

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).

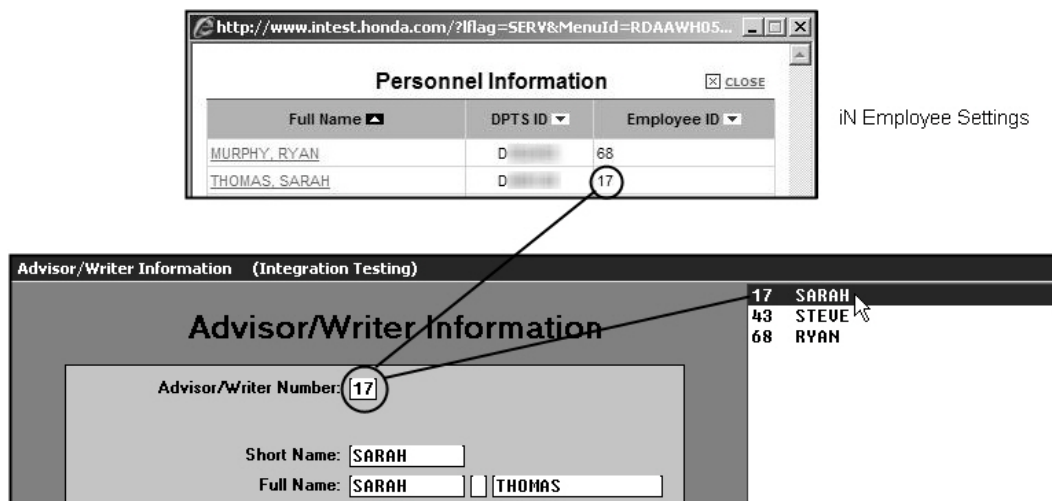
Adding Setup Information

To ensure information transfers from Autosoft FLEX DMS to the iN Website correctly, you need to verify setup information before you begin using the repair order integration. This includes verifying your Service Advisors and Technicians are set up 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 FLEX 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 FLEX 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/Writer 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.
2. Under Miscellaneous, select **HO-Honda** for the **Default Manufacturer Warranty Repairs Prompt** field.

The image shows the 'Miscellaneous' tab of the 'Miscellaneous Parameters' screen. It contains several settings with checkboxes or dropdown menus:

- Restrict Charge Customers To 'Special Customer Parameters' (Y/N): ☐ N
- Allow An R/O To Be Started Without 'Miles In' (Y/N): ☒ Y
- Allow An R/O To Be Started Without e-Mail Address' (Y/N): ☒ Y
- Default Manufacturer Warranty Repairs Prompt: **HO** (HO - Honda)
- Include Costs When Viewing an R/O (Y/N): ☒ Y
- Require A Menu, Trouble Code, or LOP On All R/O's (Y/N): ☐ N (GM Canada Only)
- Require Confirmation When Closing Warranty And C/P Concurrently: ☐ N
- Default First Tech On Subsequent Repairs: ☒ Y
- Default R/O's For This Client Are Service/Body/QuickLube (S/B/Q): ☐ S
- Default Minimum Miles Between Maintenance Service: **5000**

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 opens.

Honda Warranty Parameters

Download Honda Warranty Repairs (Y/N): ☐

Warranty Default Parts Source (1 Thru 9): ☐

Warranty Default Labor Rate (A Thru J): ☐

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

Warranty Dealer Code

Send RO For Customer Pay (Y/N): ☐

Send RO For Internals (Y/N): ☐

Cancel Save

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

1. 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.

Start Repair Order (Integration Testing - Honda)

R/O: **00029** Schedule Xpress

Customer Number: **BAR055827** Memo

Writer: **17 SARAH** Date: **01/15/13**

Advisor: **68 RYAN**

Name: **JANE BARNES**

☒ Individual: **JANE** ☐ **BARNES**

Address: **4321 SOUTH ST**

City: **WEST MIDDLESEX PA** **16159**

E-Mail: **janebarnes@yahoo.com**

Memo:

Phone: **724/555/7899** Work: **724/555/4566**

Cell: **724/555/1233** On Do Not Call List: **N**

Send Marketing Followup Letter (Y/N): **N**

Odometer In: **48002** When Finished (C/W/E/D/P): **N**

Time In: **09:31** Cash/Recv.: **C**

Promised: **00:00** Job Number: **00029**

Taxable: **Y**

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

VIN: **1HGFA16518L055827**

Year: **2008**

Make: **HONDA**

Model: **CIVIC LX**

N/U/O: **0**

License: **HAS246 PA**

First Use: **06/15/08**

Delivered: **06/15/08**

Inspection: **02**

Color: **RED**

Cust Code:

Car Line: **1**

Warranty Manufacturers: **HO**

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

Contract:

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

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

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 90 and "Pulling Open Campaigns to a Repair Order" on page 10 for more information.

Enter Conditions (Integration Testing - Honda)

R/O: **00029** Schedule Xpress

JANE BARNES

2008 HONDA CIVIC LX

1HGFA16518L055827 Memo

☐ Show AHM Vehicle Service History

☐ Import Campaigns

☐ Refresh Cached Data

Repair: **1**

Menu:

Trouble/Fail Code:

☐ Customer Pay Repair Is NON-Taxable

Complaint:

Technician:

Writer:

C / W / I / Q :

Labor Level:

Estimated Labor Time:

Labor Sale:

LOP:

Complaint Code:

R/O Data:

VIN: **1HGFA16518L055827**

Year: **2008**

Make: **HONDA**

Model: **CIVIC LX**

New/Used: **0**

1st Use: **06/15/08**

Delivered: **06/15/08**

Inspection: **02**

Odometer In: **48002**

1-(C) 12000 MILE SERVICE

2-(W) 10-048 - CIVIC ENGINE BLOCK CR

3-(W) 11-031 - SUNVISOR SPLIT

Tech's Writers Menus Fail Codes Q Comp's

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

- 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.

Lubricants/Sublet (Integration Testing - Honda)

R/O: 00029 JANE BARNES Schedule Xpress
 2008 HONDA CIVIC LX
 1HGFA16518L055827 - Memo

Shop Supplies

Warranty Internal Customer

Lubricants Qty. R T Cost Ext. Sale Ext.

Waste Disposal							
350 RX	2	1	C	2.25	4.50	3.15	6.30
1290 LXT	3	1	C	1.00	3.00	1.40	4.20
GREASE	1	1	C	.50	.50	.75	.75
FLUID	1	1	C	.35	.35		1.00

"Click" Condition From List

1	(C)	12000 MILE SERVICE
2	(W)	10-048 - CIVIC ENGINE
3	(W)	11-031 - SUNVISOR SPLIT

Sublet

Code	Vendor/Description	R	T	P.O.	Tx	Tax %	LOP	Fail	DRD	Cost	Sale
Options > F1	FREIGHT	2	W	45688	N					50.00	75.00
Options > R1	RENTAL	3	W	74122	N					30.00	50.00
Options >											
Options >											
Options >											

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

- Review the labor for each repair on the Close Service screen. The complaint 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.

Close Service (Integration Testing - Honda)

R/O: 00029 JANE BARNES Schedule Xpress
 2008 HONDA CIVIC LX
 1HGFA16518L055827 - Memo

Odom In: 48002 Last 98412
 Odom Out: 48002
 VIN: 1HGFA16518L055827

Inspection Month: 02
 Sched Maint (Y/N):
 Next Service: Lube-Oil-Filter
 Next Svc Date: 00/00/00 Line: 1

Print LOF Window Sticker Press END Save Repair

Repairs

Repair: 2 Exclude S/S
 Fail Code:
 Comp Code:
 Labor Op:
 C/W/I/N/Q: W
 Labor Level: A
 Technician: 71 MIKE
 Labor Time: 4 Total L/T
 Other Time:
 Actual Time: 0 Total A/T
 Sale: 26.00
 Total Sale: 26.00
 Comeback: N Declined
☐ C/P Repair Is NON-Taxable

Complaint/Cause/Cure

Additional Tech's

10-048 - CIVIC ENGINE BLOCK CRACKED W/E

List

1-(C)	12000 MILE SERVICE
	15400-PLH-A01 FIL
2-(W)	10-048 - CIVIC EN
	17121-RRB-A00 COU
	90201-P8E-A00 NUT
	17212-P8A-A00 RUB
3-(W)	11-031 - SUNVISOR
	08R01-SNA-101 MOD

"Click" Line from List to Process

Techs Fail Codes

Exit R/O List Time Guides Parts History View R/O Clear Back Next

5. 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**.

Honda Warranty (Integration Testing - Honda)

00029

Repair Number: 2

Claim Type: 01

Accessory Type: 01

Part Type: 01

Press END
Save Repair

Labor: 26.00
Parts: 96.48
Sublet: 75.00
Total: 197.48

Materials Information

Description	QTY	Price	Total

Repair information

Fire Related (Y/N): ☐

Contention/Symptom Code:

Defect Code:

Diagnostic Trouble Code:

Malfunction Indicator Light (Y/N): ☐

LOP	TN	C/T	A/T	Sale
01	71	4	4	26.00
02				
03				
04				
05				
06				
07				
08				
09				
10				
11				
12				
13				
14				
15				
Totals:				4 4 26.00

Save Parts Sublet Repair History

6. 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.

Edit Parts (Integration Testing - Honda)

LN	Part No.	T	L	F	Qty	Cost	Sale	Ext	Core	Desc.
01	15400-PLM-A01	C	1	X	1	4.22	7.04	7.04		FILTER, OIL
02	17121-RRB-A00	W	2	X	1	58.99	94.39	94.39		COVER ASSY., EN
03	90201-P8E-A00	W	2		1	.51	.82	.82		NUT, CAP (6MM)
04	17212-P8A-A00	W	2		1	.79	1.27	1.27		RUBBER
05	08R01-SNA-101	W	3	X	1	87.44	139.91	139.91		MOONROOF VISOR

"Click" Part Line from list to edit

Condition:

Failed Part: ☐ Yes ☐ No

Close

"Click" Condition From List

1	(C) 12000 MILE SERVICE
2	(W) 10-048 - CIVIC ENGINE BLOCK CR
3	(W) 11-031 - SUNVISOR SPLIT

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

Sublet

Vendor/Description	R	T	P.O.	Tax %	LOP	Fail	DRD	Cost	Sale
FREIGHT	2	W	45688					50.00	75.00
RENTAL	3	W	74122				1	30.00	50.00

Close Save

8. 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.

Close Parts (Integration Testing - Honda)

R/O: 00029 JANE BARNES Schedule Xpress 60 % Warranty Parts Markup

2008 HONDA CIVIC LX "Click" Part Line from List to Edit

1HGFA16518L055827 - Memo

LN	Part No	T	R	F	Qty	Cost	Each	Core	Ext.	Desc
01	15400-PLM-A01	C	1	X	1	4.22	7.04		7.04	FILTER, OIL (1)
02	17121-RRB-A00	W	2	X	1	58.99	94.39		94.39	COVER ASSV., EN (1)
03	98201-P8E-A00	W	2		1	.51	.82		.82	NUT, CAP (6MM) (1)
04	17212-P8A-A00	W	2		1	.79	1.27		1.27	RUBBER (1)
05	08R01-SNA-101	W	3	X	1	87.44	139.91		139.91	MOONROOF VISOR (1)

Edit Parts

15400-PLM-A01 FILTER, OIL

Condition: ☐ Yes ☒ No

Failed Part: ☒ Yes ☐ No

Close

"Click" Condition From List

1 (C) 12000 MILE SERVICE
2 (W) 10-048 - CIVIC ENGINE BLOCK CR
3 (W) 11-031 - SUNVISOR SPLIT

Exit R/O List Quick Lane Parts View R/O Clear Back Next

9. 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.

Review & Print (Integration Testing - Honda)

R/O: **00029** JANE BARNES
 ReClose **2008 HONDA CIVIC LX** Schedule Xpress
1HGFA16518L055827 Memo

See Also:

Overall Taxable: ☐ No Tax ☐ Full Tax
 Warranty Taxable: ☐ No Tax ☐ Full Tax
☒ Charge Shop Supplies
 Warranty Manufacturer: **HO**
 Date Closed: **01/15/2013**
☐ R/O Is Finalized But Remains Open

Warranty Deductible: **0.00**
 Additional Customer Pay Non-Taxable: \$
 Special Customer Pay Tax Rate: %

Time Flags

Cash/Receivable...(C/R):

W/C	Int.		C/P
58.50	00	Labor	26.00
236.39	00	Parts	7.04
125.00	00	Sublet	00
00	00	S/Sup	00
00	00	G-O-G	12.25
00	00	W/Ded	00
00	00	Disc	00
419.89	00	Subtotal	45.29
00	00	Tax 1	2.72
00	00	Tax 2	2.72
00	00	Tire Tax	00
419.89	00	Charge	
		Cash	50.73

Exit R/O List History Discounts View R/O Clear Back

10. When you close and print the repair order, the system automatically sends the repair order to American Honda Motors (AHM).
11. 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.

INTERACTIVE NETWORK

Sign In as AUTOSOFT AUTOSOFT Edit Profile Simulation Sign Out

MY IN FAVORITES HOME SITE MAP IN SUPPORT CONTACT US NEW ALERTS

SALES SERVICE PARTS FM/IES ONLINE UNIVERSITY

Warranty Claim

Warranty Claim Photo Attachment Inquiry

Transportation Claim

Claim Status by VIN

Unpaid Claim Deletion

Claims Reference Guide

Powertrain & Emissions Inquiry

Democrat Warranty

Warranty Claim

Claim Interface Transaction Summary

Select All Clear All

Delete Selected Refresh Skip To Claim Entry

	Repair Order No.	Repair Order Date	Work Completion Date	VIN	Failed Part No.	Customer Complaint	Dealer Requested Claim Amount
<input type="checkbox"/>	22	01/16/2013	01/16/2013	19XFA1650E003548	17212-P8A-A00	10-048 - CIVIC ENGINE BLOCK CRACKED W/IE	\$179.79
<input type="checkbox"/>	22	01/16/2013	01/16/2013	19XFA1650E003548	08R01-SNA-101	11-031 - SUNVISOR SPLIT	\$191.26
<input type="checkbox"/>	29	01/15/2013	01/15/2013	1HGFA16518L055827	17121-R8B-A00	10-048 - CIVIC ENGINE BLOCK CRACKED W/IE	\$197.48
<input type="checkbox"/>	29	01/15/2013	01/15/2013	1HGFA16518L055827	08R01-SNA-101	11-031 - SUNVISOR SPLIT	\$222.41
<input type="checkbox"/>	56231	11/02/2012	11/02/2012	JH4GEH39C033965		WARRANTY CLAIM	\$39.00

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12. 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.



3. 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.

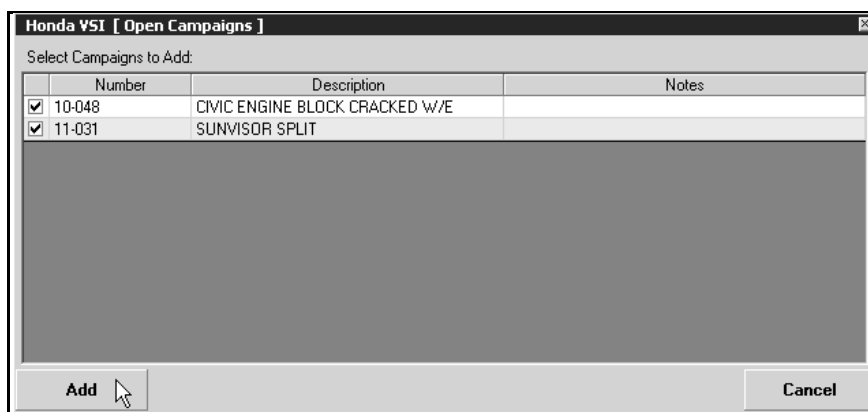
Pulling Open Campaigns to a Repair Order

If there are open campaigns in the vehicle service information, the system will import 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.

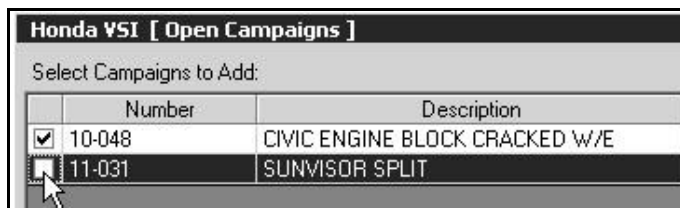
1. On the Enter Conditions screen, click **Get AHM Vehicle Service History**. The button is yellow to indicate it is ready to pull information.
2. The button turns green when the system has retrieved the information.
3. If there are open service campaigns for the vehicle, an **Import Campaigns** button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

Enter Conditions (Integration Testing - Honda)

R/O: 00029 JANE BARNES Schedule Xpress
2008 HONDA CIVIC LX
1HGFA16518L055827 Memo

Show AHM Vehicle Service History
Import Campaigns
☐ Refresh Cached Data

Repair: 1
Menu:
Trouble/Fail Code:
☐ Customer Pay Repair Is NON-Taxable
Print LOF Window Sticker

Complaint

Technician: Estimated Labor Time:
Writer: Labor Sale:
C / W / I / Q : LOP:
Labor Level: Complaint Code:

Remove Repair ERO Dispatch Save Repair

R/O Data

VIN: 1HGFA16518L055827
Year: 2008
Make: HONDA
Model: CIVIC LX
New/Used: 0
1st Use: 06/15/08
Delivered: 06/15/08
Inspection: 02
Odometer In: 48002

1-(C) 12000 MILE SERVICE
2-(W) 10-048 - CIVIC ENGINE BLOCK CR
3-(W) 11-031 - SUNVISOR SPLIT

Tech's Writers Menus Fail Codes Q Comp's

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

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 normal.

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.
2. 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 because you create prewrites on a secondary screen.