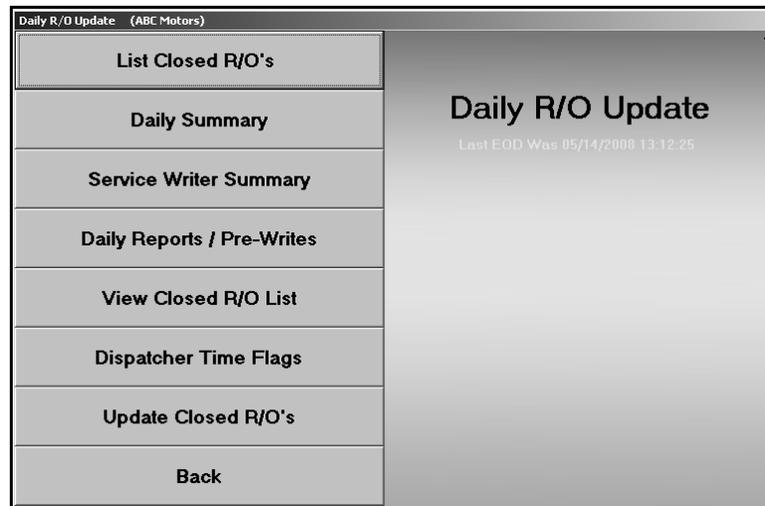


Chapter 8 Daily R/O Update

The Daily R/O Update menu provides a list of options for printing summaries of the repair orders and updating the repair orders on a daily basis. The menu displays the date of the last R/O update for your reference. Click the button that corresponds to the menu option you want to select. The appropriate prompt, submenu, or screen appears. When you are finished, click **Back** to return to the Service Writing menu.



Selecting Print Criteria

You have the option of viewing the generated reports on your screen or printing them to paper. When you select a report to print (and after you enter any criteria the system prompts you to specify), select **To Printer** to print the information or **To Screen** to view the information on your screen.

If you select to view the report, you can print the report from the viewing screen by clicking **File** and selecting **Print**. To exit the viewing screen, click **File**, and click **Exit**.

List Closed R/O's

Use this button to print a comprehensive list of the closed repair orders. For every closed repair order, the report lists the repair order number, customer number, customer's name, and R/O open date. It also lists the totals for warranty, customer pay, internal, and cost for labor, parts, and shop supplies. In addition, it lists the total time charged on the repair order and the profit margin.

Daily Summary

The Daily Summary is an excellent report to print before performing the daily update. It prints a summary of the closed repair orders. You can use this summary to verify there are no errors on the repair orders.

In addition to listing the parts sales, labor cost, labor sale, and profit margin for each repair order, the report displays the overall totals for all of the closed repair orders, including the total number of closed repair orders and the total number of active repair orders in the system. The printout also provides a technician summary that lists the customer pay, warranty, internal, and daily totals for each technician.

Service Writer Summary

The Service Writer Summary is another good report to run before performing the daily update. It provides a breakdown of the business handled by each service writer and identifies all the repair orders that were closed for the day and that will update to Accounting during the daily update.

The report is grouped by service writer. For each writer, the report lists the closed repair order summary and open repair order summary. The bottom section of each writer's summary lists the totals for labor, parts, gas/oil/grease, shop supplies, and sublet for warranty, customer pay, and internals. The total cost and total profit margin are also listed. This report will list repair orders that have the warranty repairs still open on them, but these repair orders will not update until the warranty repairs are closed.

Daily Reports/Pre-writes

This button advances you to the Miscellaneous Daily Reports menu. This menu is used to print various reports about the open repair orders in the system. You can also use this menu to print the pre-write information for all of the pre-writes entered for a specific day.



List Active R/O's

Use this button to print a list of all the open, active customer and internal repair orders. The report lists the repair order number, customer's name, service date, and the cost and sale totals for parts and labor for each repair order. The bottom of the report lists the total cost and sale for parts and labor for all repair orders on the report and the number of open customer and internal repair orders in the system.

List Active W-R/O's

Use this button to print a list of the open, active warranty repair orders. The report lists the repair order number, customer's name, service date, and the cost and sale totals for parts and labor for each repair order. The bottom of the report lists the total cost and sale for parts and labor for all repair orders on the report and the number of open warranty repair orders in the system.

List All Open Repair Orders

Use this button to print a list of all the open repair orders—warranty, customer, and internal. The report lists the repair order number, customer's name, service date, and the cost and sale totals for parts and labor for each repair order. The bottom of the report lists the total cost and sale for parts and labor for all the repair orders on the report, the totals for the primary customer repair orders, and the number of open repair orders in the system.

List R/O's At 5 Days Or Older

Use this button to print a list of the repair orders that have been open for five days or longer. This is based on the open date for the repair order. For each repair order, the printout lists the R/O number, customer name, repair type/pay type, open date, parts cost and sale total, and labor cost and sale total.

Print Work In Process

Use this button to print a list of repair orders with work in progress for the Service Department and Body Shop. The report lists the service repair orders and body shop repair orders separately. For each repair order on the report, it lists the repair order number, repair date, customer's name, labor cost, any pre-flag time paid on the repair order, parts cost, gas/oil/grease cost, and sublet cost. The end of the report lists the total labor, total pre-flag labor paid, net labor (total labor minus any pre-paid labor), net parts, net parts per source, net gas/oil/grease, and net sublet for all of the service repair orders and body shop repair orders. The end of each section lists the total service repair orders and total body shop repair orders listed on the report.

Previous Daily Summaries

Use this button to view previous daily summaries. The list will hold 23 updates. The list will show each update available if you updated more than once a day. Click the update in the list you want to view. The update displays on your screen. Print the information from the viewing screen as needed.

Print Pre-Writes

Use this button to print a summary for each pre-write due to come in for service on a specific day. Type the date you want to print. You must type the date in an eight-character format with or without slashes (mmddyyyy or mm/dd/yyyy). If you do not enter slashes, press ENTER to continue. Click **OK** when prompted to verify your printer is ready. A separate page prints for each pre-write scheduled on the date you specify. The printout lists all of the information entered for the pre-write (customer's information, vehicle information, and repair information.)

View Closed R/O List

Use this button to display a list of the closed repair orders. The screen displays the repair order number, customer name, customer pay amount, warranty amount, internal amount, and total amount posted to the repair order. When you are finished viewing the list, click **Back** to return to the Daily R/O Update menu.

Dispatcher Time Flags

Use this button to print a breakdown of the time each technician spent on repairs. In order to print this report, you must use the Dispatcher feature. **You must print the dispatcher time flags before performing the daily R/O update since the update clears the time flags.**

The report is grouped by technician. The report lists every repair order the technician was assigned. For each repair order, the report lists the repair order number, repair number, service date, log on time, log off time, and the total number of minutes the technician spent working on that repair order. The end of each technician's section lists the total minutes the technician spent working on repairs for all of the repair orders.

Update Closed R/O's

Use this button to update the closed repair orders. This updates the Customer Information, Vehicle History, and Repair Order History files. The update also sends the repair orders to the Accounting module so the information can be posted to the books.

Important: All other workstations must exit the Service Writing module during the update. If you receive an error during the update, verify that all users are out of the Service Writing module. If all users are out of the module and you still receive an error, use the File Rebuild Utility on the Utilities & Settings menu to verify ASROJ.DAT, ASROD.DAT, ASROM.DAT, and ASROCRC.DAT. If you still receive an error, call Autosoft for assistance.

1. Click **Update Closed R/O's**.
2. Click **OK** when prompted to verify you want to update the repair orders.
3. If there are open repair orders more than 30 days old, the system displays a warning. Click **OK** to acknowledge the message and to view a list of the open repair orders. You should research the repair orders to ensure each needs to remain open. Click **Cancel Update** to cancel the update or **Continue Update** to continue with the update.