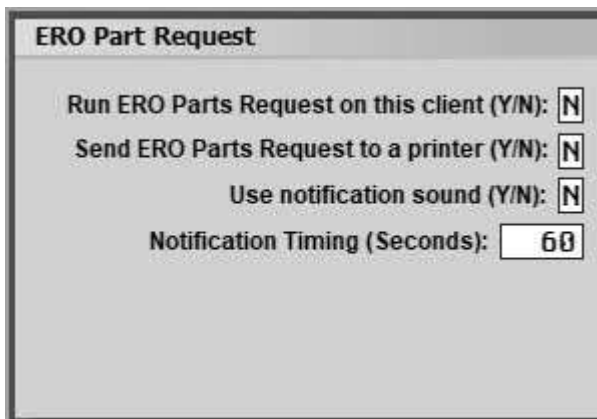


Setting up the Parts Request

1. Click **Parts** on the ASI DMS main menu. The Parts Inventory menu appears.
2. Click **Setup & Updates**. The System Setup & Updates menu appears.
3. Click **More Operating Defaults**. The System Setup screen appears.
4. The **ERO Part Request** section contains the fields you will use to install and customize the ERO Parts Request.



The screenshot shows a dialog box titled "ERO Part Request" with the following settings:

- Run ERO Parts Request on this client (Y/N):
- Send ERO Parts Request to a printer (Y/N):
- Use notification sound (Y/N):
- Notification Timing (Seconds):

5. Type **Y** in **Run ERO Parts Request On This Client**.
6. Use the **Send ERO Parts Request to a printer** parameter to determine if ERO parts requests will print automatically on the default printer established in Setup. Enter **Y** for yes or **N** for no.
7. The **Use notification sound** parameter determines if ERO parts requests will include sound. Enter **Y** for yes or **N** for no. If you select **Y**, the system will play the "Train Whistle" sound when a parts request comes in and then every time the notification displays based on the time setting in the next field.
8. Use the **Notification Timing (Seconds)** parameter to set the time between notifications. The time must be added in seconds. The default timing is 25 seconds.
9. Click **Save**.
10. Click **Exit** until you are back at the Parts Inventory main menu.

Sending Parts Requests from the ERO Program

1. Log on to the ERO program.
2. Select a repair order from the work list on the left side of the screen.
3. Click **Parts Request** on the bottom right side of the Electronic Repair Order screen. The Parts Request screen appears.

4. Type the part number for the parts you want to request in the **Part Number** field and the quantity
5. you are requesting in **Qty**.

You can also select a part number from the customer's repair history listed on the right side of the screen to add to the request. Click the part number in the customer's history, and the mouse cursor becomes a yellow piece of paper. Click the **Parts Number** field where you want to add the part number. When selecting a part from the repair history, the quantity defaults to the quantity for that service date. Edit the quantity as needed.

If you need to remove a part, simply change the quantity to 0 (zero). The part will be removed when the request is sent to the Parts Department.

6. The **Description** and **O/H** fields fill in with the part name and on-hand quantity from the Master Inventory record.
7. Use the **Text Message** box to type any information that you want to send with the request. The counter workers can reply to this text when fulfilling the order.
8. Click **Send** when you are finished adding parts to this request.
9. You will be back at the Electronic Repair Order screen.

- You will receive a message on the Electronic Repair Orders screen when the parts are ready. If a counter worker sent you a text message, it will appear in the yellow Answer Back window. Otherwise, the window will read, "Your Parts Are Ready." Click **OK** to acknowledge the message



Fulfilling the Parts Request in the Parts Inventory Module

Receiving the Parts Request Alert

The ERO Parts Request Parts program runs automatically when you are in the Parts Inventory module. An Autosoft icon will display in your system tray (or with your hidden icons). This icon is for the Parts Request program. You must have the Parts Inventory module open to receive part request alerts.

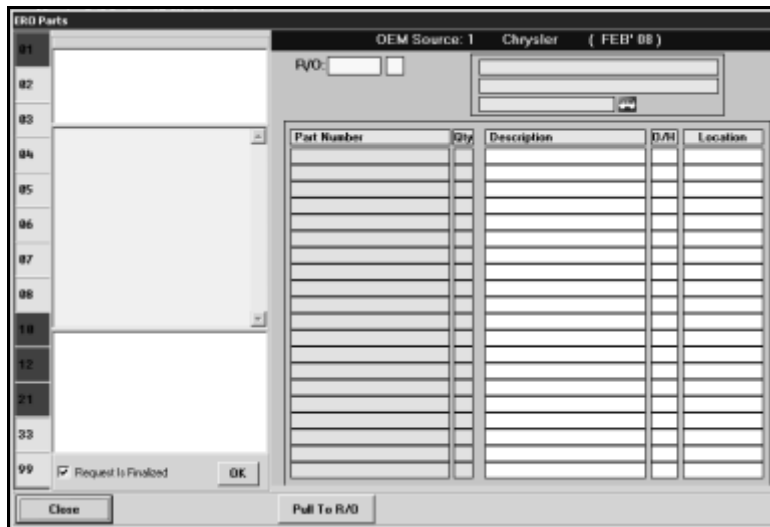


When a technician sends a parts request, the ERO Parts Request will display an alert on the bottom right side of your screen. The notification may use sound based on the parameters on the More Operating Defaults screen. Click **OK** to acknowledge the request and silence the alert. This is just an alert. Acknowledging the alert does not fulfill the part request; it simply stops the alert from appearing. If you do not click **OK**, the alert will continue to appear based on the time parameter set on the More Operating Defaults screen in the Setup until you click **OK** or until you finalize the parts for the request form the Service R/O Parts screen.



Filling the Request

1. Click **Service Sales** on the Parts Inventory main menu. The Service R/O Parts menu appears.
2. Click **Line Parts**. The Service R/O Parts screen appears.
3. Click **ERO Parts**. The ERO Parts screen appears.



4. The left side of the screen displays technician ID numbers. ID numbers displayed in red have active requests. Requests remain red until the request is processed and finalized. Click an ID in the list to view the parts request.
5. The window on the top left part of the screen displays the repair orders for which the technician has made parts requests, and the information for the first repair order in the list automatically displays on the right side of the screen.
6. The yellow window under the repair order list displays any text message included with the request.
7. Use the white text box under the yellow text box to type a reply to the technician's text message or to forward any information about the order you want to send.
8. If necessary, the counter worker can add or remove parts or change quantities using the fields on the right side of the screen. Simply type the part number for the part you want to add in the **Part Number** field and the quantity you are requesting in **Qty**, or delete a part number to remove it from the request.
9. When the parts list has been verified, click **Pull To R/O**.
10. Click **OK** when prompted to verify you want pull the parts to the R/O.
11. The parts will display in the parts list on the Service R/O Parts screen.
12. Verify the repair order information as you normally do.

13. When you click **Save** to save the R/O, the system prompts you to indicate if you want to finalize the parts request. Click **OK**.
14. The counter worker is finished with this request.
15. The technician will receive a message on the Electronic Repair Order screen that the parts are ready.