



Autosoft
FLEXTM
DMS
Hyundai Warranty

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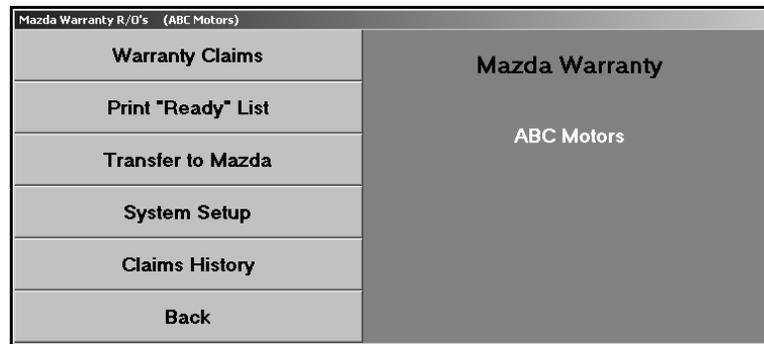
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Introduction Hyundai Warranty Repairs

The Service Writing program in Autosoft DMS is designed to allow dealers to generate Hyundai-specific warranty repair orders. The repair orders are created using the standard R/O entry using the Repair Orders menu. This manual does not provide systematic instructions for generating the repair order from beginning to end. For detailed information about each entry screen used to generate repair orders, refer to your Service Writing manual or F1 help. This manual only explains the fields and screens that are required in addition to the standard R/O entry screens.

Once you generate and close your Hyundai warranty claims, you use the Hyundai Warranty Entry menu to enter additional warranty information. Once you enter the information, you can view it, print it, and download it to Hyundai as needed.



Using Help Screens and What's New?

Because the Autosoft DMS program is continuously changing to meet the needs of our customers, new features are added to the software. These changes will include the addition of fields, buttons, or screens. This manual represents the program as it is now.

To keep our documentation updated, and our users informed, we have added individual help pages to each screen in the program. Press F1 to display the help page for the current screen or menu. Each page provides the following pieces of information:

- A description of the screen,
- Basic instructions for using the screen,
- A list of the fields on the screen and an explanation of the information required in each field,
- A list of the buttons on the screen and instructions for using each button, and
- A list of the function keys that can be used to carry out commands on the screen.

These help pages are updated as changes are made to the program and added to your system when you run an update from the Internet; thus, the help pages are always current. You should become familiar with the help pages and use them to learn about the new information added to the program and as a way to quickly access information while you are on a screen.

Getting Ready

This manual has three chapters to help you generate your Hyundai warranty claims. You should read the information in each chapter before attempting to generate the claims. The following table provides a brief explanation of the information covered in each chapter.

Chapter	Information it covers
Chapter 1 System Setup	Chapter 1 walks you through entering setup parameters that will be used to generate the warranty claims.
Chapter 2 Repair Orders	Chapter 2 explains specific information that is required when generating repair orders using the Repair Orders menu. This chapter will not cover every entry screen used to generate the repair order. It only covers the fields or additional entry screens needed specifically for Hyundai warranty claims.
Chapter 3 Hyundai Warranty Entry	Chapter 3 walks you through each menu option on the Hyundai Warranty Entry menu. You will learn how to process warranty claims, download claims to Hyundai, and view the claim history.

If you have any questions as you work that this manual does not answer, call Autosoft at (800) 473-4630 to speak with a Support Desk Representative.

Chapter 1 Warranty Setup

Before you can use the Service Writing module or the Hyundai Warranty program, you must enter setup parameters. The parameters determine default information used when creating and transmitting the repair orders to Hyundai. Do not attempt to submit warranty claims unless you complete the setup.

Entering Warranty Parameters

The following instructions walk you through entering Hyundai warranty setup information from the System Setup menu, but the same warranty parameters screen is available on the Hyundai Warranty Entry menu. The screens are identical, and the information entered in either area is saved and accessible through both setup areas. Similarly, information edited in one area (for example, on the Service Writing System Setup menu) automatically updates to the second setup area (for example, on the Hyundai Warranty Entry menu).

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

3. In **Download Hyundai Warranty Repairs**, type **Y** for yes or **N** for no to indicate if the warranty repairs should be downloaded to Hyundai. In order to access the Hyundai Warranty Entry menu, you must type a **Y** in this field.
4. In **Warranty Default Parts Source**, type the inventory source number (1 through 9) for Hyundai parts.
5. In **Warranty Default Labor Rate**, type the letter (A through J) that corresponds to the labor rate for warranty repairs. (Labor rates are defined in System Setup under Labor/Warranty/Tax Rates.)
6. Use the **Warranty Sale Is Normally Taxed By Your State** field to indicate if your state taxes warranty sales. Type **Y** for yes or **N** for no according to state guidelines.

7. The **Post Warranty By Repair With Alpha Suffix** field determines how the warranty repairs go to Accounting. If you type **N**, all the repairs are updated to Accounting under the repair order number (for example, 12345). If you type **Y**, the repairs are updated to Accounting separately with an alpha suffix (12345A, 12345B, 12345C, etc.).
8. In **Warranty Dealer Code**, type the dealership's dealer code.
9. Click **Save** to save the parameters.
10. Click **Exit** on the Warranty Parameters menu.
11. Click **Back** on the System Setup menu.

Verifying Advisor and Technician Setup in Autosoft DMS

The advisor and technician setup in the Autosoft DMS Service Writing module must contain the last four digits of each advisor's and technician's social security number. These are considered their Hyundai employee ID. When you assign an advisor and technician to a claim, the system automatically pulls the ID number from the advisor and technician setup and submits it with the claim. In order to enter the ID, you must have set the **Download Hyundai Warranty Claims** field on the Hyundai Warranty Parameters screen to **Y** for yes

1. Click **Service Advisors/Writers** on the System Setup menu. The Advisor/Writer Information screen appears.
2. Click the advisor/writer in the list on the right. The advisor's information fills in on the screen.
3. Verify the **Full Social** field contains the advisor's/writer's full social security number. If the number does not appear in this field, add it. If you prefer to use only the last four digits of the social security number, you must add five zeros before the last four digits (for example, 000001234).
4. Click **Save** to save the changes.
5. Edit the remaining advisors'/writers' records as needed.
6. When you are finished, click **Exit** to return to the System Setup menu.
7. Next, click **Service Technicians**. The Technician Information screen appears.
8. Click the technician in the list on the right. The technician's information fills in on the screen.
9. Verify the **Full Social** field contains the technician's full social security number. If the number does not appear in this field, add it. If you prefer to use only the last four digits of the social security number, you must add five zeros before the last four digits (for example, 000001234).
10. Click **Save** to save the changes.
11. Edit the remaining technicians' records as needed.

12. When you are finished, click **Exit** to return to the System Setup menu.
13. Click **Back** on the System Setup menu.

Once the parameters are set, you can begin entering warranty claims.

Chapter 2 Repair Orders

To generate repair orders, you will use the first six buttons on the left side of the Repair Order menu. You will generate the repair order as explained in your Service Writing manual. This chapter only explains the additional information needed when generating Hyundai 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 screen, Close Lubricants-Sublets or Close Parts screens.

Repair Orders	
Start Repair Order	Utilities
Start Conditions	Hyundai Warranty
Close Lubricants-Sublet	
Close Service	
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 **MA** for Hyundai warranty claims. Use the drop-down list to select the manufacturer as needed.



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

Warranty Manufacturers:
 HY - Hyundai

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 **HY-Hyundai** for the **Default Manufacturers Warranty Repair Prompt** field, and the **Warranty Manufacturers** field on the Start Repair Order screen will automatically default to **HY** for every repair order.

Close Service—Hyundai Warranty Screen

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

Line	Labor Op	C/T	A/T	Sale
1		4	4	24.10
2				
3				

1. The fields in the top-right corner of the screen display the total cost of labor, parts, and sublet.
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 Hyundai Warranty screen and identifies the information required in each field. Use it to assist you when filling in the screen.
4. Use the **Parts** and **Sublet** buttons to add additional information to the repair order.
5. 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
Repair Number	This field displays the repair number for the selected repair.
Claim Type	Select the claim type from the drop-down list.
Customer Type	Type I if the customer is an individual or O if the customer is an organization.
Technician Number	This field displays the technician ID number for the technician assigned to the repair.
Warranty, Replacement Claim	
Nature	Type the code that indicates the nature of the customer's complaint. This is the same as the condition code.
Cause	Type the code that identifies the cause of the customer's complaint.
Condition	If no nature and cause codes adequately identify the problem, type a description of the problem that caused the repair in this field.
Technician Notes	Type any notes the technician made about the repair.
Non-Replaced/Freight Causal Part	
	Type the part number for non-replaced causal part.
Replacement Claim Only	
Original R/O	Type the R/O number for the original repair order for the repair. This field holds six alphanumeric characters. This field is available only for replacement claims.
Freight Claim	
Freight Amount	This field automatically fills in with the amount entered for the first sublet item on the repair. This should be the freight amount you are submitting for reimbursement. This field is available only for freight claims.
Labor Section	
Line	This field displays the line number for the labor operation.
Labor Op	Type the labor operation code. If a labor operation code was entered on the Enter Conditions or Close Service screen, it fills in this field.
TN	Type the ID for the technician assigned the repair.
C/T	Type the charge time for the repair. If labor units were entered on the Enter Conditions or Close Service screen, they fill in this field.
A/T	Type the actual time for the repair. This field defaults to the same units entered as the charge time.
Sale	Type the sale amount. If labor information was entered on the Enter Conditions or Close Service screen, the sale amount fills in this field.
Totals	
Labor	This field displays the total labor for the repair.
Parts	This field displays the total parts for the repair.
Sublet	This field displays the total sublet for the repair.
Total	This field displays the total for the repair.

Parts

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

LN	Part No.	I	L	F	Qty	Cost	Sale	Ext	Core	Desc.
01	00267-73001-FLT				1	420.00	700.00	700.00		MONSOON

Condition: 1

Failed Part:

Back

Condition List:

Condition
1 (W) CUSTOMER STATES THE RADIO VOLU

1. Click **Parts**. The Edit Parts screen appears.
2. The top of the screen lists all the parts that have been added to the repair order. A list of the conditions is displayed in the bottom-right section of the screen.
3. Click a part in the list. The part number is displayed in the first field on the bottom of the screen, and the **Condition** field indicates the corresponding condition number.
4. Edit this field if the part needs to be assigned to a different condition. (You can select a condition by clicking the condition in the list on the bottom-right side of the screen. The condition number will fill in.)
5. 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.
6. Click **Back** to return to the Hyundai Warranty screen.

Tip: If you switch parts between conditions that have different repair types, you are prompted that some of your parts are flagged improperly. You must re-close parts to ensure the pricing information is correct. For example, if you switch a part from a customer pay repair to a warranty repair, you are prompted the parts are flagged improperly. Click **OK** to acknowledge the message, and re-close the part section of the repair order to ensure the parts for the warranty repair are charged with the warranty price and that the parts for the customer pay are charged with the customer pay price.

Sublet

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

The screenshot shows a window titled "Sublet (ABC Motors)". Inside the window is a smaller window titled "Sublet" containing a table. The table has the following columns: Vendor/Description, R, T, P.O., Tax %, LOP, Fail, DRD, Cost, and Sale. The first row of data contains: RENTAL, 1, W, 40012, and 50.00. Below the table are "Exit" and "Save" buttons.

Vendor/Description	R	T	P.O.	Tax %	LOP	Fail	DRD	Cost	Sale
RENTAL	1	W	40012				1	50.00	50.00

1. Click **Sublet**. The Sublet screen appears.
2. The sublets added to the repair order are displayed in the fields at the bottom of the screen. The information displayed in each field is pulled from the information entered on the Lubricants/Sublet screen.
3. Click in a field, and edit the information as needed.
4. Click **Save** to save the changes.
5. Click **Exit** to return to the Hyundai Warranty screen.

Review & Print

When all of the information has been closed on the repair order, close and print the repair order as needed. Some of the information on this screen automatically fills in based on information entered on previous screens. Verify the information is correct.

When you are finished entering and verifying the information on this screen, click **Print**. Autosoft DMS prompts you to indicate what you want to do with the repair order. In order to send the warranty claim to the Hyundai warranty program, you *must* choose **Y**, **P**, **C**, **I**, **W**, or **M**. If you choose **N** for no action, the warranty claim remains in the Repair Orders list. It is not available in Hyundai warranty program.

Click the button that corresponds to the print/close option you want to select:

- Select **Y-Print & Close R/O** if the warranty repairs are the only repairs on the repair order. This closes all of the repairs.
- Select **P-Print & Close C/P** if there are internal or customer pay repairs on the repair order. This closes the internal or customer pay repairs and leaves the warranty repairs open.
- 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 Hyundai warranty program, the repairs are still open in the Service Writing module. Therefore, any editing that needs to be done on the warranty repairs should be done in the Service Writing module rather than in the Hyundai warranty program. This ensures the warranty information updates to the Accounting module properly. You should wait until the warranty claims are closed in the Service Writing module before editing them in the Hyundai warranty program.

Chapter 3 Hyundai Warranty Entry

Once you process the Hyundai claims, you use the Hyundai Warranty program to review, print, and download the claims. You access the warranty program from the Repair Orders menu. The right side of the menu should display a Hyundai Warranty button.

The right side of the Repair Orders menu will only display the warranty programs you indicated should be used for downloading repair orders in the warranty parameters. The first parameter on the warranty parameters screen asks you to indicate if warranty repairs should be downloaded to the manufacturer's interface. These fields must contain a "Y" for yes in order to access the warranty programs. If the Repair Order menu does not contain a Hyundai Warranty button, verify the Hyundai warranty parameters in the Service Writing System Setup.

The Repair Orders menu will display up to three manufacturer warranty options at a time. If you select to use more than three of the warranty interfaces, one button on the right side of the Repair Orders menu will display Warranty Interface. When you click this button, the system prompts you to select the manufacturer.

Repair Orders	
Start Repair Order	Utilities
Start Conditions	Hyundai Warranty
Close Lubricants-Sublet	
Close Service	
Close Parts	Continuations
Review & Print	Customer History
Back	Prewrites

Click **Hyundai Warranty** on the Repair Orders menu to open the Hyundai Warranty Entry menu. To use the menu, click the button that corresponds to the menu option you want to select. The appropriate screen or prompt appears. This chapter explains how to use each menu option.

Hyundai Warranty R/O's	
Warranty Claim	Hyundai Warranty ?
Print 'Ready' List	
Transfer to Hyundai	
System Setup	
Claims History	
Back	

Reviewing Claims for Download

First, you use the **Warranty Claims** button to review the copies of the repair orders that are flagged as Hyundai 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 Hyundai warranty repair orders on six screens: Vehicle Information, Repair Information, Labor, Parts, Sublet, and Totals. You open each screen by clicking the corresponding 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.

Vehicle Info (ABC Motors)
Click To Show List In 'Descending' Order

Hyundai Warranty Entry

Vehicle Information

Repair Order No:

VIN:

Mileage:

Repair Date:

Name:

Company:

Advisor:

Advisor Employee ID:

Labor Level Rate:

Repair

Repair No:

Technician:

Tech Employee ID:

Repair Type:

40794	11/02/05	KMHCC00000000000006	70.00
40795	11/08/05	KMHF00000000000000	0.00
40812	11/09/05	KM8SC0000000000004	774.10
1: CUSTOMER STATES THE RADIO VOLUME GOES			

Back
Vehicle Info
Repair Info
Labor
Parts
Sublet
Totals

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.
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 a button on the bottom of the screen to view the repair information, labor, parts, sublet, or totals for the repair.

Removing a Repair

1. Select the repair order.
2. Select the repair.
3. Click **Remove Repair**.
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 Hyundai Warranty Entry program. This does not remove the claim from the Autosoft DMS system.

1. Select the repair order.
2. Click **Delete RO**.
3. Click **OK** when prompted to verify you want to delete the repair order.

Field	Information
Vehicle Information	
Repair Order No	This field displays the repair order number.
VIN	This field displays the vehicle identification number. The VIN was entered on the Start Repair Order screen. The VIN must be accurate in order to process the claim.
Mileage	This field displays the vehicle's mileage. The mileage was entered on the Start Repair Order screen.
Repair Date	This field displays the repair close date. This date was entered on the Start Repair Order screen.
Name	If you indicated the customer is an individual on the Hyundai Warranty screen, this field displays the customer's name. The name was entered on the Start Repair Order screen.
Company	If you indicated the customer is an organization on the Hyundai Warranty screen, this field displays the company name. The name was entered on the Start Repair Order screen.
Advisor	This field displays the ID number for the advisor assigned to the repair order. The advisor was assigned on the Start Repair Order screen.
Advisor Employee ID	This field displays the last four digits of the advisor's social security number. This number pulls from the Advisor/Writer Information screen in the Service Writing System Setup. If this field is blank, type the ID number.
Labor Rate Level	This field displays the labor rate level selected for the repair. This information was entered on the Enter Conditions screen.
Repair	
Repair No	This field displays the claim number/repair number for the selected repair. The number was assigned on the Enter Conditions screen.
Technician	This field displays the ID number for the technician assigned to the repair order. The technician was assigned on the Start Repair Order screen.
Tech Employee ID	This field displays the last four digits of the technician's social security number. This number pulls from the Technician Information screen in the Service Writing System Setup. If this field is blank, type the ID number.
Repair Type	This field displays the claim type selected for the repair. The claim type was selected on the Hyundai Warranty screen. Use the drop-down list to select a different claim type as needed.

Repair Information

You use the Repair Information screen to view information for the selected repair.

The screenshot displays the 'Hyundai Warranty Entry' interface. At the top, it shows the R/O Number: 40812, Repair Number: 1, Claim Type: Warranty Claim, and VIN: KH8SC000000000004. Below this, the 'Warranty, Replacement Claim' section includes fields for Nature (N08 - EXCESS.OIL CONSUME) and Cause (C07 - CRACKED), with a Condition field and a Technician Notes text area. At the bottom, there are three tabs: 'Replacement Claim Only' (Original R/O:), 'Campaign Claim' (Operation Code:), and 'Freight Claim' (Freight Amount:). A navigation bar at the very bottom contains buttons for Back, Vehicle Info, Repair Info, Labor, Parts, Sublet, and Totals.

1. Click **Repair Info**. The repair Information screen appears.
2. The information entered for the repair automatically fills in on the screen.
3. If necessary, enter any information that is not complete for the claim. The table on the following page lists the fields on the Repair Information screen and identifies the information required in each field.
4. When you are finished, click a button on the bottom of the screen to view the vehicle information, labor, parts, sublet, or totals for the repair.

Field	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. This information was entered on the Hyundai Warranty screen when closing the repair or on the Vehicle Information screen.
VIN	This field displays the vehicle identification number. This information was entered on the Start Repair Order screen.
Repair Information	
Nature	This field displays the nature code that indicates the nature of the customer's complaint. This is the same as the condition code. This information was entered on the Hyundai Warranty screen. Add a code as needed, or select the code from the drop-down list. This field holds three characters.
Cause	This field displays the cause code that identifies the cause of the customer's complaint. This code was entered on the Hyundai Warranty screen. Add a code as needed, or select the code from the drop-down list. This field holds three characters.
Condition	This field displays a description of the problem that caused the repair if no nature and cause codes adequately identify the problem. This information was entered on the Hyundai Warranty screen.
Technician Notes	This field displays any notes the technician made about the repair. The technician notes were added on the Hyundai Warranty screen.
Replacement Claim Only	
Original R/O	This field displays the R/O number for the original repair order for the repair. This field holds six alphanumeric characters. This information was entered on the Hyundai Warranty screen.
Campaign Claim	
Operation Code	This field displays the campaign code for the repair. This field automatically fills in with the first labor operation entered for the campaign claim.
Freight Claim	
Freight Amount	This field displays the freight amount for the claim. It automatically fills in with the amount entered for the first sublet item on the repair.

Labor

You use the Labor screen to view the labor and sublet for the selected repair. You can add additional labor lines or remove labor lines as needed.

Hyundai (ABC Motors) Hyundai Warranty Entry

R/O Number:
 Repair Number:
 Claim Type:
 VIN:

Labor Section

Labor Line No:
 Sublet LOP (Y/N):
 Labor Operation:
 Time Units: 00.4 labor hours
 Labor Amount:

#	Labor Op	Sub	TU's	Labor Sale
01	12345678	N	4	24.10

Total Labor:
 Total Sublet:
 Total Sale:

Back Vehicle Info Repair Info Labor Parts Sublet Totals

Viewing and Editing Labor Lines

1. Click **Labor**. The Labor screen appears.
2. The window on the right side of the screen displays the labor lines added to the repair. Click the line you want to view, or type the line number for the line you want to view. The information fills in under **Labor Section** on the left side of the screen.
3. If necessary, edit the labor operation, time units, or labor sale.
4. Click **Save** to save the changes.
5. When you are finished, click a button on the bottom of the screen to view the vehicle information, repair information, parts, sublet, or totals for the repair.

Removing Labor Lines

1. Select the labor line.
2. Click **Remove**.
3. Click **OK** when prompted to verify you want to remove the line. The line no longer appears in the list window on the right side of the screen.

Adding Labor Lines

1. Type the line number for the labor line you are adding.
2. Type the labor operation code, the time units, and the labor sale amount.
3. Click **Save**. The line appears in the list window on the right side of the screen.

The following table lists all of the fields on the Labor screen and identifies the information required in each field. Use it to assist you as you edit or add labor information.

Field	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 Hyundai 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.
Labor Section	
Labor Line No	Type the line number for the line you want to add or view.
Sublet LOP (Y/N)	Indicate if this is a sublet. Type Y for yes or N for no.
Labor Operation	This field displays the labor operation for the selected labor line. This information was entered on the Enter Conditions screen, Close Service screen, or Hyundai Warranty screen. You can add a labor operation as needed by typing the labor operation code in this field.
Time Units	This field displays the labor units for the selected labor line. This information was entered on the Enter Conditions screen, Close Service screen, or Hyundai Warranty screen. You can add labor units as needed by typing the units in this field.
Labor Amount	This field displays the labor sale for the selected labor line. This information was entered on the Enter Conditions screen, Close Service screen, or Hyundai Warranty screen. You can add the labor sale as needed by typing the sale amount in this field.
Totals	
Total Labor	This field displays the total for the labor lines. This total includes all lines that are flagged N in the Sublet LOP field.
Total Sublet	This field displays the total sublet amount. This total includes all lines that are flagged Y in the Sublet LOP field.
Total Sale	This field displays the total labor and sublet sale.

Parts

You use the Parts screen to view the parts for the selected repair. You can add additional parts or remove parts as needed.

Hyundai (ABC Motors) Hyundai Warranty Entry

R/O Number: 40812
 Repair Number: 1
 Claim Type: Warranty Claim
 VIN: KH8SC000000000004

Parts Section

Part Line No: 01
 Part Number: 00267-73001-FLT
 Failed Part:
 Quantity: 1
 Cost: 420.00
 Unit Price: 700.00
 Unit Total: 700.00

#	Part Number	CP	Qty	Price	Total
01	00267-73001-FLT	X	1	700.00	700.00

Total Sale: 700.00

Back Vehicle Info Repair Info Labor Parts Sublet Totals

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

Viewing and Editing Part Lines

1. Click **Parts**. The Parts screen appears.
2. The window on the right side of the screen displays the parts added to the repair. Click the part you want to view, or type the line number for the part you want to view. The information fills in under **Parts Section** on the left side of the screen.
3. If necessary, edit the part information.
4. Click **Save** to save the changes.
5. When you are finished, click a button on the bottom of the screen to view the vehicle information, repair information, labor, sublet, or totals for the repair.

Removing Parts

1. Select the part.
2. Click **Remove**.
3. Click **OK** when prompted to verify you want to remove the part line. The line no longer appears in the list window on the right side of the screen.

Adding Parts

1. Type the line number for the part you are adding.
2. Type the part number.
3. If this is the failed part, type **X** in **Failed Part**.
4. Type the quantity and unit price. The unit total automatically fills in based on the quantity and unit price.
5. Click **Save**. The part appears in the list window on the right side of the screen.

The following table lists all of the fields on the Parts screen and identifies the information required in each field. Use it to assist you as you edit or add labor information.

Field	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 Hyundai 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.
Parts Section	
Parts Line No	Type the line number for the part line you want to add or view.
Part Number	This field displays the part number for the selected line. If you are adding a part, type the part number in this field.
Failed Part (X)	This field indicates if this is the failed part. It displays X to flag the failed part. This information was entered on the Close Parts screen. If you are adding a part, indicate if it is the failed part by typing X . Only one part can be flagged as the failed part.
Quantity	This field displays the quantity used for the repair. If you are adding a part, type the quantity used for the repair in this field.
Cost	This field displays the cost the part. If you are adding a part, type the cost in this field.
Unit Price	This field displays the sale price for the part. If you are adding a part, type the sale price in this field.
Unit Total	This field displays total parts sale. The system calculates this value based on the quantity and the unit price.
Total Sale	The system automatically calculates the total sale based on the unit totals for all the parts on the repair.

Sublet

You use this screen to view the rental information for the selected repair.

Hyundai (ABC Motors)

Hyundai Warranty Entry

R/O Number: 40812
 Repair Number: 1
 Claim Type: Warranty Claim
 VIN: KH8SC00000000004

Sublet Section

Sublet Code:
 Rental Days: 1
 Rental Amount: 50.00

Back Vehicle Info Repair Info Labor Parts Sublet Totals

Viewing and Editing Sublet Lines

1. The rental information fills in under **Sublet Section**.
2. If necessary, edit the information.
3. When you are finished, click a button on the bottom of the screen to view the vehicle information, repair information, labor, parts, or totals for the repair.

The following table lists all of the fields on the Sublet screen and identifies the information required in each field. Use it to assist you as you edit or add labor information.

Field	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 Hyundai 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.
Sublet Section	
Sublet Code	Type the sublet code. This field holds two alphanumeric characters.
Rental Days	This field displays number of rental days. This information was entered on the Close Lubricants-Sublet screen.
Rental Amount	This field displays the rental amount. This information was entered on the Close Lubricants-Sublet screen. If you are adding a sublet, type the sale amount in this field.

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 Hyundai 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 Sublet	This field displays the total cost for sublet.
Rental Amount	This field displays the total rental amount.
Total Freight	This field displays the total cost for freight.
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 Hyundai Warranty Entry menu.

Printing the List of “Ready” Claims

Before you download the claims to Hyundai, you should print the list of claims ready for download. This list will not include claims that have been put on hold. (See page 26 for instructions on putting claims on hold.)

For each claim, the printout lists the repair order number, repair date, customer’s name, vehicle make, VIN, and repair totals. The end of the printout lists the total number of claims and the repair totals for all of the claims.

1. Click **Print “Ready” List** on the Hyundai Warranty Entry menu.
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 type, click **Print**.

Downloading Claims to Hyundai

Once you are finished reviewing the claims, you click **Transfer To Hyundai** to open the Download Hyundai Claims File screen. You use this screen to download the claims to Hyundai. 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. Once you create the download file, you log on to the Hyundai website and upload the file to Hyundai.

Download Hyundai Claims File (ABC Motors)			
Active Warranty R/O's For Download			
40794	11/02/05	RON DUFFIELD	2002 HYUNDF 1 THERE WAS RATTELING IN TH 70.00
40795	11/08/05	BILL SMALL	2005 HYUNDF 2 THERE WAS REVING IN THE C 677.00
			3 THERE WAS BURPING IN THE 223.00
40812	11/09/05	STEVE SMITH	2005 HYUNDF 1 CUSTOMER STATES THE RADIO 774.10

Exit "Click" Line Above To Change Download Status ? Dealer Code: 123456 Send

Placing Files on Hold

1. Click **Transfer To Hyundai**. The Download Hyundai 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 Hyundai Warranty Parameters screen.
2. Click **Send**.
3. Click **OK** when prompted to verify you want to download the claims.

Viewing Claim History

Use the **Claims History** button to open the Hyundai Warranty Entry History screen. This screen allows you to view a list of repair orders downloaded to Hyundai. You can view the repair order for any claim in the list. In addition, this screen allows you to reactivate files for download again.

Viewing Files

1. Click **Claims History**. The Hyundai Warranty Entry History screen appears.
2. The list window on the right side of the screen displays a list of claims downloaded to Hyundai. Click the file you want to view, or type the repair order number in the **Repair Order** field.
3. Click **View R/O**. The R/O Detail screen appears and displays the claim information.
4. Click **Back** to close the detail screen.
5. Click **Back** to return to the Hyundai Warranty Entry screen.

Reactivating Files

1. Click the file in the list window on the right side of the screen you want to reactivate.
2. Click **Reactivate Repair Order**.
3. Click **Yes** when prompted to verify you want to reactivate the file.

Cleaning the History

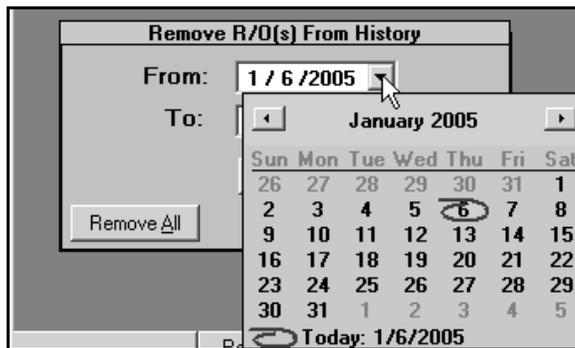
The downloaded claims stay in download history for 60 days. You have the option of cleaning the history to delete claims you no longer want to keep in the download history. Cleaning the download history does not affect the repair order history. It only affects which claims appear in the download history.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

Cleaning History Based on Dates

1. Click the **Clean History** icon.



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.



Remove R/O(s) From History

From: 1 / 6 /2005

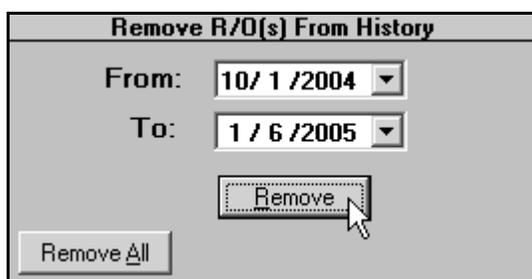
To:

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Today: 1/6/2005

Remove All

3. Click **Remove**.



Remove R/O(s) From History

From: 10/ 1 /2004

To: 1 / 6 /2005

Remove

Remove All

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**.



The screenshot shows a dialog box titled "Remove R/O(s) From History". It features two date selection fields: "From:" and "To:", both displaying "1 / 6 /2005". Below these fields is a "Remove" button. In the bottom-left corner, there is a "Remove All" button, which is highlighted by a mouse cursor.

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

Entering Setup Information

The **System Setup** button opens the Hyundai Warranty Parameters so you can enter information used to generate and download warranty claims. The same screen opens when you click **Hyundai Warranty Parameters** on the Warranty Parameters menu in the Service Writing System Setup. See Chapter 1, page 3, for information about entering the warranty parameters.

Conclusion

This completes the information needed to generate Hyundai warranty claims in the Autosoft DMS system. You should keep the manual on hand until you are familiar with the processes. If you have questions when you are working through the warranty program, call Autosoft at (800) 473-4630, and a Support Desk Representative will assist you.

