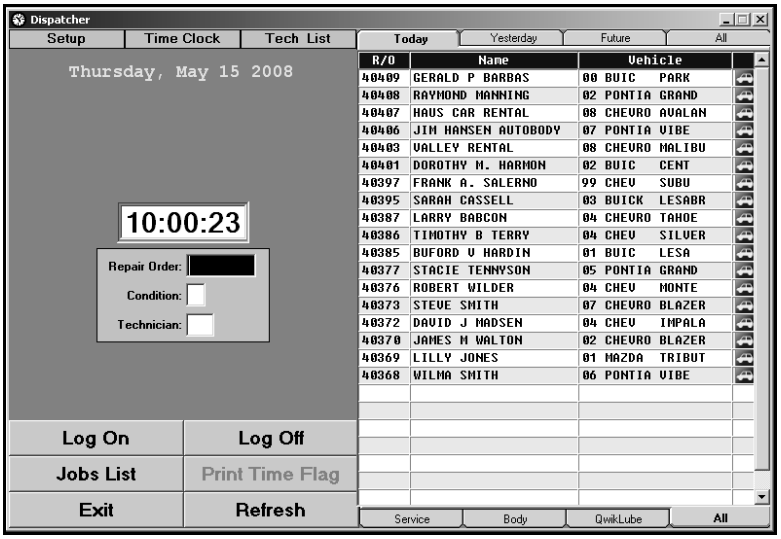
Appendix B Full Dispatching

The Service Writing module has a full dispatcher you can use to dispatch repair orders. You can use the Dispatcher to log repair orders on and off. The system tracks the time units spent on each repair and allows you to print the time flag. This information is used to run time reports for the technicians using the Reports & Updates menu option. This allows you to track your Service Department's productivity.

The full dispatcher is separate from the Electronic Repair Order dispatching (ERO) covered in Chapter 6. You can only use one dispatcher. The two dispatchers do not interface with each other. In order to ensure accurate time flags, you can only use one dispatch in the Autosoft DMS system. You must choose to use the full dispatcher or the ERO dispatcher (available from the Enter Conditions screen or Schedule Xpress Scheduler). You cannot use both.



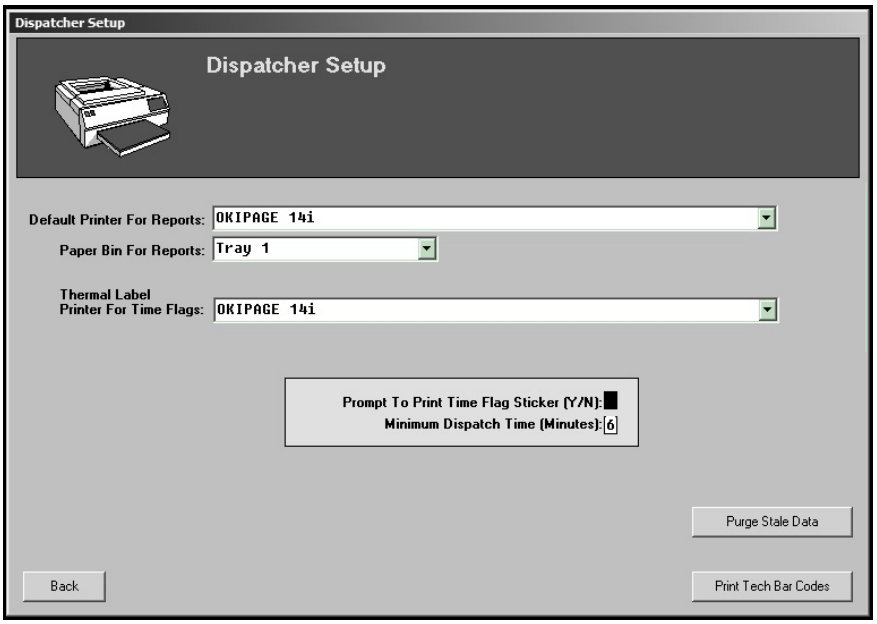
Date and Time Prompt

The first time you open the Dispatcher for the day, the system prompts you to verify the date and time. If the information is correct, click **OK**. If you need to adjust the information, click **Cancel**. You will have to edit your computer's date and time properties to correct the information. The date and time are displayed on the top of the Dispatcher screen.

Setup

Before you begin using the Dispatcher, you must enter setup information that will be used to set the default printer and to determine which type of repair orders appear in the dispatcher repair order list. The setup only affects the local workstation. If additional workstations will be using the dispatcher, you must complete the setup on those workstations, too.

1. Click **Setup** on the top of the screen. The Dispatcher Setup screen appears.



2. Use the printer lists to select the printer you want to use to print reports and time flags, and use the paper bin list to select the paper bin for each printer selected.

3. For the thermal printer options, either a Zebra GC420T or GC420C thermal label printer is required to print the dispatcher time flags. Select this printer from the list. The printer requires 1x4 labels available through Zebra.

4. Use the **Prompt To Print Time Flag Sticker** field to indicate if you want the system to prompt you to print the time flag sticker. Type **Y** for yes or **N** for no.

5. In **Minimum Dispatch Time (Minutes)**, indicate the minimum minutes that must be logged in order for the log on to count. The minimum can be from 1 to 9 minutes. The default value is 3. When a technician logs a repair on, the clock starts timing. If the technician logs off the repair before the minimum time is reached, the system will cancel the log on.

6. Click **Back** to save the information and to return to the Dispatcher screen.

Logging a Repair on

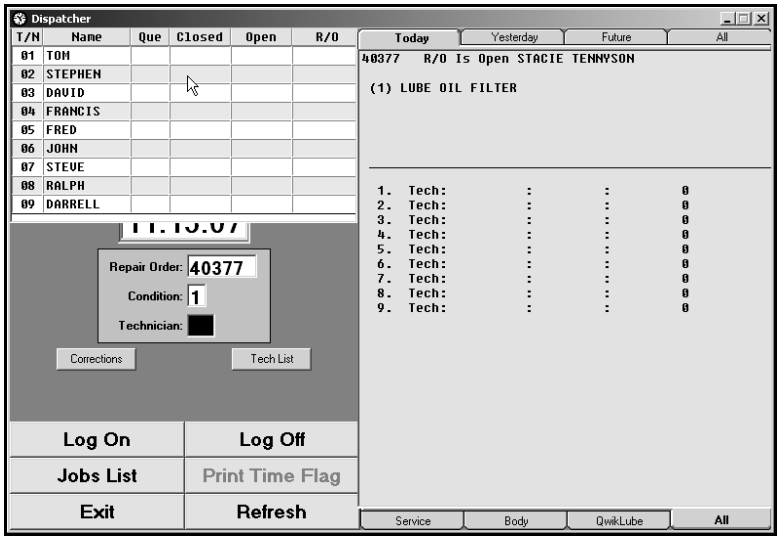
1. A list of repair orders entered in the system is displayed on the right side of the screen. By default, the screen shows today's repair orders. Use the tabs at the top of the list to search for repair orders for yesterday or future dates. You can also select to view all repair orders in the system.

2. By default, the list includes all repair types. Use the tabs at the bottom of the list to search for repair orders based on the repair type: Service, Body Shop, or Quick Lube.

3. Type the repair order number, or click the repair order you want to dispatch.

4. The screen displays a list of the repairs on the repair order. Type the repair number, or click the repair in the list.

5. A list of the technicians is displayed on the left side of the screen. The columns next to each technician's name indicates the number of opened and closed repair orders for each technician as well as the current repair order the technician is working on. Click the technician you want to assign the repair.



6. The screen displays the log time that will post to the repair. Click **Log On**.

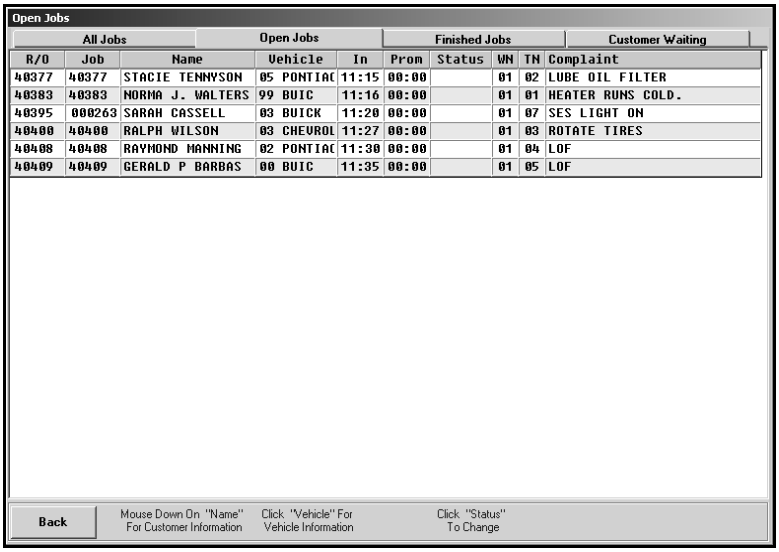
7. The repair order now has an "Open" status.

8. Continue to dispatch repairs for this repair order or other repair orders using the steps 1 through 6.

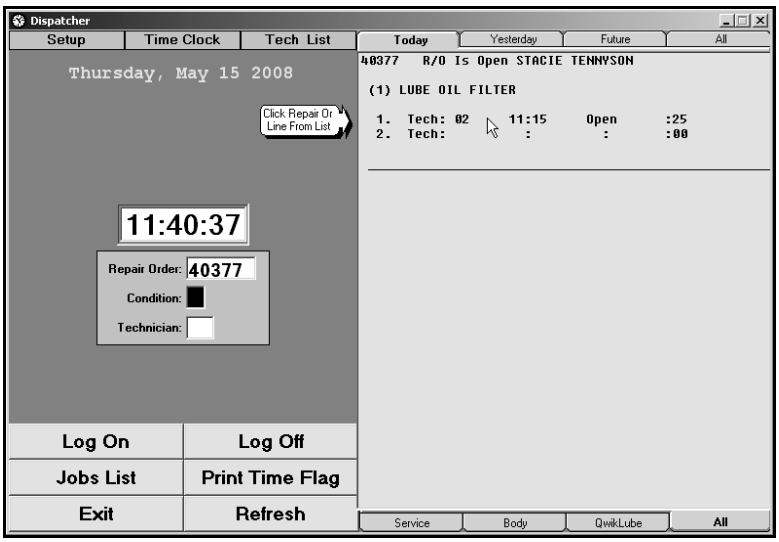
Logging a Repair off

1. Once the repair is completed, click **Jobs List**.

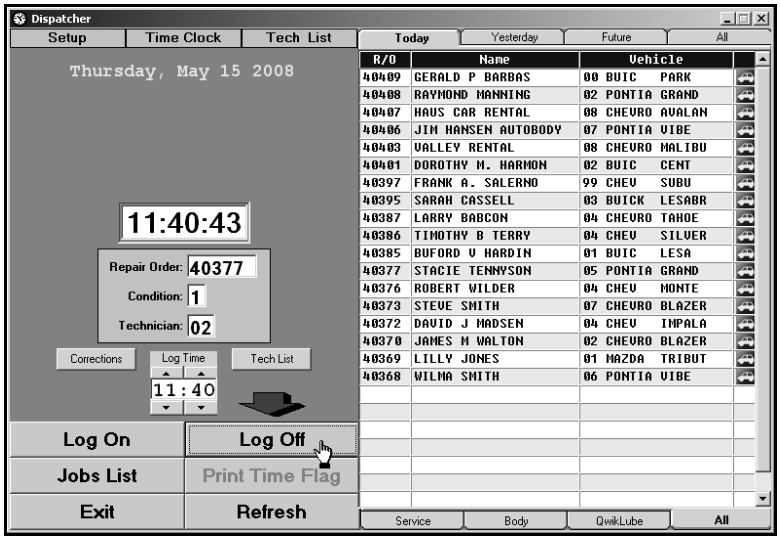
2. Click **Open Jobs** to display a list of the open repairs. Click the repair order number. You must click the **R/O** column.



3. Click the repair that is complete. If you want to select a different technician for the repair, click the line that contains the repair description, and the technician list will appear so you can select a different technician. If the technician ID is correct, click the line that displays the technician's ID number.



4. The screen displays the log time. Click **Log Off** to log off the repair.



Tip: Remember, the minimum dispatch time can be set in the Dispatcher setup. If the technician logs off before the minimum time elapses, the time will not be added to the R/O.

5. If you set the **Prompt To Print Time Flag Sticker** parameter in the Printer Setup to **Y**, the system prompts you to print the time flags. Generally, you will only print the time flags when you close the last repair on the repair order. This prints the time flags on a label you attach to the back of the repair order. You must have a thermal transfer printer in order to print the time flags on the label. Click **OK** to print the time flags or **Cancel** to skip printing. The time flag prints the log-on and log-off times and calculates the total time units spent on the repair. If there are multiple repairs dispatched for the repair order, you will not be prompted to print the time flag until the last open repair is closed. The printout will include the time flags for all the closed repairs.

Important: If a Service Writer attempts to close a repair that a technician has logged on in the dispatcher, the system will display a warning that a technician is logged on to the repair. In the event a repair order is updated before the technician has finished or finalized a repair, the repair will stay in the technician's list indefinitely. In this event, you will have to purge the stale records using the purge utility available in the Dispatcher setup.

Using the Jobs List

When you click **Jobs List**, the Open Jobs screen appears. You use this screen to view various lists of repair orders. The tabs at the top of the screen allow you to select to view all jobs, open jobs, finished jobs, or jobs with customers waiting.

Tip: On any list screen, you can click and hold the left mouse button on a customer's name in the **Name** column to view the customer and vehicle information and a list of repairs on the repair order. The list will only display the number of repairs that will fit on the list screen. If you click a vehicle in the **Vehicle** column, the system displays the VIN decoding data.

All Jobs

This tab displays all of the jobs in the dispatcher. This is the default list that appears when the Open Jobs screen appears. You can click a repair order number to select a repair order for dispatching. The list displays the repair order number, job number, customer's name, vehicle year and make, time the repair order was opened, the time the repairs were promised to be complete, the status of the repair order, the technician assigned to the repair, and the customer complaint for the repair.

If you click the **Status** column, the Set Status screen appears. You use this screen to select the status for the repair order. Your options are Waiting For Parts, Authorization, Technician, Hold, and Other. When you select a status, the description fills in the **Status** column. The Open (Normal) status is the default status. The **Status** column remains blank when you select this status.

Open Jobs

This tab displays all the open jobs. You can click a repair order number to select a repair order to close a repair. The list displays the repair order number, job number, customer's name, vehicle year and make, time the repair order was opened, the time the repairs were promised to be competed, if the customer needs to be called when the repairs are complete or if the customer is waiting at the dealership, the technician assigned to the repair, the elapsed time since the technician began working on the repair (hour and minutes), and the customer complaint for the repair.

Finished Jobs

This tab displays all the finished jobs. You can click a repair order number to select a repair order to edit a repair. The list displays the repair order number, job number, customer's name, vehicle year and make, time the repair order was opened, the time the repairs were promised to be competed, if the customer needs to be called when the repairs are complete or if the customer is waiting at the dealership, the technician assigned to the repair, and the time flag data for the repair (log-on time, log-off time, and total time). The end of the list displays the total time for all of the finished repair orders, the total number of closed jobs, and the average time per job.

Customer Waiting

This tab displays all the repair orders that have customers waiting at the dealership. This allows you to identify the repairs that need to be dispatched in order to keep customers from having to wait too long. The list displays the repair order number, job number, customer's name, vehicle year and make, time the repair order was opened, the time the repairs were promised to be compete, the technician assigned to the repair, and the customer complaint for the repair.

Refreshing the R/O List

Click **Refresh** to periodically refresh the repair order list. This ensures that you are seeing repair orders in the list as they are added to the system. You can also use this button to return to the list of repair orders from any screen in the Dispatcher.

Opening the Tech List

The **Tech List** button displays the technician list. You can use this list to select a different technician for the repair before logging the repair on and off.

1. The **Technician** field displays the technician ID for the selected repair.

2. Click **Tech List**. You can click either the **Tech List** button at the top of the screen or the **Tech List** button that appears under the repair order information in the middle of the screen.

3. Click the technician you want to select. The **Technician** field displays the selected technician's ID number.

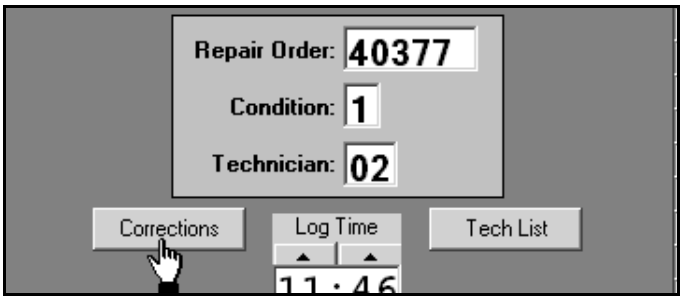
4. Log the repair on or off as needed.

Making Corrections

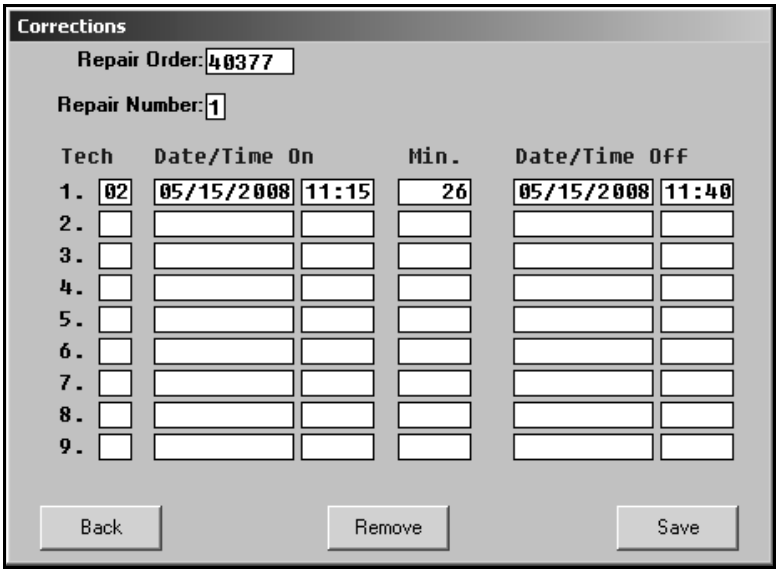
The **Corrections** button appears when you select a repair order and repair number. You use this button to adjust the repair number, technician, log-on time, log-off time, or the time units. It can also be used to delete time flag information from a repair.

Editing Time Flag Information

1. Select the repair from the appropriate repair order.
2. Click **Corrections**.



3. The Corrections screen appears and displays the information for the selected repair.



4. Click in a field, and edit the information as needed. If you edit the time, the minutes automatically adjust.
5. Click **Save** to save the changes.

Deleting Time Flag Information

You can remove the time flag records for repairs that have been opened or closed. The repair order remains in the list, but the time flag information is removed. The repair can be dispatched again as needed.

1. Select the repair from the appropriate repair order.
2. Click **Corrections**.
3. Click **Remove** at the bottom of the Corrections screen.
4. Click **OK** when prompted to verify you want to delete the record.