repair orders to Honda. Type **Y** for yes or **N** for no.
- 9. Click **Save** to save the parameters.
- 10. Click Exit on the Warranty Parameters menu.
- 11. Click Back on the System Setup menu.

## **Understanding the Flow**

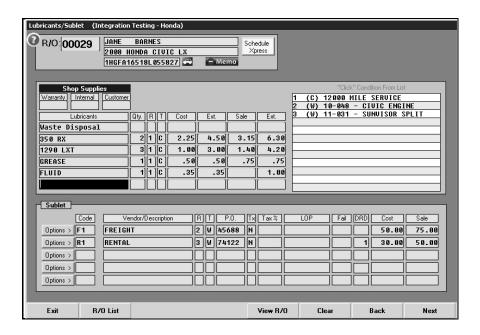
 Create the repair order on the Start Repair Order screen. This is where you add the customer and vehicle information. Ensure that the Warranty Manufacturers field contains HO for Honda.



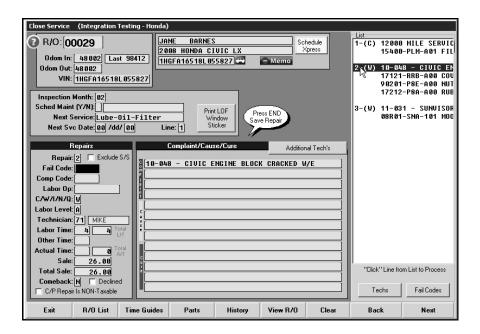
2. Add repairs to the repair order on the Enter Conditions screen. This is where you can view the vehicle service information (VSI) and pull the open campaigns to the repair order. See "Viewing Vehicle Service Information" on page 20 and "Pulling Open Campaigns to a Repair Order" on page 21 for more information.



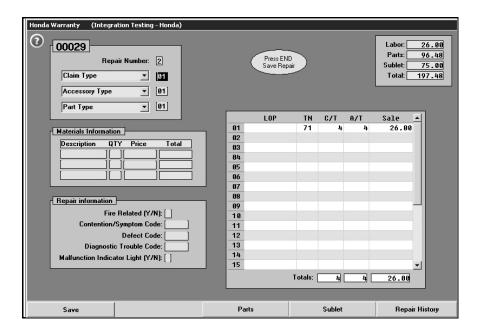
3. Use the Lubricants/Sublet screen to add the lubricants used for the repairs and to add sublet to a repair order. You can also add shop supplies on this screen. If paint, freight, rental, or other materials apply to a repair, you will add them as sublet.



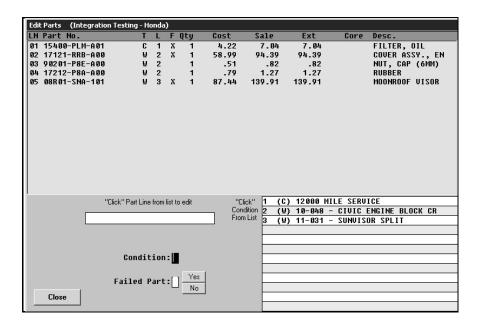
4. Review the labor for each repair on the Close Service screen. The compliant text entered on the Enter Conditions screen when adding repairs automatically pulls to the **Complaint** section. Make sure you type the cause and cure text on the lines flagged **Cause** and **Cure** to ensure they transfer properly in the download.



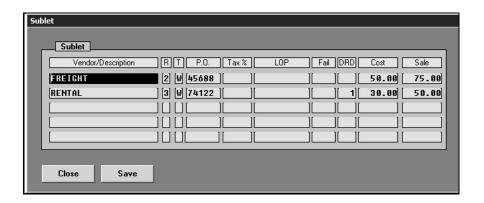
6. For Warranty repairs, the Honda Warranty screen will display when you close the repair so you can add additional information relevant to the warranty claim. Enter the necessary information, and click **Save**.



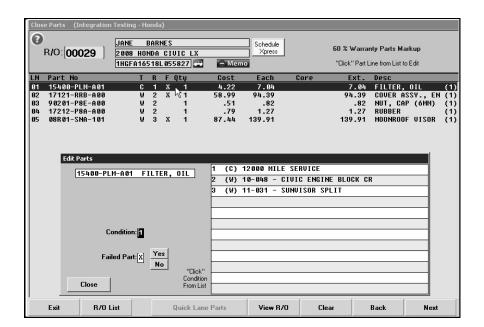
7. The **Parts** button on the Honda Warranty screen opens the Edit Parts screen. You use this screen to edit parts on the repair order. You can use this screen to switch parts between repairs and to mark the failed part. The DMS flags failed parts with an **X** (when flagged from the Parts module) or **F** (when flagged in the Service module) in the **F** column. You can have one failed part per repair.



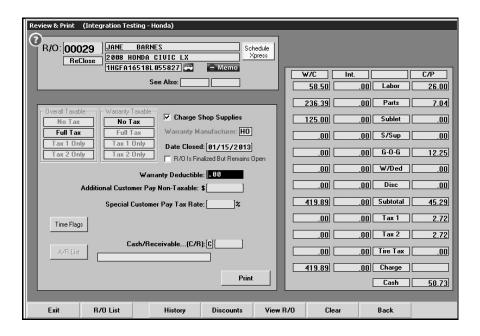
8. The **Sublet** button on the Honda Warranty screen opens the Sublet screen. You use this screen to edit or add sublet.



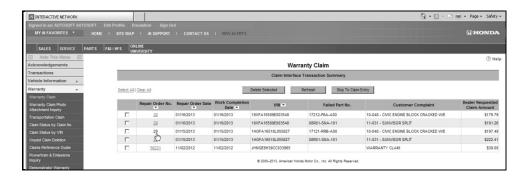
9. The Close Parts screen will display the parts on the repair order. The Parts Department adds parts to the repair order. The exception is parts added through a menu code. You can use this screen to switch parts between repairs and to mark the failed part. The DMS flags failed parts with an X (when flagged from the Parts module) or F (when flagged in the Service module) in the F column. You can have one failed part per repair.



11. The Review & Print screen displays the totals for the repair order. You cannot edit the totals on this screen. You must edit the information on the corresponding entry screen.



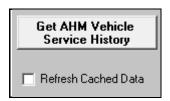
- 12. When you close and print the repair order, the system automatically sends the repair order to American Honda Motors (AHM).
- 13. At this point, you can log on to the Interactive Network (iN) to review Warranty claims. Each Warranty claim will display separately on the iN Website. Customer Pay and Internal Pay claims are not available for review on the iN Website.



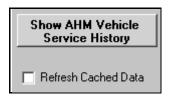
14. You can view and edit the claim as needed before submitting it on the iN Website. Please refer to the documentation provided by AHM for instructions on editing and submitting claims on the iN Website.

### **Viewing Vehicle Service Information**

- 1. Start the repair order on the Start Repair Order screen, and click Next.
- 2. On the Enter Conditions screen, click **Get AHM Vehicle Service History**. The button is yellow to indicate it is ready to pull information.



When the system has retrieved the information, the button turns green and reads, "Show AHM Vehicle Service History."



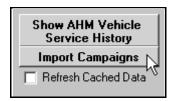
- 4. Click the button. The information displays on your screen.
- 5. Click Print to print the information as needed.
- 6. Click Close to close the screen.

**Tip:** Once you pull the vehicle service history, the system holds the data for five days for future viewing. Click to select **the Refresh Cached Data** box to delete the saved information so you can pull new vehicle service information.

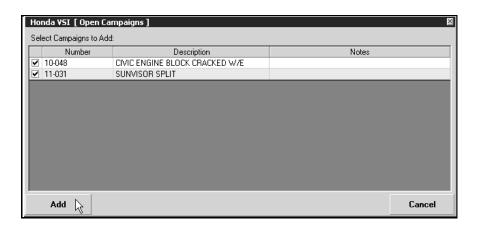
### **Pulling Open Campaigns to a Repair Order**

If there are open campaigns in the vehicle service information, the system will pull the campaign information and let you pull it to the repair order. This adds the campaigns to the repair order without you having to type the information.

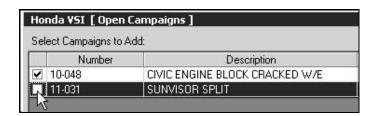
- 1. On the Enter Conditions screen, click **Get AHM Vehicle Service History**. The button is yellow to indicate it is ready to pull information.
- 2. The button turns green when the system has retrieved the information.
- 3. If there are open service campaigns for the vehicle, an **Import Campaigns** button will appear. Click this button.



4. The screen lists the open service campaigns.

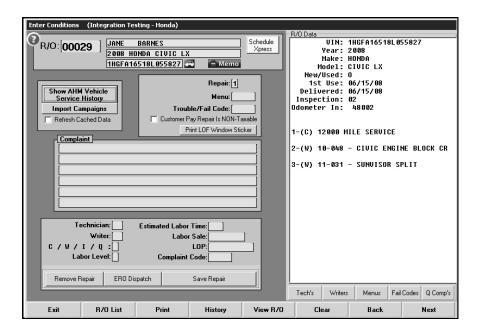


5. By default, all campaigns are selected. If you do not want to pull a campaign, click to clear the box on the line. Click the box to select the campaign again. Only campaigns with a checkmark in the box will pull to the repair order.



#### 7. Click Add.

8. The system will create a repair for each campaign selected. The repair description will include both the service campaign number and the campaign description.

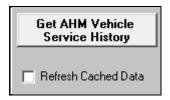


- 9. Click to select a repair.
- 10. Add any additional information to the repair as needed.
- 11. Click Save Repair.
- 12. Process the repair order as you normally do.

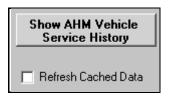
#### Viewing VSI in the Service Scheduler

You can also view the vehicle service information (VSI) in the Service Xpress Scheduler. This allows you to inform customers of open campaigns and schedule those campaigns for service during the appointment.

- 1. Click the **Schedule Xpress** button on any Repair Order screen.
- You can select the customer first, or you can select the day of the appointment first and then select the customer.
- 3. The Schedule Service screen displays the **Get AHM Vehicle Service History** button. Click the button to pull the VSI. The button is yellow to indicate it is ready to pull information.



4. When the system has retrieved the information, the button turns green and reads, "Show AHM Vehicle Service History."



- 5. Click the button. The information displays on your screen.
- 6. Click **Print** to print the information as needed.
- 7. Click **Close** to close the screen.
- 8. Use the VSI information to add the necessary campaigns to the prewrite for the appointment.
- 9. Finish scheduling the appointment.

**Tip**: The import campaign feature is not available in the scheduler since you create prewrites on a secondary screen.







# **Chapter 4 Parts Catalog**

Autosoft and American Honda Motors (AHM) have set up communications that allow the Web Parts Catalog on the Interactive Network (iN) to communicate with your Autosoft DMS Parts Master Inventory. When you are using the Web Parts Catalog on iN, you can check the availability of parts in your Autosoft DMS Master Inventory. By checking the availability, you can ensure you add the necessary quantities to your shopping cart and ensure you have the required quantities to complete a service.

**Tip:** Before you can use the Autosoft Honda Parts Catalog integration, you need to verify that the **Parts Catalog Availability Inquiry** setting on iN is set to **Yes**. Otherwise, the integration will not work.

### **Checking Availability**

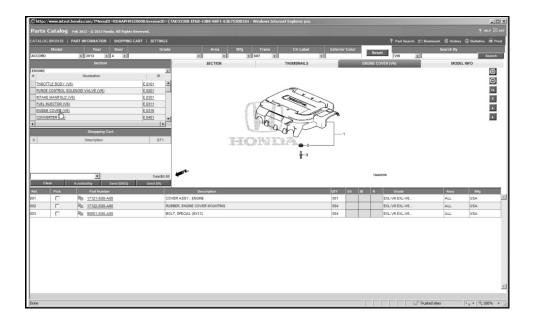
- 1. Log in to the Honda Interactive Network (iN).
- 2. Click Parts.
- 3. Click Parts Catalog.
- 4. Click Web Parts Catalog.



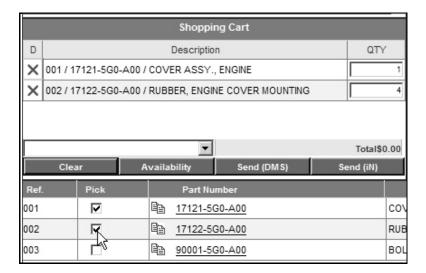
- 5. The Web Parts Catalog window appears.
- 6. Use the drop-down lists at the top of the screen to select the vehicle information.
- 7. The **Section** tab will display the available sections. Click the section.



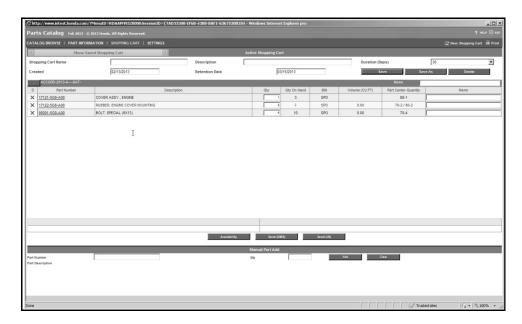
- 8. The **Thumbnails** tab will display, and the Illustration window on the left side of the screen will list the available illustrations. Click an illustration in the list.
- 9. The **Detail** tab displays the selected illustration. (The tab will be renamed with the selected illustration.)



10. The bottom of the screen will display a list of required parts. Click to select the box in the **Pick** column to add a part to the shopping cart. Click the box again to remove a part.



- 11. The quantity defaults to the required quantity for the service, but you can edit the quantity as needed.
- 12. You can continue to add parts to the shopping cart by repeating steps 6-11.
- 13. Once you are satisfied with the cart, click Availability.
- 14. The Shopping Cart will display and identify the quantity you have on hand in your Autosoft DMS Parts Master Inventory. Quantities below the selected quantity will display in red.



15. Continue to edit the cart as needed. You can click **Availability** at any time during the process to verify the quantities against your DMS inventory.



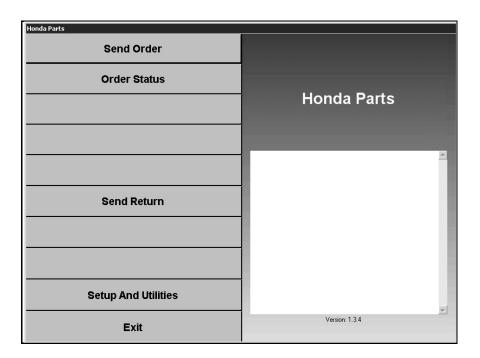
## **Chapter 5 Honda Parts Workbench**

The Autosoft Honda Parts Workbench is a supplemental program that integrates with your Autosoft DMS system. The Parts Workbench pulls part orders and returns generated in Autosoft DMS and allows you to submit them directly to American Honda Motors (AHM). This gives your Parts Department a direct connection to AHM so it can effectively manage its parts inventory. A direct connection to AHM means your orders are sent and the information is retrieved from Honda in real time.

This chapter provides information about basic process of the Autosoft Honda Workbench program. It covers how to open and close the program and reviews the basic setup options. Please review the information to ensure you are familiar with these basic activities. Chapter 6 reviews how to process your parts orders, and chapter 7 reviews how to process your part returns.

### **Opening the Program**

- 1. Double-click the **Honda Parts Workbench** icon on your desktop.
- 2. The Autosoft Honda Parts Workbench program opens.
- 3. You will be at the main menu.



Important: If you are prompted to specify the SQL server, call Autosoft at (800) 473-4630 for

assistance. This is important setup information that must be entered correctly. Do not continue without calling Autosoft.

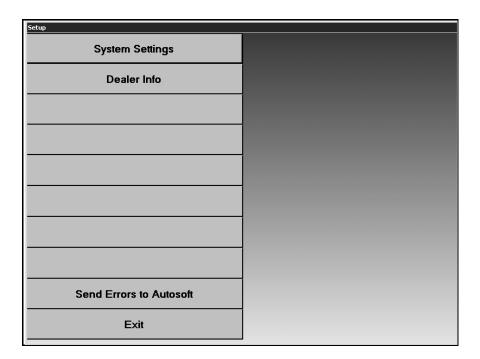
## **Closing the Program**

- 1. Return to the main menu.
- 2. Click Exit.

## **Setting Dealer Information**

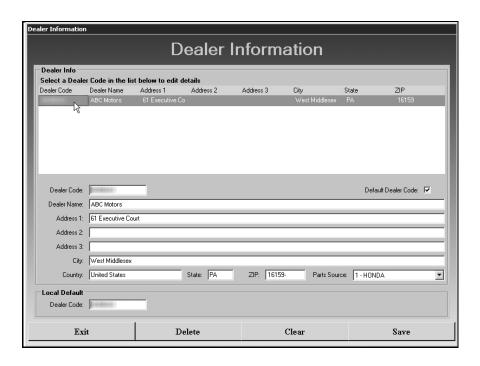
Before you begin submitting returns and orders, you need to set the default dealer code for the workstation. In addition, you need to specify the parts inventory this workstation uses for returns and orders. This is important because the system run validation checks against the current parts price tape, so it needs to know which inventory source and price tape to use.

1. Click **Setup And Utilities**. The Setup menu appears.



2. Click **Dealer Info**. The Dealer Information screen appears.

3. The Dealer Info window displays the active dealer codes for your DMS. Click to select the dealer code you want to set as the default code. The information fills in on the bottom part of the screen.



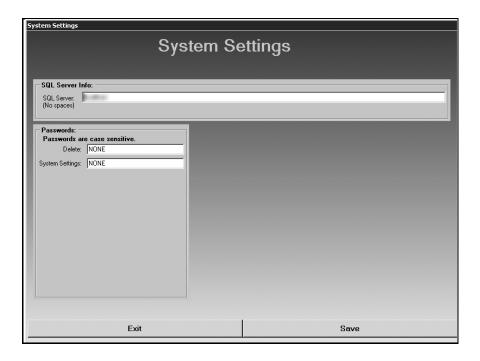
- 4. Click to select the **Default Dealer Code**.
- 5. Use the **Parts Source** list to select the inventory source for this workstation.
- 6. Click Save.
- 7. You will see a message indicating the selected dealer code has been saved. Click **OK** to acknowledge the message.
- 8. Click **Exit** to return to the Setup menu.

**Tip:** The **Send Errors to Autosoft** button on the Setup menu is for troubleshooting by Autosoft. Do not attempt to access these areas unless you are instructed to do so by an Autosoft Support Representative.

### **Setting Passwords**

The System Settings allow you to set passwords required to access the Settings and Utilities and to delete dealer codes. If a password is set, the user must enter the password in order to access the menu or to delete a code. Passwords are case sensitive and can be up to 50 characters long.

1. Click **System Settings**. The System Settings screen appears.



- 2. Under Passwords, the default entries are NONE. This indicates that no password is set.
- 3. Type the password you want to set. You can set a password for one or both options. Passwords are case sensitive and can be up to 50 characters long.
- 4. Click Save.
- 5. You will see a message indicating the information was successfully saved. Click **OK** to acknowledge the message.
- 6. Click Exit until you are back at the Honda Parts Workbench Main menu.

### **Finishing Up**

Once you have completed the setup, you are ready to begin using the Honda Parts Workbench program. You should also verify the settings for your dealership on the Interactive Network (iN) to verify you understand how iN will process your parts orders and parts returns.

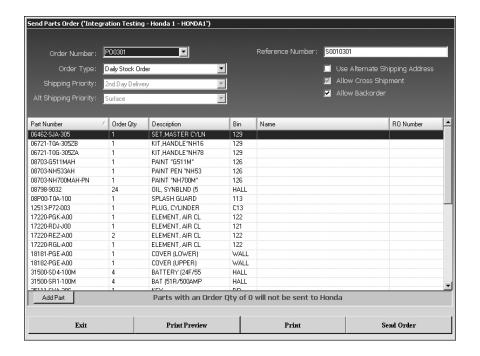




Chapter 6

## **Chapter 6 Parts Orders**

You use the Honda Parts Orders screen to process parts orders. Because Autosoft Honda Parts Workbench integrates with Autosoft DMS, you will create parts orders in Autosoft DMS Parts Inventory module as you normally do and pull the orders to this screen for processing. Once you finish reviewing and editing the order, you transmit it directly to American Honda Motors (AHM) from this screen.



In order to allow communication between Autosoft and American Honda Motors, you must specify Parts Order settings in the iN Plus Realtime Activation section. First, you must select **Yes** to activate parts orders and select Autosoft from the provider list.

The parts order process varies based on the Processing Option you set. You have the option to have orders submitted automatically or to have orders put on hold. If you select to submit parts orders automatically, they go directly to AHM and are processed immediately. You will receive an acknowledgement in the Honda Parts Workbench system when you submit the orders. If you select to put parts orders on hold, orders are sent to the Interactive Network (iN) and held there. You must log in to iN and submit the orders. The acknowledgement will be available in the Honda Parts Workbench once Honda processes the order and sends out the acknowledgement.

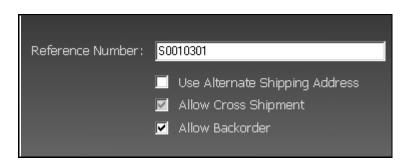
You also have the option of selecting which DMS order types correspond with each American Honda Motor order type, which information populates the Memo field for each order type, and which acknowledgements iN will send to the DMS. These setting are important because they affect how orders are handled by iN. Please review these setting on iN before submitting your orders.

## **Submitting an Order**

- 1. Generate the order in DMS as you normally do and assign it a purchase order number.
- Double-click the Honda Parts Workbench icon on your desktop. You will be at the main menu.
- 3. Click Send Order. The Honda Parts Order screen appears.
- 4. Use the **Order Number** list to select the purchase order you want to process. The purchase order displays on the screen.
- Use the Order Type list to select the correct order type: Daily Stock Order, Urgent Order, or Promotional Order.



- 6. The system automatically assigns the **Reference Number** based on Honda's specifications. The Reference Number will start with an S for Daily Stock orders, U for Urgent orders, or P for Promotional orders.
- 7. For Urgent orders, you can select the **Shipping Priority** and **Alternate Shipping Priority**. For Daily Stock orders, these fields are set to **2<sup>nd</sup> Day Delivery** and **Surface** (respectively), and Promotional orders, these fields are set to **Surface**.
- 8. You can select to the use Alternate Shipping Address box to use an alternate address.
- The Allow Backorder box determines if you want to allow back orders on the order. This box is selected by default to allow back orders. Click to clear this box if you do not want to allow back orders.



- 10. The bottom of the screen displays the list of parts on the order.
- 11. You can edit the Order Quantity, Bin, Name, and RO Number fields for each line.
- 12. Click **Add Part** to add a part to the order. Type the part information on the Add Part screen that appears, and click **OK**.



13. To remove a part, type **0** as the quantity. Parts with a quantity of 0 will not be sent with the order.

Part Number	△ Order Qty	Description	Bin
06462-SJA-305	1	SET,MASTER CYLN	129
06721-T0A-305ZB	1	KIT,HANDLE*NH16	129
06721-T0G-305ZA	1	KIT,HANDLE*NH78	129
08703-G511MAH	1	PAINT *G511M*	126
08703-NH533AH	0	PAINT PEN *NH53	126
08703-NH700MAH-PN	1	PAINT *NH700M*	126
08798-9032	0	OIL, SYNBLND (5	HALL
08P00-T0A-100	1	SPLASH GUARD	113

**Tip:** Changes you make to the order here are not written back to the DMS. Similarly, changes you make to the order on the Interactive Network are not written to the DMS either. You will use the packing slip with the order to make the necessary changes to the purchase order in DMS before updating the order to your inventory.

- 14. Click **Send Order**. The program connects to Honda and sends the order.
- 15. When the order has been sent, you will see a messages indicating the order has been successfully sent. (If there was a problem with the order, you will see an error message.) Click **OK** to acknowledge the message.
- 16. If your iN settings are set to automatically submit the parts orders, you will see the parts acknowledgement for the order. (If iN does not send the acknowledgement immediately, the system will display a message indicating the acknowledgement will be sent later.) If your iN settings are set to place the order on hold, you must log in to iN and finish submitting the order. (You will use the **Order Status** option to view the acknowledgement for the order once Honda sends it.)
- 17. Click **Exit** on the Send Parts Order screen to return to the Honda Parts Workbench main menu.

#### **Previewing the Order**

- 1. Click Print Preview.
- 2. A summary of the order displays on screen.
- 3. To print the order, click the **Print** icon on the toolbar, or click **File** and select **Print**.
- 4. To close the preview screen, click the X in the top right corner, or click File and select Exit.

#### **Printing the Order**

- 1. Make sure the correct order is displayed on the Parts Order screen.
- 2. Click Print.
- 3. In the Print dialog, select the printer, and click **Print**.

## **Submitting the Parts Order on iN**

If your iN settings are set to place the order on hold, you must log in to iN and finish submitting the order. This allows you to check availability and perform order maintenance before submitting the order. The order is not complete until you submit it on iN.

- 1. Log in to iN.
- 2. Click Parts.
- 3. Click Part Ordering.
- 4. Click Parts Orders.
- 5. A list of your held order displays.
- 6. Click the Order Reference Number to select an order.
- 7. The order displays.
- 8. Review the order and make the necessary changes.
- 9. Click **Submit** to submit the order.
- 10. You will see an order acknowledgement. This is the same information you will see in the acknowledgement sent to Honda Parts Workbench.

### **Checking the Order Status**

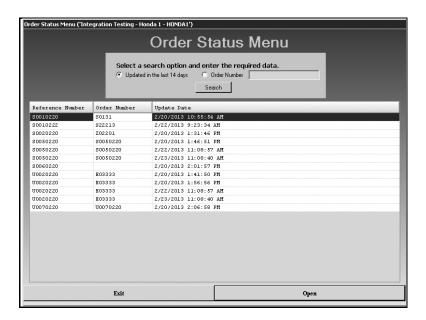
The **Order Status** option allows you to view your parts order acknowledgements. Dealers whose iN settings submit the orders automatically see the acknowledgement once the order is submitted in Parts Workbench. You can use this screen to view the acknowledgements again as needed or to view acknowledgements that were delayed. Dealers whose iN settings require them to finish submitting the parts order on iN will use this screen to view the acknowledgements once Honda sends it.

- 1. Click Order Status.
- 2. By default, the screen is set to search for acknowledgements from the last 14 days. You can also choose to search for a specific order by clicking to select **Order Number** and tying the specific order number you want to view.

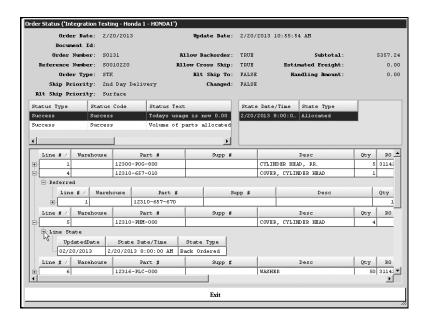


Click Search.

4. The screen displays the acknowledgements that meet your search criteria.



- 5. Click the acknowledgement you want to view, and click **Open**.
- 6. The screen displays the acknowledgement.
- Each part line may contain multiple lines of information. Click the + next to each line to view the subsequent lines. Click – next to a line to close it.



- 8. When you are finished viewing the acknowledgment, click **Exit**.
- You will be back at the Order Status screen so you can view additional acknowledgements as needed.



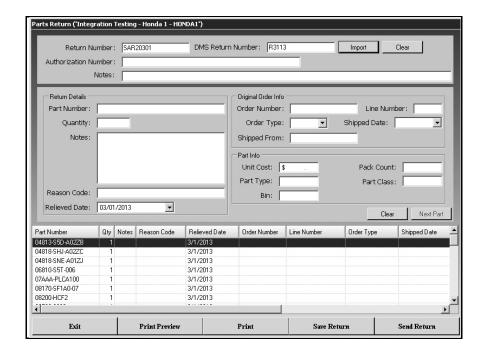
Parts Returns





# **Chapter 7 Parts Returns**

You use the Honda Parts Return screen to process parts returns. You will create parts return in Autosoft DMS Parts Inventory module as you normally do and pull the return to this screen for processing. Once you finish reviewing and editing the return, you transmit it directly to American Honda Motors (AHM) from this screen.

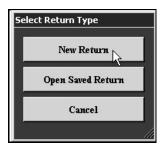


In order to allow communication between Autosoft and American Honda Motors, you must specify Parts Return settings in the iN Plus Realtime Activation section. You must select **Yes** to activate parts returns and select Autosoft from the provider list.

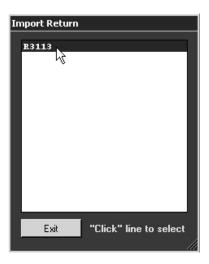
Just like parts orders, the parts return process varies based on the Processing Option you set. You have the option to have returns submitted automatically or to have returns put on hold. If you select to submit parts returns automatically, they go directly to AHM and are processed immediately. If you select to put parts returns on hold, they are sent to the Interactive Network (iN) and are held there. You must log in to iN and submit the return.

## Submitting a New Return

- 1. Generate the order in DMS as you normally do and assign it a purchase order number.
- 2. Double-click the **Honda Parts Workbench** icon on your desktop. You will be at the main menu.
- 3. Click Send Return.
- 4. Click **New Return** when prompted to select the return type.



- 5. The Parts Return screen appears.
- 6. Click Import.
- 7. Click the return on the list that displays.



- 8. The return displays on the screen.
- 9. Add the authorization number or any notes as needed.

- 10. The parts added to the return display on the bottom of the screen.
- 11. To add a part, type the part information in the fields provided, and click Next Part.
- 12. To remove a part, type **0** as the quantity. Parts with a quantity of 0 will not be sent with the order.

**Tip:** You can click **Save Return** at any time to save the changes that you make. This allows you to return to this screen and bring up the return again to continue editing it before you submit it. However, changes you make to the return here are not written back to the DMS. Similarly, changes you make to the return on the Interactive Network are not written to the DMS either.

- 13. Click **Send Return**. The program connects to Honda and sends the return.
- 14. When the return has been sent, you will see a messages indicating it has been successfully sent. (If there was a problem with the return, you will see an error message.) Click **OK** to acknowledge the message.
- 15. If your iN settings are set to place the returns on hold, you must log in to iN and finish submitting the return.
- Click Exit on the Send Parts Return screen to return to the Honda Parts Workbench main menu.

#### **Previewing the Return**

- 1. Click Print Preview.
- 2. A summary of the return displays on screen.
- 3. To print the return, click the **Print** icon on the toolbar, or click **File** and select **Print**.
- 4. To close the preview screen, click the X in the top right corner, or click File and select Exit.

#### **Printing the Return**

- 1. Make sure the correct return is displayed on the screen.
- 2. Click Print.
- 3. In the Print dialog, select the printer, and click **Print**.

### Submitting the Parts Return on iN

If your iN settings are set to place the return on hold, you must log in to iN and finish submitting the return. This allows you to perform order maintenance before submitting the order. The order is not complete until you submit it on iN.

- 1. Log in to iN.
- Click Parts.
- 3. Click Returns and Surplus.
- 4. Click Stock Return Adjustment.
- 5. A list of your held returns displays.
- 6. Click the return Reference Number to select an order.
- 7. The return displays.
- 8. Review the return and make the necessary changes.
- 9. Click **Submit** to submit the return.

### **Opening a Saved Return**

As you work on a return on the Send Return screen, you can click **Save Return** to save the edits you make to the return. If you exit the screen before sending the return, the return is considered a saved return. You will access this return using the **Open Saved Return** option.

- 1. Click Send Return.
- 2. Click **Open Saved Return** when prompted to select the return type.
- 3. The Open Saved Return list appears and displays all the saved returns.
- 4. Click the return you want to select, and click Open.
- 5. The return fills in on the Send Return screen.
- Make the necessary edits.
- 7. Click **Send Return** when you are ready to submit the return.





Autosoft Honda Integrations

# Conclusion

This completes the information needed to integrate with American Honda Motors through your Autosoft DMS system. You should keep the information on hand until you are familiar with the processes. If you have questions when you are working with the integrations, call the Autosoft Support Desk at (800) 473-4630, and an Autosoft Support Desk Representative will assist you. Please note that if you are having trouble with the American Honda Motors Interactive Network (iN) Website, you will need to call the iN Support Desk.