

This document provides instructions for setting up your Autosoft FLEX DMS for the Toyota Care Maintenance program. The Toyota Care Maintenance program includes 5,000 mile through 25,000 mile normal factory recommended services for both conventional and synthetic oil vehicles. Repairs are processed as in your Autosoft DMS system using preset menu items and discounts. When these repairs update to accounting, they must post to select sale and receivable accounts. Therefore, you will need to set up the appropriate accounting posting parameters, service menu items, and service discounts.

## Completing the Accounting Setup

First, you need to enter setup information in the Accounting module for the Toyota Care Maintenance program. The corresponding general ledger accounts (2255, 4455/6455, and 4755/6755) required for the Toyota Care Maintenance program should have been entered by the Office Manager as part of the 2011 Toyota financial statement update. The Accounting Department will need to add an Integrated Service Sales Posting Parameter for the Toyota Care Maintenance program.

### Adding Posting Parameters

You must create a new service posting parameter and assign the Toyota Care Maintenance accounts to the line. The Service Department must use this line to process the maintenance items as a customer pay repair. The Service Department can mix these repairs with any standard factory warranty repairs on the same repair order. However, a separate repair order is required for additional customer pay repairs completed during the same service visit.

**Note:** If you set up a new line number using the **Warranty** section of this screen as instructed in previous Toyota Care documentation provided by Autosoft, you can still use that line number as long as you make the necessary changes to include the specified accounts in the **Customer Pay** section of this screen rather than the **Warranty** section.

1. Click **Accounting** on the Autosoft DMS main menu.
2. Click **Setup** on the Dealership Accounting menu.
3. Click **Integrated Service Sales** on the Accounting System Setup menu.
4. Click **Service Labor Sales** on the Integrated Service Sales Posting Setup menu.

5. The Integrated Service Posting Parameters screen appears.
6. In **Service/Body/Contract/QuickLube**, type **S** to create a new service line.
7. In **Line**, type the line number you want to assign the new line. The line number does not need to be a specific number, but it is important that the line (S#, where # is the number you assigned the line) is used for all Toyota Care Maintenance repairs.
8. Add the appropriate account numbers and information in each field.
9. Under **Customer Pay**, the **Labor Sale** field must contain **4455** (the Toyota Care Maintenance labor sale account), and the **Labor Cost** field must contain **6455** (the Toyota Care Maintenance labor cost of sale account).

Integrated Service Posting Parameters (ABC Motors)

Service/Body/Contract/QuickLube [S/B/C/Q]: **S**  
Line: **9**

Click From List

B1	470
B2	471
C1	460B
C2	461
Q0	461
Q1	462
Q3	461
S0	461A
S1	461A
S2	461A
S3	461A
S4	461A

**Customer Pay**

	Sale	Cost	Invt.
Labor	4455	6455	6450
Gas/Oil/Grs	4770	6770	2430
S/S-Tires	7193	7193	7193
Sublet	4460	6460	2460
Q/L Labor	4410	6410	6450
Q/L G/O/G	4770	6770	2430
Q/L Sublet	4460	6460	2460
Q/L Parts			

Cust. Sales Journal Cash: **30** A/R: **30**  
 Labor Disc: **4400** Sales Tax: **3140**  
 Cust. A/R: **2100** Other Tax:   
 Cash Sale: **2040** Tire Tax:

**Warranty**

Labor	4420	6420	6450
NVI	4440	6440	6450
Gas/Oil/Grs	4720	6720	2410
S/S-Tires	7193	7193	7193
Sublet	4460	6460	2460

Warranty Sales Journal: **31**  
 NVI Net Debit: **2210** Sales Tax:   
 NVI Control (R/V): **0** Other Tax:   
 Warranty Receivable: **2200** Tire Tax:

**Internal**

Labor	4445	6445	6450
Gas/Oil/Grs	4730	6730	2410
S/S-Tires	7193	7193	7193
Sublet	4460	6460	2460

Internal Sales Journal: **32**  
 Internal Inventory: **2320** Sales Tax:   
 Customer Discounted  
 Dealer Paid Tax Expense:  Other Tax:   
 Tire Tax:

Exit Print Delete Clear Save Next

**Important:** Other than account **4455** in the **Customer Labor Sale** field and account **6455** in the **Customer Labor Cost** field, the accounts your dealership uses on this screen are based on your dealership's accounting practices. Fill in the remaining field accordingly.

10. When you are finished entering information on this screen, click **Next**. This advances you to the second entry screen.
11. Again, enter the appropriate account numbers for each area.
12. The Parts, Accessories, and Other **Customer Sale** fields must contain **4755** (the Toyota Care Maintenance sale account), and the **Customer Cost** fields must contain **6755** (the Toyota Care Maintenance cost of sale account).

Integrated Service Posting Parameters (ABC Motors)

Service/Body/Contract/QuickLube (S/B/C/Q):   
Line:

Parts			Accessories			Other		
	Sale	Cost		Sale	Cost		Sale	Cost
Customer	4755	6755	Customer	4755	6755	Customer	4755	6755
Warranty	4720	6720	Warranty	4720	6720	Warranty	4720	6720
Internal	4745	6745	Internal	4789	6789	Internal	4730	6730

  

Inventories									
	1	2	3	4	5	6	7	8	9
Parts	2410	2410	2410	2410	2410	2410	2410	2410	2410
Acces	2410	2410	2410	2410	2410	2410	2410	2410	2410
Other	2410	2410	2410	2410	2410	2410	2410	2410	2410

Special Body Shop Parts Inventory:

Parts Customer Discount:

Back

**Important:** Other than account **4475** in the **Customer Sale** fields and account **6755** in the **Customer Cost** fields, the accounts your dealership uses on this screen are based on your dealership's accounting practices. Fill in the remaining field accordingly.

13. When you are finished, click **Save** to save the line. The system returns you to the first entry screen.
14. Click **Exit** to close the screen.
15. Click **Exit** until you are back at the Autosoft DMS main menu.

## Completing the Service Setup

Next, you need to complete setup in the Service Writing module. You need to create a discount code that will be applied to the service menu code you will create for Toyota Care Maintenance repairs. This ensures that the appropriate discount can be applied to the repair and that the corresponding labor and parts for each repair is added to the repair.

### Creating the Toyota Care Discount

1. Click **Service** on the Autosoft DMS main menu.
2. Click **System Setup** on the Service Writing menu.
3. Click **Define Discounts** on the Service System Setup menu. The Define Discount Codes screen appears.
4. In **Discount Code**, type the code you want to assign the discount. Autosoft recommends you use **TOYC** as the discount code since this makes it easy to identify the discount as the Toyota Care discount.
5. Use the **Description** field to type a description of the discount.

Discount Code:   Help

Description:

6. The **Discount Repair** and the **Common To All Repairs** sections should be filled in like the example below.

**Discount Repair**

Discounted Repair To A Flat Charge Of:

Discount Repair By:

Labor Discount Ratio:  %

Parts Discount Ratio:  %

Dealer Pays Customer Taxes (Y/N):

**Common To All Repairs**

Include Sublet And Shop Supplies With Labor Discount (Y/N):

Include GOG With Parts Discount (Y/N):

Discount G/L For Labor:

Discount G/L For Parts:

Dealer Paid Tax G/L For Expense:

7. Click **Save**. The discount code will be added to the By Repair list on the right side of the screen.
8. Click **Exit** to return to the Service System Setup menu.

## Adding Menu Items

You need to create service menu items for each required maintenance interval. The menu code should be a derivative of the related labor operation. You must create the menu items to report and reflect the correct related labor operation code and set the labor units applied. These ops should be available to the Service Department from Toyota. Please refer to bulletin number CMP11-01 dated 01/19/11. *Any values used in screenshots are for sample purposes only and not intended as recommendations.*

1. Click **Enter Service Menu Operations** on the Service System Setup menu. The Enter Service Menu Op's screen appears.
2. Type the code for the menu item you are creating, and type a description of the service. The menu code should resemble the labor operation for the repair so it is easily identified. Similarly, the description should match the repair description for the scheduled maintenance.
3. The **Labor Units** field must contain the required labor units for the repairs specified in bulletin CMP11-01.
4. The **Cust/Warr/Int/QkLube** field must contain **C**.
5. Refer to Toyota documentation to determine if the **Special Price** field requires a value. Autosoft does not have labor sale documentation for these services. If Toyota Care Maintenance pays five tenths of the current customer pay rate, no value is necessary in this field. The program will price the repair accordingly. If Toyota Care Maintenance dictates a special labor sale amount for the select operation, enter amount in the **Special Price** field, and the system will apply this amount as required.
6. The **Discount Code** field must contain **TOYC** (or whatever code you assigned the Toyota Care Maintenance discount you created in the previous section).
7. The **Labor Operation** field must contain the required labor operation code for the repair as specified in bulletin CMP11-01.

Enter Service Menu Op's (ABC Motors)

Complaint Lines

Code	Description
15K	15,000 MILE SERVICE NEEDED
1TIRE	REPLACE 1 TIRE
2TIRE	REPLACE 2 TIRES
30K	30,000 SERVICE NEEDED
3K	3,000 MILE SERVICE NEEDED
3TIRE	REPLACE 3 TIRES
4TIRE	REPLACE 4 TIRES
ALIGN	ALIGNMENT NEEDED
BRAKB	REPLACE BACK BRAKES
BRAKE	REPLACE ALL BRAKE PADS
BRAKF	REPLACE FRONT BRAKES
C.U.S	SALE DECLINED
CHAIR	CHARGE AC
DECLI	CUSTOMER DECLINED REPAIRS
DTAIL	DETAIL VEHICLE
INSPE	INSPECTION
LOF	LUBE-OIL-FILTER
ROTAT	ROTATE TIRES
SI	STATE INSPECTION
TUNE	TUNE UP

Menu: 05KC

5,000 MILE TOYOTA CARE SCHEDULED MAINTENANCE - CONVENTIONAL OIL

Labor Units: 5

Labor Rate (A Thru J) ... Svc: A Contract: A Body: A Q/L: A

Cust/Warr/Int/QkLube: C

Update List Price on Parts:  Exclude Shop Supplies:

Calculate S/S with Quote:

Special Price:

Discount Code: TOYC

Repair Is NON-Taxable (Y/N): N

Repair Net G/L Account:

Commission: .00% or \$ .00

Technician:

Labor Operation: 05KCON

Customer Complaint Code:

Trouble Code:

Default Next Service: 10,000 MILE MAINT

Parts Source: 1 DEM SOURCE 1

Exit Discount Codes Delete Clear Next Print Reference List Update Parts Pricing

8. When you are finished entering information, click **Next**. This advances you to the Service Menu Parts screen. If parts are to be applied as part of the menu code, this is where you will enter the parts.

LN	Part	Qty	Desc.	Cost	Price	Service	Intern	Warr
01	0A152-YZZA1	1	REPLACEABLE ELE	3.24	4.05	5.41	5.41	3.34
02	00279-1QT20-01	5	5W20 QTS W	2.05	2.56			
03								
04								
05								
06								
07								
08								
09								
10								
11								
12								
13								
14								
15								
16								
17								
18								

!Click! Line From List To Add/Edit

LN	Part	Qty	Desc.	Cost	Price	Service	Internal	Warranty
03								

Back Remove Line Next

9. Click next when you are finished adding parts. This advances you to the Customer presentation screen. Add any text that should print with the menu code for the repair.
10. When you are finished, click **Save**. You will be back at the Enter Service Menu Op's screen.
11. Continue to create all the necessary menu items by repeating steps 4-11.
12. When you have created all the menu items, click **Exit** to close the screen.
13. Click **Back** to close the Service System Setup menu.
14. Click **Exit** on the Service Writing menu to return to the Autosoft DMS main menu.

## Completing Parts Setup

Finally, you need to create a wholesale pricing level that will be used for the Toyota Care Maintenance repairs. Parts applied to these repairs are to be priced at cost + 25% for proper payment. The parts will be applied to the repair either as part of the menu setup (requiring several 5,000 mile through 25,000 mile codes for each possible filter/oil variant) or by the Parts Department through the Service Line Parts screen. The pricing level ensures the parts are priced accordingly without requiring additional editing.

### Adding the Pricing Level

1. Click **Parts** on the Autosoft DMS main menu.
2. Click **Setup & Updates** on the Parts Inventory menu.
3. Click **Wholesale Pricing Levels** on the System Setup & Updates menu.
4. In **Pricing Level**, type the code you want to assign the Toyota Care Maintenance pricing level.
5. Use the **Description** field to type a description of the pricing level.
6. Type **P** in the **Pricing Code** field.
7. Both the **Counter Tickets Display List or Retail** and **Service R/O's Discount From List or Retail** fields should contain **L** for list.
8. On the first pricing line, type **.00** in the **From** Field, and type **9999.99** in the **To** field.
9. Type **25** as the percentage in the **Cost Plus Levels** percentage fields.

Pricing Levels (ABC Motors)

Customer Classification (A-Z): **T**

Description: **TOYOTA CARE**

Pricing Code: **P** D - Discount From List/Retail.  
P - Cost Plus A Percentage Of Cost.  
T - Manufacturers Suggested Trade Price  
M - Discount From Trade Price  
N - No Special Pricing Consideration.

Counter Tickets .....  
Display List or Retail (L/R): **L**

Service R/O's .....  
Discount From List or Retail (L/R): **L**

From	To	Cost Plus Levels			
<b>.00</b>	<b>9999.99</b>	1: <b>25</b> %	2: <b>25</b> %	3: <b>25</b> %	4: <b>25</b> %
<b>.00</b>	<b>.00</b>	1: <input type="text"/>	2: <input type="text"/>	3: <input type="text"/>	4: <input type="text"/>
<b>.00</b>	<b>.00</b>	1: <input type="text"/>	2: <input type="text"/>	3: <input type="text"/>	4: <input type="text"/>

Part Level

Cost-Plus For 'GSMP' Parts (GM Only):  %

Part Matrix 1: **00**% 2: **00**% 3: **00**% 4: **00**% 5: **00**%

Exit Print Remove Save

E EMPLOYEE  
G RETAIL  
I INTERNAL  
R RETAIL  
**T TOYOTA CARE**  
W WHOLESALE  
X COST LESS

10. Click **Save**. The pricing level appears in the list on the right side of the screen.
11. Click **Exit** to close the screen.

## Creating a Repair Order

The Service Department creates a repair order when the customer brings a vehicle in for a Toyota Care Maintenance service. The Accounting Integrated Service Posting Parameter created for Toyota Care Maintenance needs to be assigned to the repair order on the Start Repair Order screen in the **Car Line** field. This tells the system to post the sale to the appropriate accounts when the Service Department closes the R/O and updates it to Accounting.

The repair will be applied using the corresponding menu item on the Enter Conditions screen. The information entered for the menu item automatically fills in for the repair. Most importantly, the **C/W/I/Q** field will fill in with **C** for customer pay; the **Estimated Labor Units** field will fill in with the labor units entered for the code; and the **LOP** field will fill in with the labor operation code entered for the repair. All this information should have been entered for the code based on bulletin CMP11-01 from Toyota.

Usage Sort	Code Sort	Name Sort
"Right Click" On Line To View Profile		
LOF		LUBE-OIL-FILTER
SI		STATE INSPECTION
ROTAT		ROTATE TIRES
C.U.S		SALE DECLINED
DECLI		CUSTOMER DECLINED REPAIRS
15K		15,000 MILE SERVICE NEEDED
1TIRE		REPLACE 1 TIRE
BRAKF		REPALCE FRONT BRAKES
CHAI		CHARGE AC
INSP		INSPECTION
05KC		5,000 MILE TOYOTA CARE SCHEDULED
2TIRE		REPLACE 2 TIRES
30K		30,000 SERVICE NEEDED
3K		3,000 MILE SERVICE NEEDED
3TIRE		REPLACE 3 TIRES
4TIRE		REPLACE 4 TIRES
ALIGN		ALIGNMENT NEEDED
BRAKB		REPLACE BACK BRAKES
BRAKE		REPLACE ALL BRAKE PADS
DTAIL		DETAIL VEHICLE
TUNE		TUNE UP

Once the Service Department generates the repair order and assigns a technician to it, the Parts Department will apply the parts to the repair order using the Service Sales Line Parts option in the Parts module. The Parts Department will assign the appropriate Price Code and Discount Level to repair order. This will price the parts assigned to the customer pay repair at the desired cost + 25% level. Because this applies the discount to all customer pay repairs, the Toyota Care Maintenance customer pay repairs are the only customer pay repairs that can be on the repair order. If needed, factory warranty and internal repairs may be added to the repair order since these repair type are not affected by the discounts and pricing levels.

Once the Parts Department applies the parts and the Service Technician completes the maintenance, proceed to with the standard process for closing the repairs on the Close Service Screen.

On the Review & Print screen, click **Discounts** to apply the Toyota Care Maintenance discount to the repair. This discounts the parts and labor accordingly. Click **Save Changes**.

Discounts				40439 STEVE SMITH 2010 TOYOTA CAMRY																																																								
(Hold Right Mouse Button Down For Discount Code Profile)				"Click" Line To Select Repair																																																								
Code	Discount	Total	R/O	1-(C)	5,000 MILE TOYOTA CARE SCHEDULED																																																							
?-	Remove Current Discount Code				Code :TOYC																																																							
BPOL	BODY SHOP POLICY				Labor: 50.00	-50.00	.00																																																					
NCPO	NEW CAR POLICY				Parts: 16.85	-16.85	.00																																																					
UCPO	USED CAR POLICY				Total:		.00																																																					
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Once the discount is saved, the Review & Print screen will display .00 for the customer pay portion of the repair order, and the tax will display in the Internal column for the dealer to pay as required. Close the repair order accordingly.

Review & Print (ABC Motors)																																													
R/O: 40439	STEVE SMITH	Schedule Xpress																																											
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.00	.00	Subtotal .00																																											
.00	4.68	Tax 1 .00																																											
.00	4.01	Tax 2 .00																																											
.00	.00	Tire Tax .00																																											
.00	8.69	Charge																																											
		Cash 0																																											
Exit	R/O List	History	Discounts																																										
View R/O	Clear	Back																																											

When the repair order is updated to Accounting through the Daily R/O Update, the repairs will be set to post to the designated Toyota Care Maintenance accounts.

Integrated Service Sales Entries (ABC Motors)											
Inventory		Receivables		Payables		Schedules		General Ledger		Customers	
Document: 40439						Total Debits: 75.54					
Journal: 30 Service Sales C/P						Total Credits: 75.54					
						Balance: .00					
										View R/O	
Line	G/L	Amount	+/-	Cost	C.O.S.	Inven.	Control	Description	Taxable		
06									.00		
01	2255	66.85	+	.00			40439	TOVC-STEVE SMITH			
02	3140	8.69	+	.00			40439				
03	4755	16.85	-	13.49	6755		40439				
04	3140	8.69	-	.00			40439				
05	4455	50.00	-	6.50	6455	247	40439				
Exit < Document List > Schedules Post Print Delete Doc Hold Clear Screen											

## Finishing Up

Toyota sets the information required for the Toyota Care Maintenance program. Any questions about the program or the requirements for the program should be direct to your Toyota regional representative. Any questions about how the Toyota Care Maintenance Program works in your Autosoft DMS system can be directed to the Autosoft Support Desk. For Autosoft DMS related questions, please contact Jim Auld at (800) 473-4630 extension 1116.