



**Autosoft**  
**FLEX™**  
**DMS**  
Volkswagen/Audi  
Warranty Repairs



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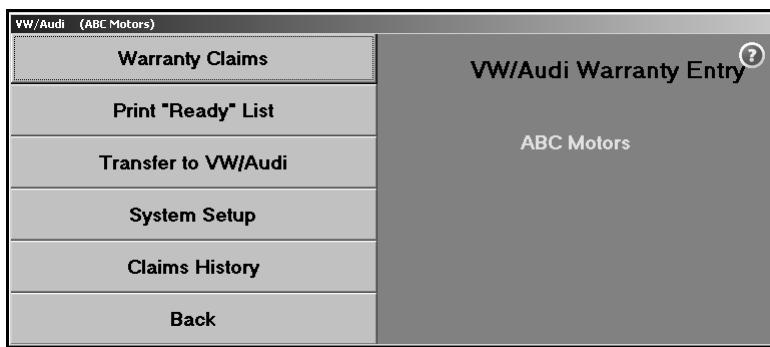
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# Introduction Volkswagen/Audi Warranty Repairs

The Service Writing program in Autosoft DMS is designed to allow dealers to generate Volkswagen and Audi-specific warranty repair orders. The repair orders are created using the standard R/O entry using the Repair Orders menu. This manual does not provide systematic instructions for generating the repair order from beginning to end. For detailed information about each entry screen used to generate repair orders, refer to your Service Writing manual or F1 help. This manual only explains the fields and screens that are required in addition to the standard R/O entry screens.

Once you generate and close your Volkswagen or Audi warranty claims, you use the Volkswagen Warranty/Audi Warranty Entry menu to enter additional warranty information or to correct information on the claim. Once you enter the information, you can view it, print it, and download it to Volkswagen or Audi as needed.



## Using Help Screens and What's New?

Because the Autosoft DMS program is continuously changing to meet the needs of our customers, new features are added to the software. These changes will include the addition of fields, buttons, or screens. This manual represents the program as it is now.

To keep our documentation updated, and our users informed, we have added individual help pages to each screen in the program. Press F1 to display the help page for the current screen or menu. Each page provides the following pieces of information:

- A description of the screen,
- Basic instructions for using the screen,
- A list of the fields on the screen and an explanation of the information required in each field,
- A list of the buttons on the screen and instructions for using each button, and
- A list of the function keys that can be used to carry out commands on the screen.

These help pages are updated as changes are made to the program and added to your system when you run an update from the Internet; thus, the help pages are always current. You should become familiar with the help pages and use them to learn about the new information added to the program and as a way to quickly access information while you are on a screen.

## Getting Ready

This manual has three chapters to help you generate your Volkswagen warranty claims. You should read the information in each chapter before attempting to generate the claims. The following table provides a brief explanation of the information covered in each chapter.

<b>Chapter</b>	<b>Information it covers</b>
<b>Chapter 1 System Setup</b>	Chapter 1 walks you through entering setup parameters that will be used to generate the warranty claims.
<b>Chapter 2 Repair Orders</b>	Chapter 2 explains specific information that is required when generating repair orders using the Repair Orders menu. This chapter will not cover every entry screen used to generate the repair order. It only covers the fields or additional entry screens needed specifically for Volkswagen warranty claims.
<b>Chapter 3 Volkswagen/Audi Warranty Entry</b>	Chapter 3 walks you through each menu option on the Volkswagen/Audi Warranty Entry menu. You will learn how to process warranty claims, download claims to Volkswagen/Audi, and view the claim history.

If you have any questions as you work that this manual does not answer, call Autosoft at (800) 473-4630 to speak with a Support Desk Representative.

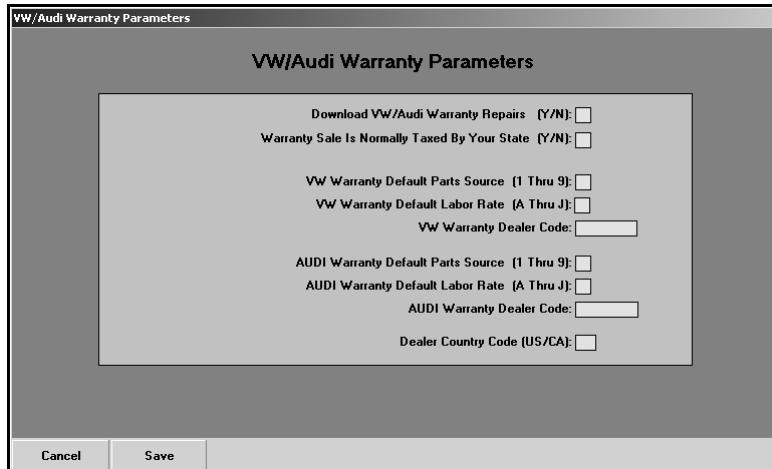
# Chapter 1 Warranty Setup

Before you can use the Service Writing module or the Volkswagen/Audi Warranty program, you must enter setup parameters. The parameters determine default information used when creating and transmitting the repair orders to Volkswagen/Audi. Do not attempt to submit warranty claims unless you complete the setup.

## Entering Warranty Parameters

The following instructions walk you through entering Volkswagen/Audi warranty setup information from the System Setup menu, but the same warranty parameters screen is available on the Volkswagen Warranty Entry menu. The screens are identical, and the information entered in either area is saved and accessible through both setup areas. Similarly, information edited in one area (for example, on the Service Writing System Setup menu) automatically updates to the second setup area (for example, on the Volkswagen/Audi Warranty Entry menu).

1. Click **Warranty Parameters** on the System Setup menu.
2. Click **VW/Audi Warranty Parameters** on the Warranty Parameters menu. The Warranty Parameters screen appears.



3. In **Download VW/Audi Warranty Repairs**, type **Y** for yes or **N** for no to indicate if the warranty repairs should be downloaded to Volkswagen. In order to access the VW/Audi Warranty Entry menu, you must type a **Y** in this field.
4. Use the **Warranty Sale Is Normally Taxed By Your State** field to indicate if your state taxes warranty sales. Type **Y** for yes or **N** for no according to state guidelines.

The next three VW fields apply if you are a Volkswagen dealer.

<b>VW Warranty Default Parts Source (1 Thru 9):</b> <input type="text"/>
<b>VW Warranty Default Labor Rate (A Thru J):</b> <input type="text"/>
<b>VW Warranty Dealer Code:</b> <input type="text"/>

- In **VW Warranty Default Parts Source**, type the inventory source number (1 through 9) for Volkswagen parts.
  - In **VW Warranty Default Labor Rate**, type the letter (A through J) that corresponds to the labor rate for Volkswagen warranty repairs. (Labor rates are defined in System Setup under Labor/Warranty/Tax Rates.)
  - In **VW Warranty Dealer Code**, type the dealership's Volkswagen dealer code.
5. The three Audi fields apply if you are an Audi dealer.
- |  |
|--|
| <b>AUDI Warranty Default Parts Source (1 Thru 9):</b> <input type="text"/> |
| <b>AUDI Warranty Default Labor Rate (A Thru J):</b> <input type="text"/>   |
| <b>AUDI Warranty Dealer Code:</b> <input type="text"/>                     |
- In **Audi Warranty Default Parts Source**, type the inventory source number (1 through 9) for Audi parts.
  - In **Audi Warranty Default Labor Rate**, type the letter (A through J) that corresponds to the labor rate for Audi warranty repairs. (Labor rates are defined in System Setup under Labor/Warranty/Tax Rates.)
  - In **Audi Warranty Dealer Code**, type the dealership's Audi dealer code.
6. Finally, specify your country. Type **US** for the United States or **CA** for Canada
7. Click **Save** to save the parameters.
8. Click **Exit** on the Warranty Parameters menu.

## Verifying Advisor and Technician Setup

The advisor and technician setup in the Autosoft DMS Service Writing module must contain the employees' full social security numbers and the Volkswagen/Audi employee ID. When you assign an advisor and technician to a claim, the system automatically pulls the last three digits of the social security number and the employee ID from the advisor and technician setup and submits it with the claim. In order to enter the employee ID, you must have set the **Download VW/ Warranty Repairs** field on the VW Warranty Parameters screen to **Y** for yes

1. Click **Service Advisors/Writers** on the System Setup menu. The Advisor/Writer Information screen appears.
2. Click the advisor/writer in the list on the right. The advisor's information fills in on the screen.
3. Verify the **Full Social** field contains the advisor's/writer's full social security number. If the number does not appear in this field, add it.
4. In the **MFC** field that contains **VW** for Volkswagen or **AU** for **Audi**, verify that the **Emp ID** field contains the employee's Volkswagen/Audi employee ID. Add the ID if it does not appear in this field.
5. Click **Save** to save the changes.
6. Edit the remaining advisors'/writers' records as needed.
7. When you are finished, click **Exit** to return to the System Setup menu.
8. Next, click **Service Technicians**. The Technician Information screen appears.
9. Click the technician in the list on the right. The technician's information fills in on the screen.
10. Verify the **Full Social** field contains the technician's full social security number. If the number does not appear in this field, add it
11. In the **MFC** field that contains **VW** for Volkswagen or **AU** for Audi, verify that the **Emp ID** field contains the employee's Volkswagen/Audi employee ID. Add the ID if it does not appear in this field.
12. Click **Save** to save the changes.
13. Edit the remaining technicians' records as needed.
14. When you are finished, click **Exit** to return to the System Setup menu.
15. Click **Back** on the System Setup menu.

Once the parameters are set, you can begin entering warranty claims.



## Chapter 2 Repair Orders

To generate repair orders, you will use the first six buttons on the left side of the Repair Order menu. You will generate the repair order as explained in your Service Writing manual. This chapter only explains the additional information needed when generating Volkswagen/Audi warranty claims. It will address the Start Repair Order screen, Close Service screen, and Review & Print screen. No special instructions are required for the Enter Conditions screen, Close Lubricants-Sublets or Close Parts screens.

Repair Orders	
Start Repair Order	Utilities
Start Conditions	GM Warranty
Close Lubricants-Sublet	VW Warranty
Close Service	
Close Parts	Continuations
Review & Print	Customer History
Back	Pre - Writes

## Start Repair Order

When you are entering the repair order information on the first entry screen, ensure that the **Warranty Repairs** field contains **VW** for Volkswagen of America or **AU** for Audi warranty claims.

	<b>Warranty Parts (A/B/C/L):</b> <input type="checkbox"/> <b>Warranty Manufacturers:</b> <input type="text" value="VW - VWoA/Audi"/> <input type="button" value="▼"/> <input checked="" type="checkbox" value="VW"/> <input type="checkbox" value="AU"/>
<b>Contract:</b> <input type="text"/> <b>Term:</b> <input type="checkbox"/> <b>Expires:</b> <input type="text"/> / <input type="text"/> <b>Contract Mileage:</b> <input type="text"/>	

**Tip:** You can set the default manufacturer for warranty claims in the Service Writing System Setup. Click **Miscellaneous Parameters**. Select **VW-VWoA** or **AU-Audi** for the **Default Manufacturers Warranty Repair Prompt** field, and the **Warranty Manufacturers** field on the Start Repair Order screen will automatically default to **VW** or **AU** for every repair order.

## Close Service—Volkswagen Warranty Screen

When you close a service repair for a Volkswagen/Audi warranty claim on the Close Service screen, the Volkswagen Warranty screen automatically appears so you can enter additional warranty information for the claim. If the Volkswagen Warranty screen does not appear, the **Warranty Manufacturers** field on the Start Repair Order screen does not contain a **VW** for Volkswagen or **AU** for Audi. You must edit the field before you can open the Volkswagen Warranty screen.

The screenshot shows the 'VW Warranty (ABC Motors)' screen. At the top, it displays 'Repair Number: 40419'. Below this are fields for 'Claim Type' (dropdown), 'Technician Number' (01), and a button labeled 'Press END Save Repair'. To the right is a table with columns 'Labor', 'Op', 'C/T', 'A/T', and 'Sale'. The first row contains the value '1 ACRCBD12' under 'Labor'. The bottom right of the table shows 'Totals: 5 5 30.13'. On the left side, there are sections for 'Authorization' (with fields for Claim Part Id / Damage Code, Damage Type, Damage Location Code, Mfg / Vendor Code, and a checkbox for '(Causal) 1=Labor, 2=Part'), 'Campaign Info' (with a Campaign Code field), and 'Spare Part Information' (with fields for Spare Part Date and Spare Part Mileage). At the bottom, there are buttons for 'Save', 'Labor Time Guides', 'Parts', 'Sublet', and 'Review R/O'.

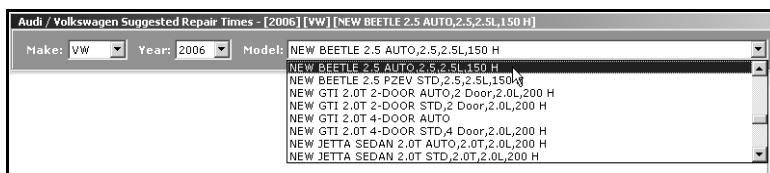
1. The fields in the top-right corner of the screen display the total cost of labor, parts, and sublet for the repair. These values are automatically recalculated as information is entered on this screen.
2. The **Repair Number** field automatically fills in with the appropriate repair number.
3. Type any additional information in each field. The table on the following page lists all of the fields on the Volkswagen Warranty screen and identifies the information required in each field. Use it to assist you when filling in the screen.
4. Use the **Labor Time Guides** button to search for labor operations and pull the labor operations to the warranty repair order. See page 10 for instructions on using the time guides.
5. Use the **Parts** and **Sublet** buttons to add additional information to the repair order. See page 12 for instructions on using the Parts screen and page 13 for instructions on using the Sublet screen.
6. Click **Save** when you are finished entering information. The system returns you to the Close Service screen so you can close more repairs as needed.

Field	Information
<b>Repair Number</b>	This field displays the repair number for the selected repair.
<b>Claim Type</b>	Type the three character claim type code, or select the claim type from the drop-down list.
<b>Technician Number</b>	This field displays the ID number for the technician assigned to the repair. The technician can be assigned to the repair on the Enter Conditions screen, Close Service screen, or this screen.
<b>Authorization</b>	
<b>Claim Part ID/ Damage Code</b>	Type the damage code. This field holds four characters.
<b>Damage Type</b>	Type the damage type code. This field holds two characters.
<b>Damage Location Code</b>	Type the damage location code: <b>001</b> for left or <b>002</b> for right.
<b>Mfg/Vendor Code</b>	Type the vendor code. This identifies who delivered the item. This field holds three characters.
<b>(Causal) 1=Labor, 2=Part</b>	Type <b>1</b> if only labor was required for the repair or <b>2</b> if a part was replaced.
<b>Authorization Code</b>	This field displays the authorization code. It consists of the part identifier, fail code, location code, vendor code, and repair/replace code.
<b>Spare Part Information</b>	
<b>Spare Part Date</b>	Type the original delivery date for the part you are replacing. You must enter the date in an eight-character format with or without slashes (mm/dd/yyyy or mmddyyyy).
<b>Spare Part Mileage</b>	Type the vehicle's mileage on the date the part was originally installed.
<b>User Comments</b>	
<b>User Comments</b>	Use this area to type any comments you need to send with the repair information. This area holds 120 character including spaces.
<b>Campaign Info</b>	
<b>Campaign Code</b>	Type the campaign code for the repair.
<b>Totals</b>	
<b>Labor</b>	This field displays the total labor for the repair.
<b>Parts</b>	This field displays the total parts for the repair.
<b>Sublet</b>	This field displays the total sublet for the repair.
<b>Total</b>	This field displays the total for the repair.
<b>Labor Section</b>	
<b>Line</b>	This field displays the line number for the labor operation. You can have up to 17 labor lines per repair.
<b>Labor Op</b>	Type the labor operation code. If a labor operation code was entered on the Enter Conditions or Close Service screen, it fills in this field.
<b>C/T</b>	Type the charge time for the repair. If labor units were entered on the Enter Conditions or Close Service screen, they fill in this field.
<b>A/T</b>	Type the actual time for the repair. This field defaults to the same units entered as the charge time.
<b>Sale</b>	Type the sale amount. If labor information was entered on the Enter Conditions or Close Service screen, the sale amount fills in this field.
<b>Totals</b>	These fields display the total charge time, actual time, and sale.

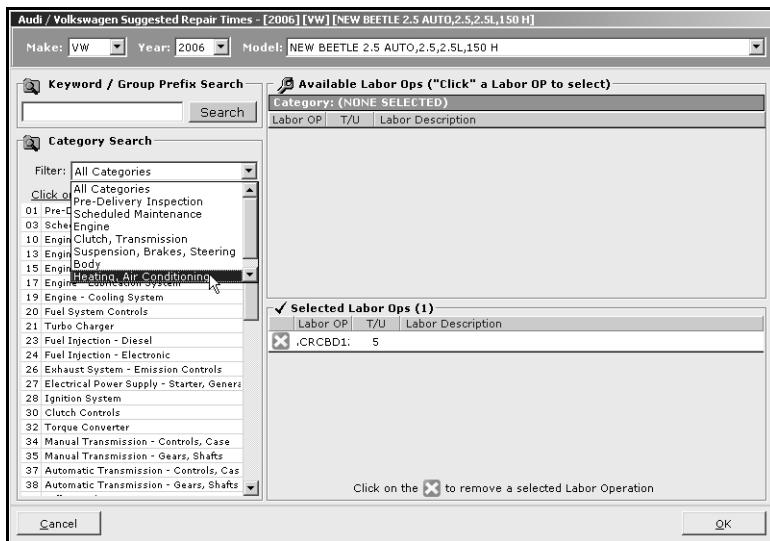
## Labor Time Guides

The **Labor Time Guides** button on the bottom of the Volkswagen Warranty screen opens the Audi/Volkswagen Suggested Repair Times. This feature allows you to search for labor operations and pull the labor operations to the warranty repair order.

1. Click **Labor Time Guides** on the bottom of the Volkswagen Warranty screen.
2. The **Make** and **Year** automatically display the vehicle make and model year entered for the vehicle on the repair order.
3. Select the vehicle model from the **Model** list. The labor operations for the vehicle fill in on the screen.

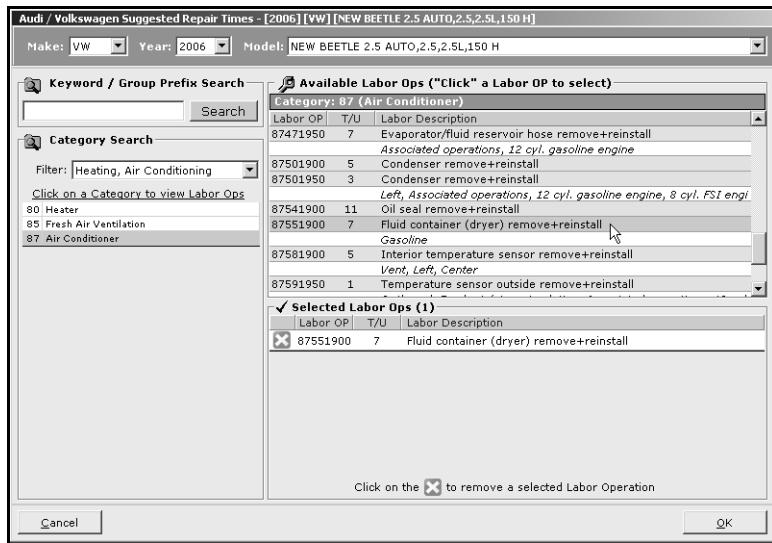


4. Under **Category Search**, use the Filter list to select a category.



5. The categories fill in under the list. Click the category you want to select.
6. The labor operations for the selected category are displayed in the top window on the right side of the screen.

- Click the labor operation you want to select. The labor operation is added to the list on the bottom of the screen.



**Tip:** The **Keyword/Group Prefix Search** section allows you to search for labor operations. Type the keyword or prefix you want to use for the search, and click **Search**. The search results are displayed under the **Category Search** section.

- Continue to select labor operations by repeating steps 4-7.
- When you are finished selecting the labor operations, click **OK** to pull them to the warranty R/O.

**Tip:** To remove a selected labor operation, click the **X** in front of the labor operation.

## Parts

Clicking the **Parts** button on the Volkswagen Warranty screen opens the Edit Parts screen. This screen is used to edit parts on the warranty repair order. You can use this screen to switch parts between conditions and to mark the failed part.

Edit Parts (ABC Motors)									
LN Part No.	T	L	F	Qty	Cost	Sale	Ext	Core	Desc.
01 111971941A	W	1		1	.98	1.01	1.01		CONNECTOR
02 000979018	W	1		1	3.32	3.45	3.45		WIRE SET
03 000979981	W	1		1	6.25	6.50	6.50		CABLE
04 000915105AG	W	2	F	1	83.18	86.50	86.50		BATTERY

"Click" Part Line from list to edit  
"Click" Condition From List

Condition:

Failed Part:  Yes  No

**Close**

1. Click **Parts**. The Edit Parts screen appears.
2. The top of the screen lists all the parts that have been added to the repair order. A list of the conditions is displayed in the bottom-right section of the screen.
3. Click a part in the list. The part number is displayed in the first field on the bottom of the screen, and the **Condition** field indicates the corresponding condition number.
4. Edit this field if the part needs to be assigned to a different condition. (You can select a condition by clicking the condition in the list on the bottom-right side of the screen. The condition number will fill in.)
5. Use the buttons next to the **Failed Part** field to indicate if the selected part is the failed part. Click **Yes** to mark the failed part, or click **No** to mark the remaining parts.
6. Click **Back** to return to the Volkswagen Warranty screen.

**Tip:** If you switch parts between conditions that have different repair types, you are prompted that some of your parts are flagged improperly. You must re-close parts to ensure the pricing information is correct. For example, if you switch a part from a customer pay repair to a warranty repair, you are prompted the parts are flagged improperly. Click **OK** to acknowledge the message, and re-close the part section of the repair order to ensure the parts for the warranty repair are charged with the warranty price and that the parts for the customer pay are charged with the customer pay price.

## Sublet

Clicking the **Sublet** button on the Volkswagen Warranty screen opens the Sublet screen. This screen is used to edit sublet information that has been added to the warranty repair.

Vendor/Description	R	T	P.O.	Tax %	LOP	Fail	DRD	Cost	Sale
RENTAL	1	V	40419	7.000			1	50.00	50.00

1. Click **Sublet**. The Sublet screen appears.
2. The sublets added to the repair order are displayed in the fields at the bottom of the screen. The information displayed in each field is pulled from the information entered on the Lubricants/Sublet screen.
3. Click in a field, and edit the information as needed.
4. Click **Save** to save the changes.
5. Click **Exit** to return to the Volkswagen Warranty screen.

## Review & Print

When all of the information has been closed on the repair order, close and print the repair order as needed. Some of the information on this screen automatically fills in based on information entered on previous screens. Verify the information is correct.

When you are finished entering and verifying the information on this screen, click **Print**. Autosoft DMS prompts you to indicate what you want to do with the repair order. In order to send the warranty claim to the Volkswagen warranty program, you must choose Y, P, C, I, W, or M. If you choose N for no action, the warranty claim remains in the Repair Orders list. It is not available in Volkswagen warranty program.

Click the button that corresponds to the print/close option you want to select:

- Select **Y-Print & Close R/O** if the warranty repairs are the only repairs on the repair order. This closes all of the repairs.
- Select **P-Print & Close C/P** if there are internal or customer pay repairs on the repair order. This closes the internal or customer pay repairs and leaves the warranty repairs open.
- Select **C-Customer Copy** to print the customer copy of the repair order without closing any of the repairs.
- Select **I-Invoice R/O** to invoice the repair order Cashier. This closes all of the repairs, but no copies print. The repair order cannot be recalled in the Service Writing module.
- Select **W-Invoice C/P** to invoice just the customer pay and internal repairs to Cashier. This closes the customer pay and internal repairs, but leaves the warranty repairs open. No copies print.
- Select **M-Print Memo** to print a memo copy of the repair order without closing any of the repairs.

**Tip:** Although options **P**, **C**, **W**, and **M** send claims to the Volkswagen warranty program, the repairs are still open in the Service Writing module. Therefore, any editing that needs to be done on the warranty repairs should be done in the Service Writing module rather than in the Volkswagen warranty program. This ensures the warranty information updates to the Accounting module properly. You should wait until the warranty claims are closed in the Service Writing module before editing them in the Volkswagen warranty program.

## Chapter 3 Volkswagen/Audi Warranty Entry

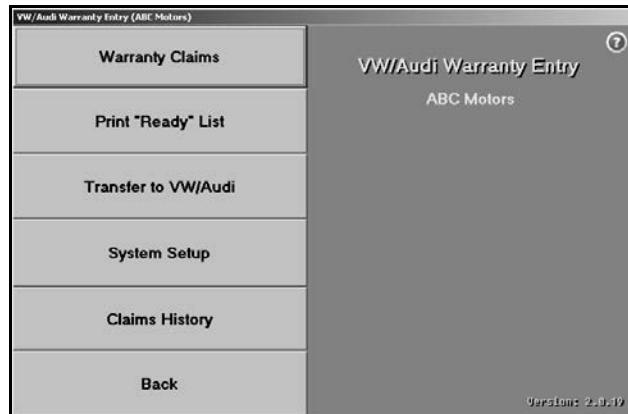
Once you process the Volkswagen/Audi claims, you use the Volkswagen/Audi Warranty program to review, print, and download the claims. You access the warranty program from the Repair Orders menu. The right side of the menu should display a **VW Warranty** button.

The right side of the Repair Orders menu will only display the warranty programs you indicated should be used for downloading repair orders in the warranty parameters. The first parameter on the warranty parameters screen asks you to indicate if warranty repairs should be downloaded to the manufacturer's interface. These fields must contain a Y for yes in order to access the warranty programs. If the Repair Order menu does not contain a **VW Warranty** button, verify the Volkswagen/Audi warranty parameters in the Service Writing System Setup.

The Repair Orders menu will display up to three manufacturer warranty options at a time. If you select to use more than three of the warranty interfaces, one button on the right side of the Repair Orders menu will display Warranty Interface. When you click this button, the system prompts you to select the manufacturer.



Click **VW Warranty** on the Repair Orders menu to open the Volkswagen/Audi Warranty Entry menu. To use the menu, click the button that corresponds to the menu option you want to select. The appropriate screen or prompt appears. This chapter explains how to use each menu option.



## Reviewing Claims for Download

First, you use the **Warranty Claims** button to review the copies of the repair orders that are flagged as Volkswagen/Audi warranty claims. The information from the R/O is available here when the customer copy of the repair order is printed. You can leave the R/O open by printing *only* the customer copy or a memo copy used to review the claim before it is closed, or you can close and update the claim.

If you leave the R/O open until you receive an answer back with possible corrections, you can correct the R/O before you close and update it and then resubmit it. The repair order history and Accounting information would always be correct using this method.

You view and edit information for Volkswagen/Audi warranty repair orders on six screens: Vehicle Information, Customer Information, Repair Information, Labor Section, Parts Section, and Totals. You progress through the screens by clicking **Next** on the bottom of each screen. Note that each screen is color coded to match the color guide on the bottom of the screen. This helps you identify where you are in the review process.

### Vehicle Information

The Vehicle Information screen is the first screen. You use this screen to select the repair order and repair you want to process. In addition, you verify information about the vehicle that applies to all of the conditions on the repair order.

## Selecting a Repair to Process

1. Click **Warranty Claims**. The Vehicle Information screen appears. Note that the **Vehicle Info** button is selected to indicate you are on the Vehicle Information screen.
2. The list window on the right side of the screen displays the available warranty claims.
3. Click the claim you want to select. The vehicle information fills in the fields under **Vehicle Information** on the top part of the screen.
4. A list of the repairs on the claim appears. Click the repair you want to process. The repair number and claim type information fills in the fields under **Repair** on the bottom part of the screen.
5. If necessary, enter any information that is not complete for the claim. The table on the following page lists the fields on the Vehicle Information screen and identifies the information required in each field.
6. When you are finished, click **Next** to advance to the Customer Information screen.

## Removing a Repair

1. Select the repair order.
2. Select the repair.
3. Click **Remove Repair**.
4. Click **OK** when prompted to verify you want to delete the repair.

## Deleting a Repair Order

You can delete a repair order to remove it from the Volkswagen Warranty Entry program. This does not remove the claim from the Autosoft DMS system.

1. Select the repair order.
2. Click **Delete R/O**.
3. Click **OK** when prompted to verify you want to delete the repair order.

Field	Information
<b>Vehicle Information</b>	
<b>R/O</b>	This field displays the repair order number.
<b>Mileage</b>	This field displays the vehicle's mileage. The mileage was entered on the Start Repair Order screen.
<b>Indicator</b>	This field defaults to <b>M</b> for miles to indicate how the mileage is reported. You can also type <b>K</b> for kilometers if applicable.
<b>Repair Date</b>	This field displays the start date. This date was entered on the Start Repair Order screen.
<b>Delivery Date</b>	This field displays the date the vehicle was delivered to the customer if sold by the repairing dealership. This date was entered on the Start Repair Order screen.
<b>VIN</b>	This field displays the vehicle identification number. The VIN was entered on the Start Repair Order screen. The VIN must be accurate to process the claim.
<b>Make</b>	This field displays the vehicle make. The make was entered on the Start Repair Order screen.
<b>Year</b>	This field displays the model year. The year was entered on the Start Repair Order screen.
<b>Advisor ID</b>	The first field displays the advisor's system ID number, and the second field displays the advisor's Volkswagen/Audi employee ID. Use the drop-down list to the right to select the employee ID as needed. This ID number pulls from the Advisor/Writer Information screen in the Service Writing System Setup. The advisor was assigned on the Start Repair Order screen.
<b>Advisor Last 3</b>	This field displays the last three digits of the service advisor's social security number. This number pulls from the Advisor/Writer Information screen in the Service Writing System Setup. If this field is blank, type the last three digits of the social security number.
<b>Parts Markup</b>	This field displays the parts markup percentage for warranty repairs. This is the markup specified for warranty repair orders for parts inventory source.
<b>Labor level Rate</b>	This field displays the labor rate selected for the repair. The rate was selected on the Enter Condition or Close Service screen.
<b>MFC</b>	Type Indicate the manufacturer code for the repair. Type <b>VW</b> for Volkswagen or <b>AU</b> for Audi.
<b>Towed In</b>	Indicate if the vehicle was towed into the dealership. Type <b>Y</b> for yes or <b>N</b> for no.
<b>Repair</b>	
<b>Repair Number</b>	This field displays the claim number/repair number for the selected repair. The number was assigned on the Enter Conditions screen.
<b>Technician #</b>	The first field displays the technician's system ID number, and the second field displays the technician's Volkswagen/Audi employee ID. Use the drop-down list to the right to select the employee ID as needed. This ID number pulls from the Technician Information screen in the Service Writing System Setup. The technician was assigned on the Enter Conditions screen, Close Service screen, or Volkswagen Warranty screen.
<b>Technician Last 3</b>	This field displays the last three digits of the service technician's social security number. This number pulls from the Technician Information screen in the Service Writing System Setup. If this field is blank, type the last three digits of the social security number.
<b>Claim Type</b>	This field displays the claim type selected for the repair. The claim type was selected on the Volkswagen Warranty screen. Use the drop-down list to select a different claim type as needed.

## Customer Information

You use the Customer Information screen to verify the customer's information. The information pulls from the customer information entered for the repair order. This information must be complete in order to proceed with processing the repair. When you are finished reviewing the information, click **Next** to advance to the Repair Information screen.

The screenshot shows the 'Customer Information' screen with the following data:

- R/O: 40419
- VIN: 3VWDD21C91M469982
- First Name: LVNN
- Middle Name: [REDACTED]
- Last Name: WILLIAMS
- Full Name: LILLY WILLIAMS
- Address: 1245 WEST AVE
- City: WEST MIDDLESEX
- State: PA
- Postal Code: 16159
- Daytime Phone: 724 555 0000

Navigation buttons at the bottom include Back, Next >, and several small square icons.

## Repair Information

You use the Repair Information screen to view information for the selected repair.

The screenshot shows the 'Repair Information' screen with the following data:

- R/O: 40419
- Repair Number: 01
- Claim Type: 120
- VIN: 3VWDD21C91M469982
- Authorization:
  - Claim Part Id / Damage Code: [REDACTED]
  - Damage Type: [REDACTED]
  - Damage Location Code: [REDACTED]
  - Mfg / Vendor Code: [REDACTED]
  - (Causal) 1=Labor, 2=Part: [REDACTED]
  - Authorization Code: [REDACTED]
- Miscellaneous Expense:
  - Sublet Labor Op: [REDACTED]
  - Sublet Labor Desc: RENTAL
  - Sublet Labor: \$ .00
  - Sublet Parts: \$ .00
  - Loaner: \$ 50.00
- Spare Part Information:
  - Spare Part Date: [REDACTED] (mm/dd/yyyy)
  - Spare Part Mileage: 000000
- Campaign Information:
  - Criteria Code: [REDACTED]
- Technician Comments Section: [Large empty text area]

Navigation buttons at the bottom include Back, Next >, and several small square icons.

1. Click **Repair Info**. The repair Information screen appears.
2. The information entered for the repair automatically fills in on the screen.
3. If necessary, enter any information that is not complete for the claim. The table on the following page lists the fields on the Repair Information screen and identifies the information required in each field.
4. When you are finished, click **Next** to advance to the Labor Section screen.

Field	Information
<b>Vehicle Information</b>	
<b>R/O</b>	This field displays the repair order number.
<b>Repair Number</b>	This field displays the repair number for the selected repair.
<b>Claim Type</b>	This field displays the repair claim type. The claim type was selected on the Volkswagen Warranty screen or on the Vehicle Information screen.
<b>VIN</b>	This field displays the vehicle identification number. The VIN was entered on the Start Repair Order screen.
<b>Damage Code</b>	
<b>Claim Part ID/Damage Code</b>	This field displays the damage code. This information was entered on the Volkswagen Warranty screen. You can add the code as needed. This field holds four characters.
<b>Damage Type</b>	This field displays the damage type code. This information was entered on the Volkswagen Warranty screen. You can add the code as needed. This field holds two characters.
<b>Damage Location Code</b>	This field displays the damage location code. Valid codes are <b>001</b> for left or <b>002</b> for right. This information was entered on the Volkswagen Warranty screen. You can add the code as needed.
<b>Mfg/Vendor Code</b>	This field displays the vendor code. This identifies who delivered the item. This information was entered on the Volkswagen Warranty screen. You can add the code as needed. This field holds three characters.
<b>(Causal) 1=Labor, 2=Part</b>	This field displays <b>1</b> if only labor was required for the repair or <b>2</b> if you replaced a part. This information was entered on the Volkswagen Warranty screen.
<b>Authorization Code</b>	This field displays the authorization code. It consists of the part identifier, fail code, vendor code, and repair/replace code.
<b>Spare Part Information</b>	
<b>Spare Part Date</b>	This field displays the original delivery date for the part you replaced. This information was entered on the Volkswagen Warranty screen.
<b>Spare Part Mileage</b>	This field displays the vehicle's mileage on the date the part was originally installed. This information was entered on the Volkswagen Warranty screen.
<b>Campaign Information</b>	
<b>Criteria Code</b>	This field displays the campaign code for the repair. This information was entered on the Volkswagen Warranty screen.
<b>Miscellaneous Expense</b>	
<b>Sublet Labor Op</b>	This field displays the labor operation code for the sublet on the repair.
<b>Sublet Labor Desc</b>	This field displays the sublet description.
<b>Sublet Labor</b>	This field displays the total for sublet. This does not include totals for loaners. The sublet parts are automatically included in the sublet labor, so you must edit the labor and parts fields so they accurately reflect the correct amounts.
<b>Sublet Parts</b>	If there are sublet parts on the repair, they are included in the total in the <b>Sublet Labor</b> field. You must edit the labor and parts fields so they accurately reflect the correct labor and parts amounts.
<b>Loaner</b>	This field displays the total loaner expense. The system identifies the loaner expense based on the <b>DRD</b> field (daily rental day) on the Close Lubricants-Sublet screen in the Service Writing module.
<b>Technician Comments Section</b>	
	Type any comments for the repair. This area holds 120 character.

## Labor

You use the Labor screen to view the labor for the selected repair. You can add additional labor lines or remove labor lines as needed. Use the **Labor Time Guide** button to access the Audi/Volkswagen Suggested Repair Times to select labor operations for the repair. You use the time guides on this screen as instructed on page 10.

#	Labor Op	TU's	Labor Sale
01	ACRCBD12	5	30.13

## Viewing and Editing Labor Lines

1. Click **Labor**. The Labor Information Screen appears.
2. The window on the right side of the screen displays the labor lines added to the repair. Click the line you want to view, or type the line number for the line you want to view. The information fills in under Labor Section on the left side of the screen.
3. If necessary, edit the labor operation, time units, or labor sale.
4. Click **Save** to save the changes.
5. When you are finished, click **Next >** to advance to the Parts Section screen.

## Removing Labor Lines

1. Select the labor line.
2. Click **Remove**.
3. Click **OK** when prompted to verify you want to remove the line. The line no longer appears in the list window on the right side of the screen.

## Adding Labor Lines

1. Type the line number for the labor line you are adding.
2. Type the labor operation code, the time units, and the labor sale amount.
3. Click **Save**. The line appears in the list window on the right side of the screen.

The following table lists all of the fields on the Labor screen and identifies the information required in each field. Use it to assist you as you edit or add labor information.

Field	Information
<b>Vehicle Information</b>	
R/O	This field displays the repair order number.
Repair Number	This field displays the repair number for the selected repair.
Claim Type	This field displays the claim type selected for the repair. The claim type was selected on the Volkswagen Warranty screen or on the Vehicle Information screen.
VIN	This field displays the vehicle identification number. The VIN was entered on the Start Repair Order screen.
<b>Labor Section</b>	
Labor Line #	Type the line number for the line you want to add or view.
Labor Operation	This field displays the labor operation for the selected labor line. This information was entered on the Enter Conditions screen, Close Service screen, or Volkswagen Warranty screen. You can add a labor operation as needed by typing the labor operation code in this field.
Time Units	This field displays the labor units for the selected labor line. This information was entered on the Enter Conditions screen, Close Service screen, or Volkswagen Warranty screen. You can add labor units as needed by typing the units in this field.
Labor Amount	This field displays the labor sale for the selected labor line. This information was entered on the Enter Conditions screen, Close Service screen, or Volkswagen Warranty screen. You can add the labor sale as needed by typing the sale amount in this field.

## Parts

You use the Parts screen to view the parts for the selected repair. You can add additional parts or remove parts as needed.

#	Part Number	FP	Qty	Cost	Total Sale
01	111971941A		1	.98	1.01
02	000979018		1	3.32	3.45
03	000979981		1	6.25	6.50

**Important:** Parts removed or added here are not reflected on the original repair order or in the Parts Inventory.

### Viewing and Editing Part Lines

1. Click **Parts**. The Parts screen appears.
2. The window on the right side of the screen displays the parts added to the repair. Click the part you want to view, or type the line number for the part you want to view. The information fills in under Parts Section on the left side of the screen.
3. If necessary, edit the part information.
4. Click **Save** to save the changes.
5. When you are finished, click **Next** to advance to the Totals screen.

### Removing Parts

1. Select the part.
2. Click **Remove**.
3. Click **OK** when prompted to verify you want to remove the part line. The line no longer appears in the list window on the right side of the screen.

## Adding Parts

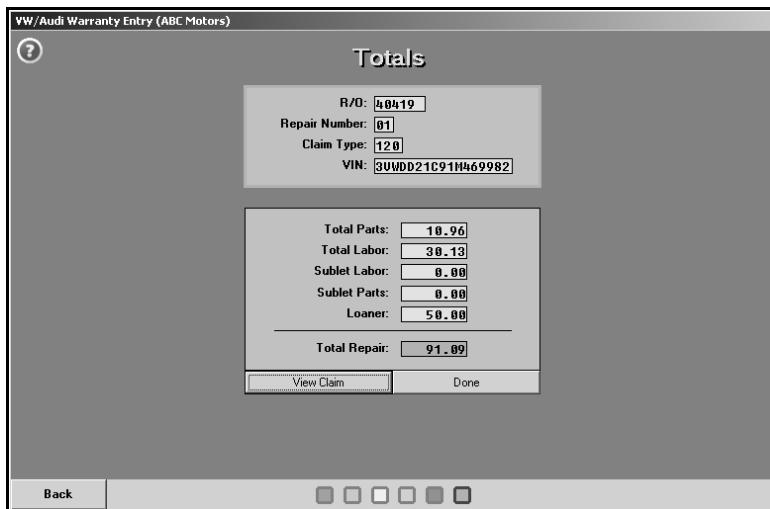
1. Type the line number for the part you are adding.
2. Type the part number.
3. If this is the failed part, type **X** in **Causal Part**.
4. Type the quantity and unit price. The unit total automatically fills in based on the quantity and unit price.
5. Click **Save**. The part appears in the list window on the right side of the screen.

The following table lists all of the fields on the Parts screen and identifies the information required in each field. Use it to assist you as you edit or add labor information.

Field	Information
<b>Vehicle Information</b>	
<b>R/O</b>	This field displays the repair order number.
<b>Repair Number</b>	This field displays the repair number for the selected repair.
<b>Claim Type</b>	This field displays the claim type selected for the repair. The claim type was selected on the Volkswagen Warranty screen or on the Vehicle Information screen.
<b>VIN</b>	This field displays the vehicle identification number. The VIN was entered on the Start Repair Order screen.
<b>Parts Section</b>	
<b>Parts Line #</b>	Type the line number for the part line you want to add or view.
<b>Part Number</b>	This field displays the part number for the selected line. If you are adding a part, type the part number in this field.
<b>Causal Part (X)</b>	This field indicates if this is the failed part. It displays <b>Y</b> to flag the failed part. This information was entered on the Close Parts screen. If you are adding a part, indicate if it is the failed part by typing <b>X</b> . Only one part can be flagged as the failed part.
<b>VW/Audi Manufactured</b>	Indicate if the part was manufactured by Volkswagen or Audi. Type <b>Y</b> for yes or <b>N</b> for no.
<b>Part Description if 'N'</b>	If the part was not manufactured by Volkswagen or Audi, type a description of the part.
<b>Core Amount</b>	This field displays the core on the part.
<b>Quantity</b>	This field displays the quantity used for the repair. If you are adding a part, type the quantity used for the repair in this field.
<b>Part Cost</b>	This field displays the cost the part. If you are adding a part, type the cost in this field.
<b>Unit Price</b>	This field displays the sale price for the part. If you are adding a part, type the sale price in this field.
<b>Total Sale</b>	This field displays total parts sale. The system calculates this value based on the quantity and the unit price.

## Totals

You use the Totals screen to verify the totals for the repair and to flag the repair as done. This marks the repair as ready for download. You cannot edit information on this screen. If you find an error, you must edit the information on the corresponding screen.



1. Click **Totals**. The Totals screen appears.
2. Review the information. The table on the following page lists the fields on the screen and identifies the information each field displays. Reference it as needed.
3. To print a copy of the repair, click **View Claim**.
4. When prompted to verify your printer is ready, click to select **To Printer** to print the repair or **To Screen** to view the summary on your screen.
5. Once you select your print type, click **Print**.
6. When you are finished with the repair, click **Done**.
7. The system takes you back to the Vehicle Information screen so you can select another repair to process.
8. On the Vehicle Information screen, the repairs you already processed are displayed in green, and the claims you still need to review are displayed in red.

Field	Information
<b>Vehicle Information</b>	
<b>R/O</b>	This field displays the repair order number.
<b>Repair Number</b>	This field displays the repair number for the selected repair.
<b>Claim Type</b>	This field displays the claim type selected for the repair. The claim type was selected on the Volkswagen Warranty screen or on the Vehicle Information screen.
<b>VIN</b>	This field displays the vehicle identification number. The VIN was entered on the Start Repair Order screen.
<b>Totals</b>	
<b>Total Parts</b>	This field displays the total cost for parts.
<b>Total Labor</b>	This field displays the total cost for labor.
<b>Sublet Labor</b>	This field displays the total cost for sublet. This total pulls from the <b>Sublet Labor</b> field on the Repair Information screen.
<b>Sublet Parts</b>	This field displays the total cost for sublet. This total pulls from the <b>Sublet Parts</b> field on the Repair Information screen.
<b>Loaner</b>	This field displays the total cost for the loaner. This total pulls from the <b>Loaner</b> field on the Repair Information screen.
<b>Total Repair</b>	This field displays the total cost for the repair.

Once you are finished reviewing all of the repair orders, click **Back** on the Vehicle Information screen to return to the Volkswagen Warranty Entry menu.

## Printing the List of “Ready” Claims

Before you download the claims to Volkswagen, you should print the list of claims ready for download. This list will not include claims that have been put on hold. (See page 27 for instructions on putting claims on hold.)

The system prints each claim separately. For each claim, the printout lists the repair order number, the claim totals, the labor totals, the parts totals, and the miscellaneous expenses totals.

1. Click **Print “Ready” List** on the Volkswagen Warranty Entry menu.
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**.

## Downloading Claims to Volkswagen

Once you are finished reviewing the claims, you click **Transfer To VW/Audi** to open the Download Volkswagen Claims File screen. You use this screen to download the claims to Volkswagen. The screen displays a list of the repair orders in the system and their status. Before downloading claims, you have the option of placing claims on hold so they are not included in the download if they are not ready.

Download VW/Audi Claims File (ABC Motors)					
Active Warranty R/O's For Download					
40419	12/11/08	LILLY WILLIAMS	2006 VOLKSW BEETLE	1 RECALL	91.09
				2 CUSTOMER STATES BATTERY S	108.10
34529	12/10/08	FRANK L PARR	2004 VOLKSW BEETLE	(Hold)	
34532	12/10/08	ANITA G HOPE	2005 VOLKSW TOUARE	(Hold)	
40799	12/10/08	ADA TESTIER	2002 UW GOLF	(Hold)	

**Buttons:** Exit, Print List, "Click!" Line Above To Change Download Status, VW Dealer Code: **402107**, AUDI Dealer Code:  Send

## Placing Files on Hold

1. Click **Transfer To VW/Audi**. The Download Volkswagen Claims File screen appears.
2. The screen displays the active warranty claims. Unprocessed claims are displayed as red lines and are flagged "(Hold)." Processed claims appear as green lines and list the repairs on the claim.
3. You can place a claim on hold or flag a held claim for download by clicking the claim to switch the claim's status.

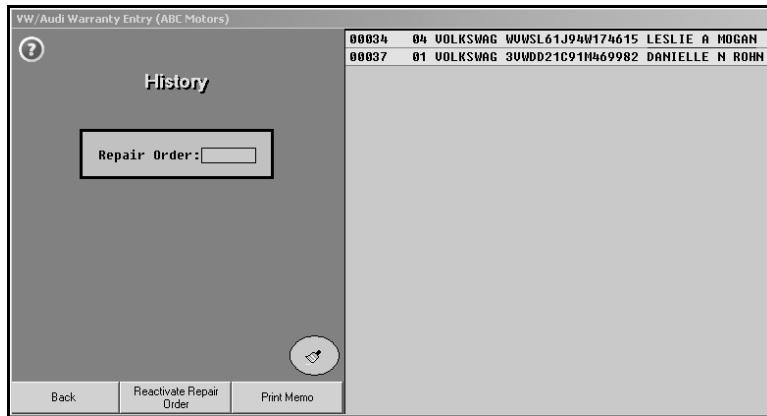
## Downloading Files

1. The dealer code automatically fills in from the setup. If the dealer code is incorrect, you should edit the code on the Volkswagen Warranty Parameters screen.
2. Click **Send**.
3. Click **OK** when prompted to verify you want to download the claims.

**Tip:** Use the **Print List** button to print the download list.

## Viewing Claim History

Use the **Claims History** button to open the History screen. This screen allows you to view a list of repair orders downloaded to Volkswagen. You can view the repair order for any claim in the list. In addition, this screen allows you to reactivate files for download again.



## Viewing Files

1. Click **Claims History**. The Volkswagen Warranty Entry History screen appears.
2. The list window on the right side of the screen displays a list of claims downloaded to Volkswagen. Click the file you want to view, or type the repair order number in the **Repair Order** field.
3. Click **Print Memo**. The R/O Detail screen appears and displays the claim information.
4. Click **Back** to close the detail screen.
5. Click **Back** to return to the Volkswagen Warranty Entry screen.

## Reactivating Files

1. Click the file in the list window on the right side of the screen you want to reactivate.
2. Click **Reactivate Repair Order**.
3. Click **Yes** when prompted to verify you want to reactivate the file.

## Cleaning the History

The downloaded claims stay in download history indefinitely. You have the option of cleaning the history to delete claims you no longer want to keep in the download history. Cleaning the download history does not affect the repair order history. It only affects which claims appear in the download history. You have the option of cleaning the list based on a date range or removing all claims from history.

### Cleaning History Based on Dates

1. Click the **Clean History** icon.



2. Specify the dates you want to use. You can type the date or select the date from the calendar that appears when you click the arrow next to the date fields.



3. Click **Remove**.



4. Click **YES** when prompted to verify you want to remove the repair orders from history.

## Cleaning all Files from History

1. Click the **Clean History** icon.
2. Click **Remove All**.



3. Click **YES** when prompted to verify you want to remove the repair orders from history.

## Entering Setup Information

The **System Setup** button opens the Volkswagen Warranty Parameters so you can enter information used to generate and download warranty claims. The same screen opens when you click **Volkswagen Warranty Parameters** on the Warranty Parameters menu in the Service Writing System Setup. See Chapter 1, page 3, for information about entering the warranty parameters.

## Conclusion

This completes the information needed to generate Volkswagen warranty claims in the Autosoft DMS system. You should keep the manual on hand until you are familiar with the processes. If you have questions when you are working through the warranty program, call Autosoft at (800) 473-4630, and a Support Desk Representative will assist you.

