

Autosoft
FLEX™
DMS
Mitsubishi Warranty



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Introduction Mitsubishi Warranty Repairs

The Service Writing module in Autosoft DMS is designed to allow dealers to generate Mitsubishi-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 Mitsubishi warranty claims, you use the Mitsubishi Warranty menu to enter additional warranty information. Once you enter the information, you can view it, print it, and download it to Mitsubishi as needed.



Using Help Screens

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 Mitsubishi 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 Mitsubishi warranty claims.
Chapter 3 Mitsubishi Warranty	Chapter 3 walks you through each menu option on the Mitsubishi Warranty menu. You will learn how to process warranty claims, download claims to Mitsubishi, 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 Mitsubishi Warranty feature, you must enter setup parameters. The parameters determine default information used when creating and transmitting the repair orders to Mitsubishi. Do not attempt to submit warranty claims unless you complete the setup.

Entering Warranty Parameters

The following instructions walk you through entering Mitsubishi warranty setup information from the System Setup menu, but the same warranty parameters screen is available on the Mitsubishi Warranty 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 Warranty Parameters menu in the Service Writing System Setup) automatically updates to the second setup area (for example, on the Mitsubishi Warranty menu).

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



3. In **Download Mitsubishi Warranty Repairs**, type **Y** for yes to indicate you want the warranty repairs downloaded to Mitsubishi. In order to access the Mitsubishi Warranty menu, you must type a **Y** in this field.
4. In **Warranty Default Parts Source**, type the inventory source number (1 through 9) for Mitsubishi 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. You will be back at 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 each advisor's and technician's Mitsubishi 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 Mitsubishi Warranty Claims** field on the Mitsubishi 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.
4. In the **MFC** field that contains **MI** for Mitsubishi, verify that the **Emp ID** field contains the employee's Mitsubishi employee ID. If the ID number does not appear in this field, add it.

MFC	Emp ID
MI	B10101

5. Click **Save** to save the changes.
6. Edit the remaining advisors'/writers' records as needed.
7. When you are finished, click **Exit** to return to the System Setup menu.
8. Next, click **Service Technicians**. The Technician Information screen appears.

9. Click the technician in the list on the right. The technician's information fills in on the screen.
10. Verify the **Full Social** field contains the technician's full social security number. If the number does not appear in this field, add it
11. In the **MFC** field that contains **MI** for Mitsubishi, verify that the **Emp ID** field contains the employee's Mitsubishi employee ID. If the ID number does not appear in this field, add it.

	C/P \$%	W/C. \$%	Int. \$%
(A):	17.00 \$	17.00 \$	17.00 \$
(B):	17.00 \$	17.00 \$	17.00 \$
(C):	17.00 \$	17.00 \$	17.00 \$
(D):	17.00 \$	17.00 \$	17.00 \$
(E):	17.00 \$	17.00 \$	17.00 \$
(F):	17.00 \$	17.00 \$	17.00 \$
(G):	17.00 \$	17.00 \$	17.00 \$
(H):	17.00 \$	17.00 \$	17.00 \$
(I):	17.00 \$	17.00 \$	17.00 \$
(J):	17.00 \$	17.00 \$	17.00 \$

MFC	Emp ID
MI	098989

Exit | Print | Delete | Clear | Save

12. Click **Save** to save the changes.
13. Edit the remaining technicians' records as needed.
14. When you are finished, click **Exit** to return to the System Setup menu.
15. Click **Back** on the System Setup menu.

Verifying Advisor and Technician Setup on Dealer Link

In order to setup an advisor or technician on Mitsubishi Dealer Link, you must register the advisors and technicians. Contact the Mitsubishi help desk at 800-944-6978 for assistance.

1. Log on to Dealer Link.
2. Navigate to the Warranty section.
3. Navigate to the Employee Maintenance through left side.
4. Click the **Update** box in front of the employee's first name.
5. Update employee number using the **Dealer Employee Number** box.
6. Click **Update** to save the number.
7. When you are finished editing the employee numbers, log off of Dealer Link.

Remember, the system uses the information in the warranty, advisor, and technician setup to determine what information is transferred to Mitsubishi, so do not attempt to use the Mitsubishi Warranty program until you verify all of the setup is complete. 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 Mitsubishi warranty claims. It will address the Start Repair Order, Close Service, and Review & Print screens. No special instructions are required for the Enter Conditions, Close Lubricants-Sublets, or Close Parts screens.

Repair Orders	
Start Repair Order	Utilities
Start Conditions	GM Warranty
Close Lubricants-Sublet	Mitsubishi Warranty
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 **MI** for Mitsubishi warranty claims.



The screenshot shows a software interface for starting a repair order. At the top right, there is a section labeled "Warranty Manufacturers" with a dropdown menu showing "MI - Mitsubishi" and a button labeled "MI". Below this, there is a "Contract" section with fields for "Term", "Expires", and "Contract Mileage".

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

Close Service—Mitsubishi Warranty Screen

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

Labor	Op	C/T	A/T	Sale
1		4	4	22.80
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
Totals:				8 4 22.80

Tip: If you need to send a PDI claim, you must enter the information using the **PDI Claim** button in the Mitsubishi Warranty program.

1. The fields in the top-right corner of the screen display the total cost of labor, parts, and sublet. These values are automatically recalculated as information is entered on this screen.
2. The **Repair Number** field automatically fills in with the appropriate repair number.
3. Type any additional information in each field. The table on the following page lists all of the fields on the Mitsubishi 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 it requires
Repair Number	This field displays the repair number for the selected repair.
Claim Type	Select the claim type from the drop-down list. Select W for warranty or R for recall.
Technician	This field displays the technician's ID number.
Warranty Claim	
Code A	Type the code that best describes what happened with the vehicle. Press ENTER when the cursor is in this blank field to display a list of available codes. Click the code you want to select.
Code B	Type the code that best describes when the condition occurs. Press ENTER when the cursor is in this blank field to display a list of available codes. Click the code you want to select.
Code C	Type the code that best describes what caused the problem. Press ENTER when the cursor is in this blank field to display a list of available codes. Click the code you want to select.
Condition	This field automatically fills in with the customer complaint entered on the Enter Conditions screen or Close Service screen.
Cause	Type a description of what caused the condition.
Remedy	Type an explanation of how the technician fixed the problem.
Recall Claim	
Campaign Operation No.	If this is a recall claim, type the campaign number for the recall.
PWA Page	
DPSM Code	If you need to hold a claim for a PWA from your DPSM, type the DPSM code.
Sequence No	Type the sequence number.
Reason Code 1	Type the first reason code for the claim.
Reason Code 2	Type the second reason code for the claim.
Reason Code 3	Type the third reason code for the claim.
Reason Requested	Type the reason the work order is being requested.
Labor Section	
Line	This field displays the line number for the labor operation. You can have up to 25 labor lines per repair.
Labor Op	Type the labor operation code. If the code was entered on the Enter Conditions or Close Service screen, it fills in this field.
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. It is calculated based on the charge time.
Totals	These field displays the labor total.
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

The **Parts** button on the Mitsubishi Warranty screen opens the Edit Parts screen. The screen lists all of the parts added to the repair order. You can use this screen to switch parts between conditions and to mark the failed part.

Edit Parts (Abc Motors)											
LN	Part No.	T	L	F	Qty	Cost	Sale	Ext	Core	Desc.	
01	MB080604		V	1	F	1	21.85	30.59	30.59	.00	VALUE,WATER

"Click" Part Line from list to edit

Condition:

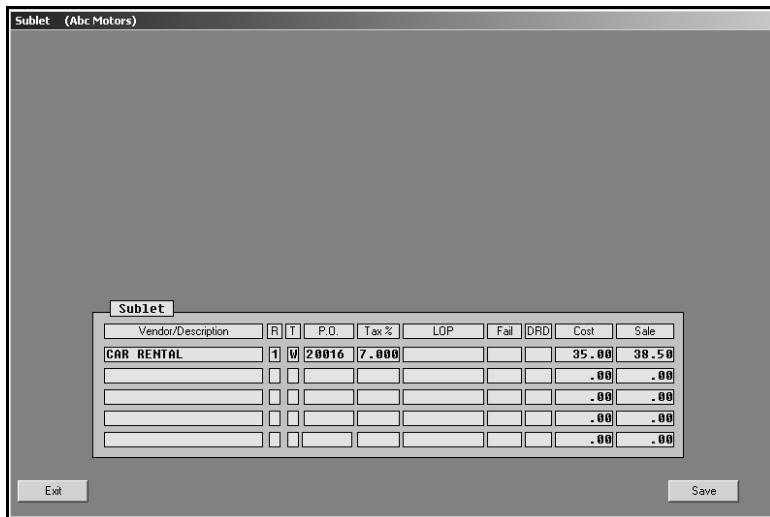
Failed Part: Yes No

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 the **Condition** 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 Mitsubishi 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 close the part section of the repair order again 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

The **Sublet** button on the Mitsubishi Warranty screen opens the Sublet screen. You use this screen to edit sublet information that has been added to the warranty repair or to add sublet and freight lines to the repair.



Editing Sublet Lines

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 Mitsubishi Warranty screen.

Adding Sublet Lines

1. Type the information for the sublet line in each field.
2. Press ENTER to advance to the next field.
3. Click **Save** to save the changes.
4. Click **Exit** to return to the Mitsubishi Warranty screen.

Deleting Sublet Lines

1. Delete the information in each field.
2. Click **Save** to save the changes.
3. Click **Exit** to return to the Mitsubishi 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 Mitsubishi 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 Mitsubishi 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 Mitsubishi 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. This ensures any changes made to the repairs will be sent to the Mitsubishi warranty program when you reprint the repair order and ensures the warranty information updates to the Accounting module properly.

Once you print the repair order it is available for review and download in the Mitsubishi Warranty program. Chapter 3 explains how to use the Mitsubishi Warranty program.

Chapter 3 Mitsubishi Warranty

Once you process the Mitsubishi claims, you use the Mitsubishi 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 **Mitsubishi 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 **Mitsubishi Warranty** button, verify the Mitsubishi 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 read, "Warranty Interface." When you click this button, the system prompts you to select the manufacturer.

Click **Mitsubishi Warranty** on the Repair Orders menu to open the Mitsubishi Warranty 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 Claim** button to review the copies of the repair orders that are flagged as Mitsubishi 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 answerback 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 Mitsubishi warranty repair orders on seven screens: Vehicle Information, Repair Information, Labor, Parts, Sublet, PWA, and Totals. You open each screen by clicking the corresponding button on the bottom of the screens.

Back	Vehicle Info	Repair Info	Labor	Parts	Sublet	PWA	Totals
----------------------	------------------------------	-----------------------------	-----------------------	-----------------------	------------------------	---------------------	------------------------

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)

Mitsubishi Warranty Entry

Vehicle Information

Repair Order No: 20016
VIN: JAHAY11A01U001000
Mileage: 007528
Repair Date: 03/04/05
Name: STEVE SMITH
Advisor: 05 05 - 050505 (RAY)
Advisor Employee ID: 05 05 05
Advisor SSN: *****
Parts Markup: 40 %
Labor Level Rate: 1 54.00

Repair

Repair No: 1
Technician: 01 01 - 010101 (TOM)
Tech Employee ID: 01 01 01
Technician SSN: *****
Repair Type: W W - Warranty Claim

Click To Show List In 'Descending' Order

20016 03/04/05 JAHAY11A01U001000 108.99
1: REPLACE WATER VALVE
2: CHECK ENGINE LIGHT ON

Delete R/O Clean R/O List

Back	Vehicle Info	Repair Info	Labor	Parts	Sublet	PWA	Totals
----------------------	------------------------------	-----------------------------	-----------------------	-----------------------	------------------------	---------------------	------------------------

Selecting a Repair to Process

1. Click **Warranty Claim**. 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.

The screenshot shows the Mitsubishi Warranty Entry interface. On the left, there's a 'Vehicle Information' panel with fields for 'Repair Order No.' (containing a redacted value) and 'VIN' (containing a redacted value). On the right, a table lists a single claim: '20016 03/04/05 JA0AY11A01U001000 108.99'. A cursor arrow points to the first item in the list.

4. A list of the repairs on the claim appears. Unprocessed claims are displayed as red lines, and processed claims appear as green lines. Click the repair you want to process. The repair number and claim type information fills in the fields under **Repair**.

The screenshot shows the Mitsubishi Warranty Entry interface. The 'Repair' section on the right lists two items: '1: REPLACE WATER VALVE' and '2: CHECK ENGINE LIGHT ON'. The first item is highlighted with a red background, indicating it is unprocessed. The 'Vehicle Information' panel on the left shows 'Repair Order No: 20016' and 'VIN: JA0AY11A01U001000'.

5. 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.
6. When you are finished, click a button on the bottom of the screen to view the repair information, labor, parts, sublet, PWA information, or totals for the repair.

Removing a Repair

1. Select the repair order and the repair.
2. Click **Remove Repair**.
3. Click **OK** when prompted to verify you want to delete the repair.

Deleting a Repair Order

1. Select the repair order.
2. Click **Delete R/O**.
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 when it was brought in for the repair. This information was entered on the Start Repair Order screen.
Repair Date	This field displays the repair date. This date was entered on the Start Repair Order screen.
Name	This field displays the customer's full name. The name was entered on the Start Repair Order screen.
Advisor ID	This field displays the service advisor's ID number. This number pulls from the Advisor/Writer Information screen in the Service Writing System Setup. Use the drop-down list to select a different advisor as needed.
Advisor Employee ID	This field displays the employee ID number entered for the selected advisor. This number pulls from the Advisor/Writer Information screen in the Service Writing System Setup. The system will prompt you if the technician's employee ID is missing in the setup.
Advisor SSN	This field displays *** in place of the advisor's social security number.
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 level Rate	This field displays the labor rate selected for the repair. The rate was selected on the Enter Condition or Close Service 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 ID	This field displays the technician's ID number. This number pulls from the Technician Information screen in the Service Writing System Setup. Use the drop-down list to select a different technician as needed.
Technician Employee ID	This field displays the employee ID number entered for the selected technician. This number pulls from the Technician Information screen in the Service Writing System Setup. The system will prompt you if the technician's employee ID is missing in the setup.
Technician SSN	This field displays *** in place of the technician's social security number.
Repair Type	This field displays the claim type selected for the repair. It displays W for warranty or R for recall. The claim type was selected on the Mitsubishi Warranty screen. Use the drop-down list to select a different claim type as needed.

Cleaning the R/O List

You can clean the R/O list to remove claims. The repair orders will still go to history but will not go to the download screen.

1. Click **Clean R/O List**.
2. Click to select to remove all R/O's or R/O's in a specific time range.
3. If you select to remove just R/O's for a time period, click the drop-down arrow next to the **From** and **To** fields to select the dates from the calendar.
4. Click **Remove**.
5. Click **OK** when prompted to verify you want to delete the R/O's.

Repair Information

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

The screenshot shows the Mitsubishi Warranty Entry interface. At the top, there is a header bar with the Mitsubishi logo and the text '(Abc Motors)'. Below this is a main title 'Mitsubishi Warranty Entry'. The interface is divided into several sections:

- Header Information:** R/O Number: 28816, Repair Number: 1, Claim Type: V, VIN: JA8AY11A01U001000.
- Warranty Claim:** This section contains dropdown menus for 'Nature of Problem' (Code 'A', Code 'B', Code 'C') and a table for 'Condition', 'Cause', and 'Remedy'.
- Recall Claim:** This section has fields for 'Campaign Operation No.' and 'Measurements'.
- Navigation and Summary:** A bottom navigation bar with buttons for Back, Vehicle Info, Repair Info, Labor, Parts, Sublet, PWA, 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, PWA information, or totals for the repair.

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 Mitsubishi 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.
Warranty Information	
Code A	This field displays the code that best describes what happened with the vehicle. The code was entered on the Mitsubishi Warranty screen.
Code B	This field displays the code that best describes when the condition occurs. The code was entered on the Mitsubishi Warranty screen.
Code C	This field displays the code that best describes what caused the problem. The code was entered on the Mitsubishi Warranty screen.
Condition	This field displays the customer complaint entered on the Enter Conditions, Close Service, or Mitsubishi Warranty screen.
Cause	This field displays the description of what caused the condition. The code was entered on the Mitsubishi Warranty screen.
Remedy	This field displays the explanation of how the technician fixed the problem. The code was entered on the Mitsubishi Warranty screen.
Recall Claim	
Campaign Operation No	This field displays the campaign number for the recall. The number was entered on the Mitsubishi Warranty screen.
Measurements	Type the measurements that apply to the repair.

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.

#	Labor Op	Tech	TU's	Labor Sale
01	100101	01	4	22.80

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, PWA information, 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
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 Mitsubishi 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 Mitsubishi Warranty screen. You can add a labor operation as needed by typing the labor operation code in this field.
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 Mitsubishi 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 Mitsubishi Warranty screen. If you add a labor line, this amount is automatically calculated based on the labor hours.

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	HB080604	X	1	30.59	30.59

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, PWA information, 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 cost. 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 part information.

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 Mitsubishi 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	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. 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 sale price for the part. If you are adding a part, type the price in this field.
Unit Price	The system automatically calculates the unit price for the part. This is the cost with a 40% markup. This is the amount Mitsubishi will pay the dealer for the part.
Unit Total	The system automatically calculates the total sale price 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.

#	Labor Op	Description	Invoice	Sale
01		CAR RENTAL	20016	38.50

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, PWA information, 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 sublet code, sublet description, invoice number, rental days, and sublet sale amount.
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 sublet 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 Mitsubishi 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 Line #	Type the line number for the sublet 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 Mitsubishi Warranty screen. You can add a labor operation as needed by typing the labor operation code in this field.
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.
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.
Daily Rental Days	This field displays the number of rental days. This information was entered on the Close Lubricants-Sublet screen. If you are adding a rental, type the number of rental days in this field.
Sublet 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.

PWA

You use this screen to view the information for the prior work authorization. You can add information to the screen as needed.

1. The information entered for the prior work authorization automatically fills in on the screen. If necessary, edit or add information as needed.
2. When you are finished, click a button on the bottom of the screen to view the vehicle information, repair information, labor, parts, sublet, or totals for the repair.

The following table lists all of the fields on the PWA screen and identifies the information required in each field. Use it to assist you as you edit or add 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 Mitsubishi 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.
PWA Page	
DPSM Code	This field displays the DPSM code entered for the claim. The code was entered on the Mitsubishi Warranty screen.
Sequence No	This field displays the sequence number entered for the claim. The code was entered on the Mitsubishi Warranty screen.
Reason Code 1-3	These fields display the reason codes selected for the claim. The codes were selected on the Mitsubishi Warranty screen.
Reason Requested	This field displays the reason the work is being requested. The reason was entered on the Mitsubishi Warranty screen.

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 entry screen.



1. Click **Totals**. The Totals screen appears.
2. The screen displays the total parts, labor, sublet, and repair total for the claim.
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**.
7. The system takes you back to the Vehicle Information screen so you can select another repair to process.
8. On the Vehicle Information screen, the repairs you already processed are displayed in green, and the claims you still need to review are displayed in red.
9. Once you are finished reviewing all of the repair orders, click **Back** on the Vehicle Information screen to return to the Mitsubishi Warranty menu.

PDI Claim

You use the PDI screen to review information for pre-delivery inspections. You entered the information for the PDI claims on the PDI screen available from the Mitsubishi Warranty screen. Once you are finished reviewing the information, you download the claim so it can be transferred to Mitsubishi right from this screen.

The screenshot shows a software interface titled "Mitsubishi PDI Claim (Abc Motors)". On the left, a list of claims is displayed with columns for R/O Number, R/O Date, VIN, and Tracking. One claim is selected, showing its details on the right: R/O Number 20006, Inspection (R/O) Date 03 03 05, VIN JAHAY00001U000000, and Dealer/R/O Tracking No. 20006. Below these details are "Remove" and "Save" buttons. At the bottom, there are "Exit", "Dealer Code: 123456", and "Send" buttons.

R/O Number	R/O Date	VIN	Tracking
20006	03/03/05	JAHAY00001U000000	20006

Reviewing a Claim

1. Click **PDI Claims** on the Mitsubishi Warranty menu. The PDI Claims screen appears.
2. The window on the right side of the screen displays a list of the PDI claims. Click the claim you want to review. The information fills in on the left side of the screen.
3. Edit the information as needed.
4. Click **Save** to save the information and flag the claim for download.
5. When you have reviewed all of the claims, click **Send**.
6. Click **OK** when prompted to verify you want to download the claim.
7. The system displays a message indicating the download was successful. Click **OK** to acknowledge the message.
8. Click **Exit** to close the screen.

Removing the Claim

1. Click the claim in the list you want to remove. The information fills in on the screen.
2. Click **Remove**.
3. Click **OK** when prompted to verify you want to remove the line.

Printing the List of “Ready” Claims

Before you download the claims to Mitsubishi, you should print the list of claims ready for download. This list will not include claims that have been put on hold. (See page 28 for instructions on putting claims on hold.)

1. Click **Print “Ready” List** on the Mitsubishi Warranty 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 Mitsubishi

Once you are finished reviewing the claims, you click **Transfer To Mitsubishi** to open the Download Mitsubishi Claims File screen. You use this screen to create a download file to send the claims to Mitsubishi. 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.

The screenshot shows a software interface titled "Download Mitsubishi Claims File (Abc Motors)". At the top, it says "Active Warranty R/O's For Download". Below this is a table with two rows of data:

20004	03/04/05	CHARLES WILSON	2003 HOND (Hold)	
20016	03/04/05	STEVE SMITH	2004 MITSUE 1 REPLACE WATER VALUE	91.89

Below the table is a large empty rectangular area. At the bottom of the screen, there are several buttons and fields:

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

Placing Files on Hold

1. Click **Transfer To Mitsubishi**. The Download Mitsubishi 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 Mitsubishi Warranty Parameters screen.
2. Click **Send**.
3. Click **OK** when prompted to verify you want to download the claims.
4. The system displays a message indicating the download was successful. Click **OK** to acknowledge the message.

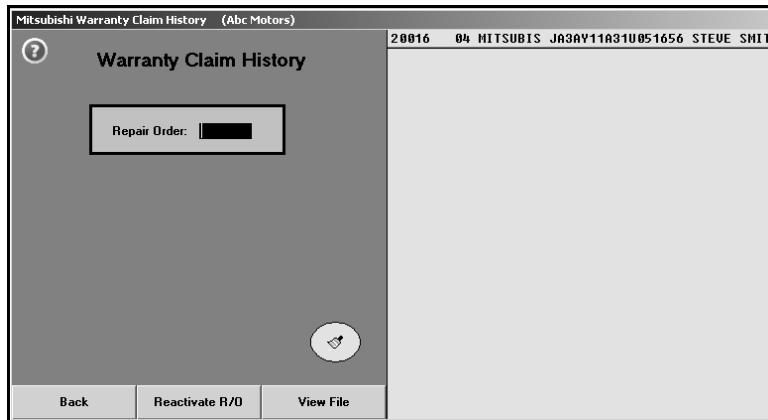
Checking the Status of Downloads on Mitsubishi Dealer Link

You can use Mitsubishi Dealer Link to check the download file for errors you may have missed while processing the claims.

1. Log on to Mitsubishi Dealer Link.
2. Click **DMS Interface**.
3. Access the acknowledgements.

Viewing Claim History

Use the **Claims History** button to open the Mitsubishi Warranty History screen. This screen allows you to view a list of repair orders downloaded to Mitsubishi. 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 Mitsubishi Warranty History screen appears.
2. The list window on the right side of the screen displays a list of claims downloaded to Mitsubishi. Click the file you want to view, or type the repair order number in the **Repair Order** field.
3. Click **View File**. 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 Mitsubishi Warranty screen.

Reactivating Files

Reactivated claims appear in the repair order list on the Vehicle Information screen so you can review them as needed before downloading them to Mitsubishi.

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

Cleaning the History

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

Cleaning History Based on Dates

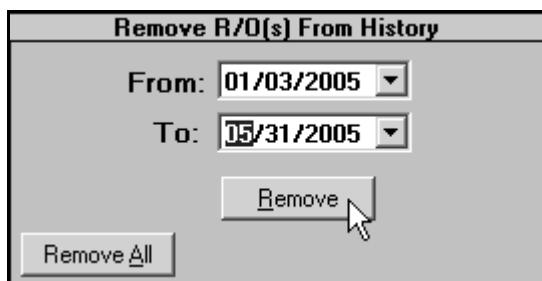
1. Click the **Clean History** icon.



2. Specify the dates you want to use. You can type the date or select the date from the calendar that appears when you click the arrow next to the date fields.



3. Click **Remove**.



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

Cleaning all Files from History

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



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

Entering Setup Information

The **System Setup** button opens the Mitsubishi Warranty Parameters so you can enter information used to generate and download warranty claims. The same screen opens when you click **Mitsubishi 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.

This completes the information needed to generate Mitsubishi 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.

