



Autosoft
FLEXTM

DMS
Mazda Warranty Repairs

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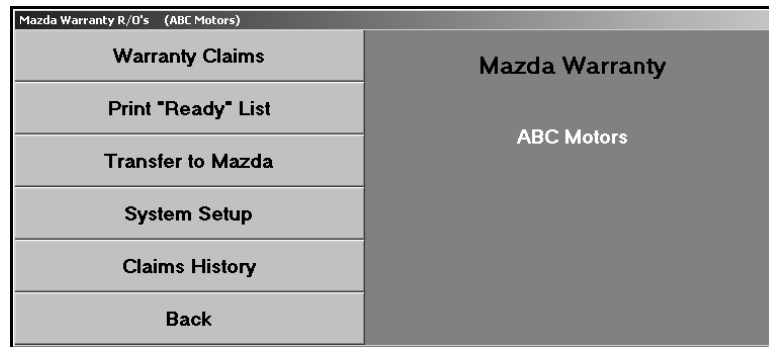
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Introduction Mazda Warranty Repairs

The Service Writing program in Autosoft DMS is designed to allow dealers to generate Mazda-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 Mazda warranty claims, you use the Mazda Warranty Entry menu to enter additional warranty information. Once you enter the information, you can view it, print it, and download it to Mazda 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 Mazda 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 Mazda warranty claims.
Chapter 3 Mazda Warranty Entry	Chapter 3 walks you through each menu option on the Mazda Warranty Entry menu. You will learn how to process warranty claims, download claims to Mazda, and view the claim history.

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

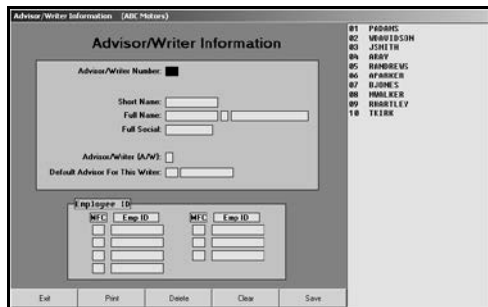
Chapter 1 Warranty Setup

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

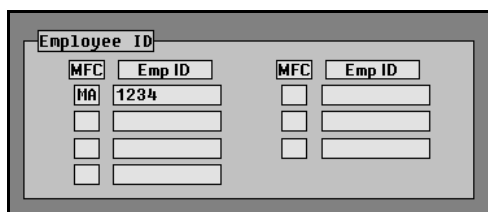
Verifying Advisor Setup

You must verify that your advisors are set up in the Autosoft DMS Service Writing module according to the Mazda guidelines. You must enter the advisor's manufacturer employee ID. The ID consists of the last four digits of the advisor's social security number and the advisor's initials. The ID must be entered because it is required by Mazda.

1. If necessary, double-click the **ASI DMS** icon to open the program.
2. Click **Service Writing** on the ASI DMS main menu.
3. Click **System Setup** on the Service Writing menu.
4. Click **Service Advisors/Writers** on the System Setup menu. The Advisor/Writer Information screen appears.



5. Click the advisor in the list on the right side of the screen. The advisor's information fills in on the screen.
6. Verify that the advisor's employee ID appears in the **EMP ID** field next to the **MA** code. Enter the code if it is missing. This is the advisor's employee ID that Mazda requires to be submitted with all warranty claims.



7. Click **Save** to save the changes.
8. Edit the remaining advisors' records as needed.
9. When you are finished, click **Exit** to return to the System Setup menu.

Verifying Technician Setup

You must verify that your technicians are set up in the Autosoft DMS Service Writing module according the Mazda guidelines. You must enter the technician's manufacturer employee ID. The ID consists of the last four digits of the technician's social security number. The ID must be entered because it is required by Mazda.

1. Click **Service Technicians** on the System Setup menu. The Technician Information screen appears.

2. Click the technician in the list on the right side of the screen. The technician's information fills in on the screen.
3. Verify that the technician's employee ID appears in the **EMP ID** field next to the MA code. Enter the code if it is missing. This is the technician's employee ID that Mazda requires to be submitted with all warranty claims.

4. Click **Save** to save the changes.
5. Edit the remaining advisors' records as needed.
6. When you are finished, click **Exit** to return to the System Setup menu

Entering Warranty Parameters

The following instructions walk you through entering Mazda warranty setup information from the System Setup menu, but the same warranty parameters screen is available on the Mazda 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 Mazda Warranty Entry menu).

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

Mazda Warranty Parameter (ABC Motors)

Mazda Warranty Parameters

Download Mazda Warranty Parameters (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:

Cancel Save

3. In **Download Mazda Warranty Repairs**, type **Y** for yes or **N** for no to indicate if the warranty repairs should be downloaded to Mazda. In order to access the Mazda 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 Mazda 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. In **Warranty Dealer Code**, type the dealership's dealer code.

8. Click **Save** to save the parameters.
9. Click **Exit** on the Warranty Parameters menu.
10. 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 Mazda 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	GM Warranty
Close Lubricants-Sublet	Mazda Warranty
Close Service	
Close Parts	Continuations
Review & Print	Customer History
Back	Pre - Writes

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 Mazda warranty claims. Use the drop-down list to select the manufacturer as needed.



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

Warranty Manufacturers:
 MA - Mazda

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

Close Service—Mazda Warranty Screen

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

The screenshot shows the Mazda Warranty screen with the following fields and data:

Repair Information:

- Repair Number: 20015
- Authorization Number: [Empty]
- Process No.: [Empty]
- Symptom Code: [Empty]
- Damage Code: [Empty]
- Location Code: [Empty]
- DSA Flag (Y/N): [Empty]
- DTC: [Empty]
- If Warranty Type Code = A.E.K.P. Pro Rate Code: 100
- If Warranty Type Code = P.K.Q. Previous Install Date: [Empty], Previous Mileage: [Empty], Previous R/O: [Empty]
- Non-Replaced Causal Part: [Empty]

Summary:

- Labor: 22.80
- Parts: 10.64
- Sublet: 35.00
- Total: 77.64

	LOP	TN	C/T	A/T	Sal
01	VV339XX	01	4	4	22.80
02					
03					
04					
05					
06					
07					
08					
09					
10					
11					
12					
13					
14					
15					
Totals:					4 4 22.80

Buttons: Save, Parts, Sublet, Repair History

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 Mazda 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.
Authorization Number	Type the authorization number for the claim. This field holds six alphanumeric characters.
Repair Information	
Process #	Type the process number. This field holds six alphanumeric characters.
Symptom Code	This field displays the complaint code. This code was entered on the Enter Conditions screen or Close Service screen. Add a code as needed. This field holds two alphanumeric characters. If you press ENTER while the cursor is in the field, a list of symptom codes appears. Click the code you want to select.
Damage Code	Type the damage code that applies. This field holds two alphanumeric characters. If you press ENTER while the cursor is in the field, a list of damage codes appears. Click the code you want to select.
Location Code	Type the code that indicates the location of the damage. This field holds three alphanumeric characters. If you press ENTER while the cursor is in the field, a list of damage codes appears. Click the code you want to select.
DSA Flag	Type Y for yes or N for no.
DTC	Type the vendor code. This field holds five alphanumeric characters.
If Warranty Type Code = A, E, K, P	
Pro Rate Code	Type the pro-rate code. This field holds three numeric characters.
If Warranty Type Code = P, K, Q	
Previous Install Date	If this is a comeback repair, type the original install date for the part you are replacing. You must enter the date in an eight-character format with or without slashes (mm/dd/yyyy or mmdyyy).
Previous Mileage	Type the vehicle's mileage on the date the part was originally installed.
Previous R/O	Type the repair order number for the original installation.
Non-Replaced Causal Part	
	Type the part number for the non-replaced causal part.
Labor Section	
Line	This field displays the line number for the labor operation. You can have up to 20 labor lines per repair.
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 Mazda 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.	T	L	F	Qty	Cost	Sale	Ext	Core	Desc.
01	ECVA-57-62DA	W	1	F	1	7.60	10.64	10.64	.00	

"Click" Part Line from list to edit

Condition:

Failed Part: Yes No

"Click" Condition From List

1	(W) RECALL 1000L
2	(W) CHECK ENGINE LIGHT ON

Back

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 Mazda 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 Mazda 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, there is a smaller window titled "Sublet" containing a table with the following columns: Vendor/Description, R, T, P.O., Tax %, LOP, Fail, DRB, Cost, and Sale. The table contains one row of data: "CAR RENTAL" with R=1, T=W, P.O.=20015, Tax %=7.00, Cost=35.00, and Sale=35.00. Below the table are "Exit" and "Save" buttons.

Vendor/Description	R	T	P.O.	Tax %	LOP	Fail	DRB	Cost	Sale
CAR RENTAL	1	W	20015	7.00				35.00	35.00
								.00	.00
								.00	.00
								.00	.00
								.00	.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 Mazda 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 Mazda 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 Mazda 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 Mazda 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 Mazda 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 Mazda warranty program.

Chapter 3 Mazda Warranty Entry

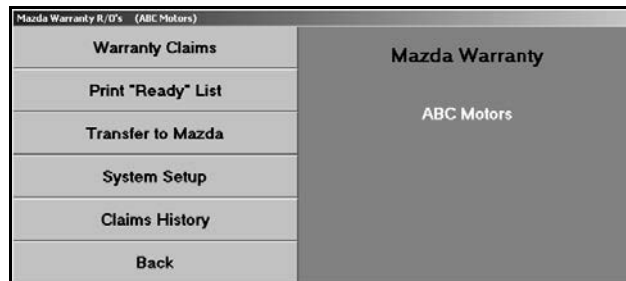
Once you process the Mazda claims, you use the Mazda Warranty program to review, print, and download the claims. You access the warranty program from the Repair Orders menu. The right side of the menu should display a Mazda Warranty button.

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 Mazda Warranty button, verify the Mazda 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.



Click **Mazda Warranty** on the Repair Orders menu to open the Mazda 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.



Reviewing Claims for Download

First, you use the **Warranty Claims** button to review the copies of the repair orders that are flagged as Mazda 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 Mazda 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

Mazda Warranty Entry

Vehicle Information

Repair Order No:

VIN:

Mileage:

Repair Date:

Delivery Date:

Name:

Licence Plate:

Advisor #:

Advisor ID:

Authorization Number:

Parts Markup: %

Labor Rate Level:

Repair

Repair No:

Repair Type:

20006	02/14/05	4F0YU000X0KH00000	85.64
20012	02/14/05	JM0LV00G000000000	958.47
20015	02/14/05	4F0YR00D00TH00000	91.24
1: RECALL 1000L			
2: CHECK ENGINE LIGHT ON			
20045	02/14/05	4F0YR00D00T000000	421.50

Back
Delete RO
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 Mazda 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.
Delivery Date	This field displays the date the vehicle was delivered to the customer if sold by the repairing dealership. This date was entered on the Start Repair Order screen.
Name	This field displays the customer's name. The make was entered on the Start Repair Order screen.
License Plate	This field displays the vehicle's license plate number. This information 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. If necessary, select a different advisor from the drop-down list.
Advisor ID	This field displays the service advisor's five-character ID 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.
Authorization Number	This field displays the authorization number. This field holds six alphanumeric characters. This information was entered on the Mazda Warranty screen.
Parts Markup	This field displays the parts markup percentage for warranty repairs. This is the markup specified for warranty repair orders for parts inventory source.
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 Number	This field displays the claim number/repair number for the selected repair. The number was assigned on the Enter Conditions screen.
Repair Type	This field displays the claim type selected for the repair. The claim type was selected on the Mazda 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.

Mazda (ABC Motors)

Mazda Warranty Entry

R/O Number: 20015
Repair Number: 1
Claim Type: A
VIN: MF0YR00000TH00000

Repair Information

Process #:
Symptom Code:
Damage Code:
Location Code:
DTC:
DSA Flag (Y/N):

If Warranty Type Code = A,E,K,P

Pro Rate Code: 100

Previous Install

If Warranty Type Code = K,P,Q

Previous Date:
Previous Mileage:
Previous R/O:

Text Section

RECALL 1000L

Back Vehicle Info Repair Info Labor Parts Sublet 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 Mazda 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	
Process #	This field displays the process number. This field holds up to six alphanumeric characters. This information was entered on the Mazda Warranty screen.
Symptom Code	This field displays the complaint code. This code was entered on the Enter Conditions screen, Close Service screen, or Mazda Warranty screen. Add a code as needed. This field holds two alphanumeric characters.
Damage Code	This field displays the damage code that applies. This field holds two alphanumeric characters. This information was entered on the Mazda Warranty screen.
Location Code	This field displays the code that indicates the location of the damage. This field holds three alphanumeric characters. This information was entered on the Mazda Warranty screen.
DTC	This field displays the vendor code. This field holds five alphanumeric characters. This information was entered on the Mazda Warranty screen.
DSA Flag	This field displays Y for yes or N for no. This information was entered on the Mazda Warranty screen.
Text Section	
Text Section	This field displays the comments for the repair. This information was entered on the Enter Conditions screen or the Close Service screen.
If Warranty Type Code =A, E, K, P and a Failed Part Exists	
Pro Rate Code	This field displays the pro-rate code. This field holds three numeric characters. This information was entered on the Mazda Warranty screen.
Previous Install If Warranty Type Code = P, K, Q	
Previous Date	This field displays the date the part was originally installed. This information was entered on the Mazda Warranty screen.
Previous Mileage	This field displays the vehicle's mileage when the original part was installed. This field holds six numeric characters. This information was entered on the Mazda Warranty screen.
Previous 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 Mazda Warranty screen.

Labor

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

Mazda (ABC Motors)

Mazda Warranty Entry

R/O Number: 20015
 Repair Number: 1
 Claim Type: A
 VIN: 4F0YR00D00TH00000

Labor Section

Labor Line No: 01
 Labor Operation: VY339XRX
 Technician #: 01 | 01 - 54321
 Technician ID: 54321
 Labor Hours: 4 | 00.4 time units
 Labor Amount: 21.60

Remove Save

#	Labor Op	Tech	TU's	Labor Sale
01	VY339XRX	01	4	22.80

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 Mazda 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.
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 Mazda Warranty screen. You can add a labor operation as needed by typing the labor operation code in this field.
Technician #	This field displays the ID number for the technician assigned to the repair order. If necessary, select a different technician from the drop-down list.
Technician ID	This field displays the technician's five-character ID number. This number pulls from the Technician Information screen in the Service Writing System Setup. If this field is blank, type the ID number.
Labor Hours	This field displays the labor units for the selected labor line. This information was entered on the Enter Conditions screen, Close Service screen, or Mazda 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 Mazda Warranty screen. You can add the labor sale as needed by typing the sale amount in this field.

Parts

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

#	Part Number	FP	Qty	Price	Total
01	ECYA-57-62DA	X	1	10.64	10.64

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 Mazda 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.
Color Code	Type the color code for the part as needed.
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.

Sublet

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

#	Invoice	Description	Sale
01	20015	CAR RENTAL	35.00

Viewing and Editing Sublet Lines

1. The window on the right side of the screen displays the sublet lines added to the repair.
2. Click the sublet you want to view, or type the line number for the sublet you want to view.
3. The information fills in under **Sublet Section** on the left side of the screen.
4. If necessary, edit the sublet information.
5. Click **Save** to save the changes.
6. 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.

Removing Sublet

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

Adding Sublet

1. Type the line number for the sublet you are adding.
2. Type the invoice number, sublet code, sublet description, and cost.
3. Click **Save**. The sublet appears in the list window on the right side of the screen.

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 Mazda 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	
Labor Line #	Type the line number for the sublet line you want to add or view.
Sublet Invoice	This field displays the invoice number for the selected line. This information was entered on the Close Lubricants-Sublet screen. If you are adding a sublet, type the invoice number in this field.
Sublet Code	Type the sublet code. This field holds one alpha character.
Sublet Description	This field displays the description for the sublet. This information was entered on the Close Lubricants-Sublet screen. If you are adding a sublet, type the description in this field. This field holds 80 alphanumeric characters.
Sale	This field displays the sublet sale. This information was entered on the Close Lubricants-Sublet screen. If you are adding a sublet, type the sale amount in this field.

Totals

You use the Totals screen to verify the totals for the repair and to flag the repair as done. This marks the repair as ready for download. You cannot edit information on this screen. If you find an error, you must edit the information on the corresponding screen.

The screenshot shows the 'Mazda Warranty Entry' interface. At the top, it says 'Mazda (ABC Motors)'. Below that, the title 'Mazda Warranty Entry' is centered. A box contains the following information:

- R/O Number: 20015
- Repair Number: 1
- Claim Type: 0
- VIN: 4F4YR12D33TH01261

Below this is a 'Totals' box with the following summary:

- Total Parts: 10.64
- Total Labor: 21.60
- Total Sublet: 35.00
- Total Repair: 67.24

At the bottom of the 'Totals' box are two buttons: 'Print Memo' and 'Done'. At the very bottom of the screen is a navigation bar with buttons for 'Back', 'Vehicle Info', 'Repair Info', 'Labor', 'Parts', 'Sublet', and 'Totals'.

1. Click **Totals**. The Totals screen appears.
2. Review the information. The table on the following page lists the fields on the screen and identifies the information each field displays. Reference it as needed.
3. To print a copy of the repair, click **Print Memo**.
4. When prompted to verify your printer is ready, click to select **To Printer** to print the repair or **To Screen** to view the summary on your screen.
5. Once you select your print type, click **Print**.
6. When you are finished with the repair, click **Done**. This completes the processing of the repair.
7. The system takes you back to the Vehicle Information screen so you can select another repair to process.

Field	Information
Vehicle Information	
R/O Number	This field displays the repair order number.
Repair Number	This field displays the repair number for the selected repair.
Claim Type	This field displays the claim type selected for the repair. The claim type was selected on the Mazda 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.
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 Mazda Warranty Entry menu.

Printing the List of “Ready” Claims

Before you download the claims to Mazda, you should print the list of claims ready for download. This list will not include claims that have been put on hold. (See page 27 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 Mazda 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 Mazda

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

Download Mazda Claims File (ABC Motors)					
Active Warranty R/O's For Download					
20006	02/14/05	JOHN WINTERS	MAZDA	(Hold)	
20012	02/14/05	ANN RAYUER	MAZDA	(Hold)	
20015	02/14/05	STEVE SMITH	MAZDA	1 RECALL 1000L	77.64
				2 CHECK ENGINE LIGHT ON	32.00
20045	02/14/05	ADA TEZDA	MAZDA	(Hold)	

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

Placing Files on Hold

1. Click **Transfer To Mazda**. The Download Mazda 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

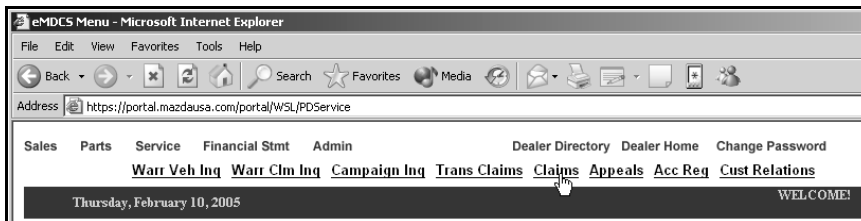
1. The dealer code automatically fills in from the setup. If the dealer code is incorrect, you should edit the code on the Mazda Warranty Parameters screen.
2. Click **Send**.
3. Click **OK** when prompted to verify you want to download the claims.

Uploading the Files to the Mazda Website

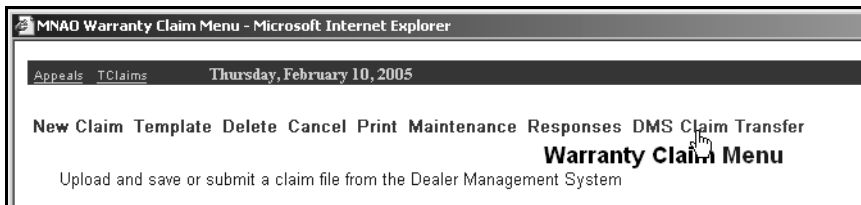
1. Go to <http://dealers.mazdausa.com>.
2. Enter your username and password for the site, and click **Logon**.
3. Click **eMDCS** on the Mazda Dealer Extranet home page.



4. Click **Service**, and select **Claims** on the Welcome to eMDCS page.



5. Click **DMS Claim Transfer** on the Warranty Claim Menu page.



- Click to select either **Yes** or **No** to indicate if you want to transfer claims for further processing if all required fields are entered.

If you select **Yes**, each claim will be automatically submitted for further processing. Any claim that does not have all required fields will be saved as **"New/Transferred."**

If you select **No**, you must access each claim through Claim Maintenance and then submit the claims for further processing one at a time.

Mazda Warranty Claim Menu - Microsoft Internet Explorer

Appeals: TClaims Thursday, February 10, 2005 USER: cserunne Dealer Code: 61516 Close

New Claim Template Delete Cancel Print Maintenance Responses DMS Claim Transfer Feedback Help

Warranty Claim DMS Transfer

Transfer claims for further processing if all required fields are entered.
 Yes No

If you select "Yes" each claim will be automatically submitted for further processing. Any Claim that does not have all required fields will be saved as "Transferred / Hold".

If you select "No" each claim must be viewed in the Claim Maintenance page, then submitted for further processing one at a time.

A claim file transfer report will display all errors regardless of how you select this option. Any claim that can not be saved must be corrected in the Dealer Management System and retransferred or entered in the Claim Entry page. All other claims with errors may be corrected in the Claim Maintenance page.

Click the Browse button and select the file to be transferred from your system. Locate the file name "Mazda.clm" in the "C:\DOWNLOAD" directory.

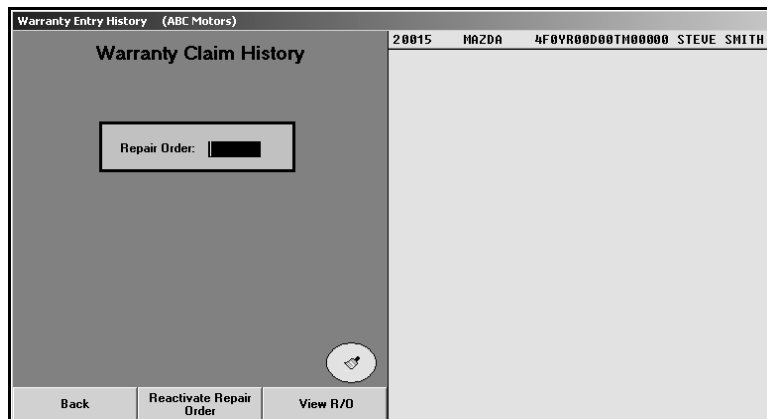
Example: C:\DOWNLOAD\Mazda.clm

Important: 1. Please ensure your DMS file does not contain special characters (ex: &,%,#,/).
 2. File extension might be different from the example provided above.

- Click **Browse** to select the file to upload.
- On the Choose File dialog, navigate to C:\Download, and select the file mazda.clm.
- Click **Open**. The file fills in the **File** field of the Warranty Claim DMS File Transfer page.
- Click **Submit** to transfer the file.

Viewing Claim History

Use the **Claims History** button to open the Mazda Warranty Entry History screen. This screen allows you to view a list of repair orders downloaded to Mazda. 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 Mazda Warranty Entry History screen appears.
2. The list window on the right side of the screen displays a list of claims downloaded to Mazda. 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 Mazda 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

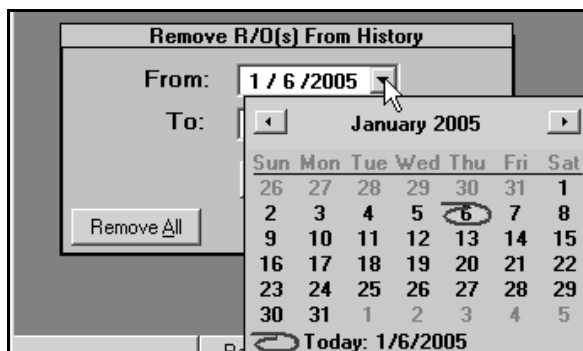
The downloaded claims stay in download history for 60 days. You have the option of cleaning the history to delete claims you no longer want to keep in the download history. Cleaning the download history does not affect the repair order history. It only affects which claims appear in the download history.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

Cleaning History Based on Dates

- Click the **Clean History** icon.



- 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.



- Click **Remove**.



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

Cleaning all Files from History

1. Click the **Clean History** icon.
2. Click **Remove All**.



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

Entering Setup Information

The **System Setup** button opens the Mazda Warranty Parameters so you can enter information used to generate and download warranty claims. The same screen opens when you click **Mazda Warranty Parameters** on the Warranty Parameters menu in the Service Writing System Setup. See Chapter 1, page 5, for information about entering the warranty parameters.

Conclusion

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

