

## Chapter 7 Active R/O List

The Active R/O List screen is used to view and search a list of active repair orders. This screen is for reference. No data can be entered here. If you need to make a correction to a repair order, you must use the Repair Orders menu.

Active R/Os												
All Active	My R/O's	Service	Body Shop	Contracts	Quicklane	Waiting	Closed	All	C/P	W/C	I/R	Q/L
R/O#	JOB	C	SB	CWI	WN	DATE	NAME	PHONE	TN	YEAR	MAKE	STATUS
40409		S	C	01	05/15/08	GERALD P. BARBAS	(724) 555-4673		2000	BUIC		Open
40408		S	C	01	05/15/08	RAYMOND MANNING	(740) 555-1233	01	2002	PONTIAC		Open
40407		S		01	05/15/08	HAUS CAR RENTAL	(724) 555-4566		2008	CHEVROLET		Open
40406		S	C	01	05/15/08	JIM HANSEN AUTOBODY	(724) 555-7899	05	2007	PONTIAC		Open
40403		S		01	05/15/08	VALLEY RENTAL	(724) 555-9877		2008	CHEVROLET		Open
40401	000252	S		01	05/15/08	DOROTHY M. HARMON	(724) 555-7580		2002	BUIC		Open
40397	000267	S	C	01	05/15/08	FRANK A. SALERNO	(724) 555-6878	02	1999	CHEV		Open
40395	000263	S	C	01	05/15/08	SARAH CASSELL	(724) 555-3662		2003	BUICK		Open
40387	000240	S		01	05/15/08	LARRY BABCON	(724) 555-8522		2004	CHEVROLET		Open
40386	000235	S	C	01	05/15/08	TIMOTHY B TERRY	(724) 555-7411	01	2004	CHEV		Open
40385	000229	S	C	01	05/15/08	BUFORD V HARDIN	(555) 123-6642	02	2001	BUIC		Open
40380		S	W	01	05/15/08	CHRIS E BROWN	(330) 555-7444	01	2004	CHEV		Open
40377		S	Q	01	05/15/08	STACIE TENNYSON	(330) 555-3232	01	2005	PONTIAC		Open
40376		S		01	05/15/08	ROBERT WILDER	(724) 555-9633	01	2004	CHEV		Open
40373		S	C	Q	01	05/15/08	STEVE SMITH	(724) 555-1234	01	2007	CHEVROLET	ReClose
40372		S	C	01	05/15/08	DAVID J MADSEN	(724) 555-2588	02	2004	CHEV		Open
40370	888888	S	C	01	05/15/08	JAMES H WALTON	(740) 555-9511	01	2002	CHEVROLET		Open
40369		S	C	01	05/15/08	LILLY JONES	(724) 555-0002	11	2001	MAZDA		Open
40368		Q	Q	01	05/15/08	WILMA SMITH	(740) 555-7533	01	2006	PONTIAC		ReClose

Type the first letter of the name to search. "Right" Click On Line For R/O Detail

Close    Stats    Refresh    Last 4 of Phone Number      Show Finalized R/O's     Show Make     Show Model    Print

### Using the List Screen

There are several ways to work with the list.

- Type the letter of the customer's last name. The list will display the customers whose last name begins with that letter.
- Type the last four digits of the customer's phone number, and press ENTER. The list will display the customers whose phone number matches the entry.
- By default, all repair orders display in the list. Use the **Service**, **Body Shop**, **Service Contract**, and **Quicklane** tabs to view just the selected repair orders. Click the **All R/O's** tab to view all repair order again.
- The **My R/O's** tab displays just the repair orders for the current user ID/writer number.
- The **Waiting** tab displays just the repair orders flagged **W** for waiting in the **When Ready Call/Waiting** field on the Start Repair Order screen.
- The **Closed** tab displays the repair orders that have been printed and closed.

- By default, all repair types are displayed in the list. Use the last five tabs on the top of the screen to filter the list based on the repair type: customer pay (C/P), warranty (W/C), internal (I/R), or quick lane (Q/L). If there are multiple repairs on the repair order with multiple repair types, the system uses the repair type for the first repair added to the repair order to determine the sort.
- By default, the list is sorted by R/O number. Click any column header on the screen to sort the list by the R/O number, job number, customer's name, etc.

## Understanding the Status

The **Status** column identifies the R/O status. The status changes as repairs are closed. There are three codes:

- **Open:** The repair order is open. No repairs have been closed.
- **WC Open:** The warranty claims are open. All customer pay and internal repairs have been closed.
- **Reclose:** The customer copy was printed, but the R/O was not closed. The R/O still needs to be closed.

## Viewing the Repair Order

1. Click the repair order in the list.
2. A summary of the R/O appears.
3. To print the summary, click the printer icon, and click **Print**.
4. Click **Back** to close the summary.

**Tip:** When viewing the R/O list from any repair order screen, you can view the detail for a repair order by holding down the right mouse button on the repair order in the list.

## Printing the Repair order List

You can print the selected repair order list as needed.

1. Click **Print**.
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**.

**Tip:** Click **Refresh** to refresh the R/O list to ensure the list is current and includes any repair orders that may have been created while you were viewing the list.

