Chapter 9 Repair Order History

The Repair Order History screen is used to view and print repair orders that have been closed. You can also use this screen to delete a repair order from a customer's history. This information is for reference only. No data can be entered or edited on this screen. If you need to edit information on a repair order, use the Edit Service History feature on the Data Utilities menu in the Service System Setup. When you are finished viewing information, click **Exit** to return to the Service Writing menu.

If you use the Dispatcher feature, a **Re-Print Dispatcher Time Flag** button appears on the top right side of the screen. You can use this button to reprint the dispatcher time flags for the selected repair order. This prints the same time flags were printed in the Dispatcher. Therefore, just like printing the time flags in the Dispatcher, you must have a thermal transfer printer in order to print the time flags from this screen.

Pulling the History Based on the Repair Order Number

If you know the repair order number you want to view, type the number in the **R/O No.** field, and press ENTER. The repair order information fills in on the screen.

Tip: Once the vehicle information fills in on the screen, you can click the car icon next to the **VIN** field or press F10 to view the VIN decoding data. This provides detailed information about the vehicle based on the VIN.

Pulling the History Based on a Customer Search

If you know the customer the repair order is for, you can search the customer's history to select the appropriate repair order.

1. Click **Search**.

2. On the Customer Search Criteria screen, type the first three letters of the customer's last name, the last four digits of the customer's phone number, or the customer's license plate number.

3. A list of the customers who meet the criteria you entered appears. Click the customer you want to select. A list of the repair orders for that customer appears in the list on the bottom part of the screen.

4. Click the repair order you want to view. The information for the repair order fills in on the Repair Order History screen.

Viewing the Time Flags

Click **Time Flags** to view the time flags for the repair order. The Flagged Time screen will open and displays the time for the selected repair order. Click **Close** to close the screen.

Viewing the Service History

Click **History** to display the vehicle's repair history. Click a repair order in the list to view it. The information fills in on the Repair Order History screen.

Viewing the Complete Repair Order

Click **View R/O** to view a summary of the repair order. The screen displays all of the repairs for the selected repair order. This is the same information that is displayed when you click **View R/O** on any of the six entry screens when generating repair orders.

Printing Copies of the Repair Order

You can print the repair order from this screen. The printout is an exact reprint of the original repair order. You have the option of printing specific copies of the repair order as needed.

1. Click **Print**.

2. On the Print Options dialog, click to select the copies you want to print: customer copy, Accounting copy, warranty copy, or file copy. A check mark will appear in the box in front of the copy. This indicates a copy will print. Click a box to clear it.

3. Click **Print** to print the selected copies.

Deleting a Repair Order

You can delete a repair order from history. This removes the repair order from the history, so ensure you want to delete it before you proceed. You cannot recall a repair order once it has been deleted. If you attempt to recall a deleted repair order, you will receive a message indicating that you have entered an invalid repair order number. *A password is **required** to delete a repair order from history.* This security feature ensures only authorized personnel can delete files.

1. Select the repair order.

2. Click **Delete**.

3. Click **OK** when prompted to verify you want to delete the record.

4. Type the password.

Viewing Recent Repair Orders

The **Recent** button allows you to view a list of recent repair orders. You can choose to view 5, 10, 15, or 30 days back.

1. Click **Recent**.

2. Move the slider to select the number of days back you want to view (or click the days on the slide bar to move the slider).

3. From the list, click the repair order you want to view (or slide the bar to **Close** to close the list.)