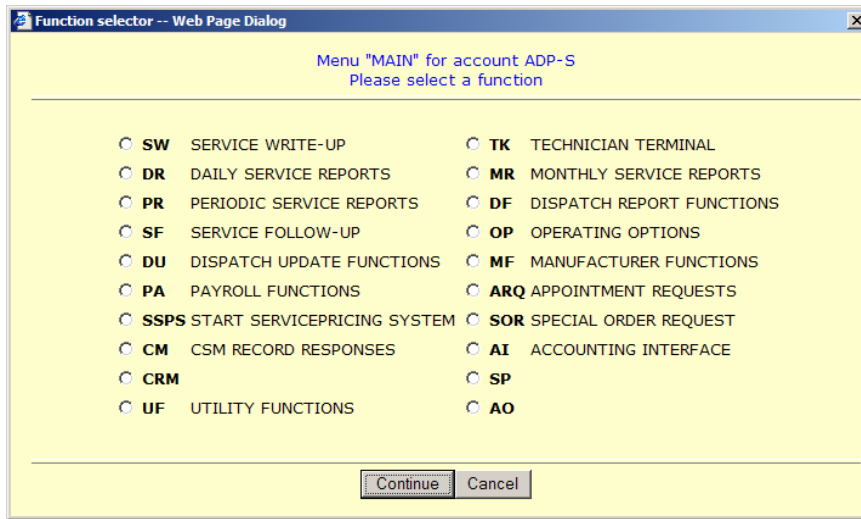




# Service Menus

## Quick Reference Card

### Service Application Menus (-S Account)



#### SW Service Write-Up

- A Add or Change Appointment/Quote
- ADJ Adjust Customer Pay Charges
- AUD Audit Repair Order Charges
- AWC Assign Warranty Charges
- CAS Cashiering
- COM Add or Change History Comments
- CUST Add, Modify, or Delete Customers
- D Display a Repair Order from History
- DA Display an Appointment/Quote
- DAW Display Additional Work+
- DBS Display Body Shop Estimate
- DIN Display Invoice
- DSP Dispatching
- H Look Up Service History
- HTS Hours to Sell
- ID Display Customer and Vehicle
- LOC Look Up Operation Code
- LRO Look Up Repair Order
- P Set Up Workorder Printers
- PI Print Customer Invoice
- PFC Post Final Charges
- PWO Print an Individual Preworkorder
- R Display Recommended Service
- REPR Reprint Workorder
- RO Open a Repair Order
- RPI Reprint Invoice
- SAC Service Appointment Calendar
- SRO Add or Change a Repair Order in History
- STAT Change Status on Repair Order (ROI Only)
- STY Technician's Story
- SWD Display Shop Work Distribution✓#
- SWR Modify a Repair Order
- TCD Post Timecard\*
- TECH Assign Technician
- TSS Technicians, Skills & Schedules✓
- VEH Add, Modify, Sell, or Delete Vehicles
- VOID Void a Repair Order

#### TSS Technicians

- UTD Update Tech Information✓
- USH Update Technician's Schedules✓
- USK Update Technician's Skills✓
- DTS Display Technicians' Current Status✓
- DTA Display Available Technicians✓
- DSH Display a Technician's Schedule✓
- E Exit to Dispatch Menu

#### TK Technician Terminal

(See w.e.b.Suite Online Help.)

#### AI Accounting Interface

- CPE Correct PID Errors
- VAI Validate Accounting Information

#### SOR Special Order Request

- RPD Report Prepays
- SPI Special Order Request Inquiry

#### MR Monthly Service Reports

- RCB Report Comebacks
- RCH Report Customers from History
- RDW Report Denied Work
- RIL Report Indirect Labor
- RME Report Month End
- ROH Report Op Code History
- ROU Report Op Code Usage
- RPR Report SA Productivity
- RAP Report Service Profitability
- RSR Report SA Recap
- RSP Report Service Performance
- RRC Report Service Recap
- RDT Report Tech Detail
- RTP Report Tech Performance
- RWP Report Work in Process

#### PA Payroll Functions

- UTP Update Technician Payroll
- CTP Clear Technician Payroll File
- PPA Post Payroll Adjustments
- UPP Update Pay Period
- RTT Report Technician Time✓
- CTH Change Technician Hours✓+

#### DR Daily Service Reports

- PAI Print Accounting Invoices
- PPW Print Preworkorders
- PRO Report Repair Order Performance
- RBS Report Body Shop Estimates
- RPA Report Appointments
- RIA Report Invoice Audit
- REC Report Estimates and Changes
- REX Report Exceptions
- RLR Report Last Service Reminders
- ROR Report Open Repair Orders
- RRE Report Open R.O. with Estimates
- RRS Report Repair Order Summary
- RTC Report Timecard\*
- RAC Report Accounting Summary
- RTH Report Technician Hours
- RIC Report Invoice Corrections
- RRQ Report Appointment Requests

#### PR Periodic Service Reports

- RAH Report Actual Hours
- RBC Report Blocked Reminder Customers
- RBV Report Blocked Reminder Vehicles
- RCC Report Cust Vehicles
- RDH Repair Order Archiving
- RDL Report Default Labor Types
- RHT Report Hour Types
- RHST Report History
- RLT Report Labor Types
- ROP Report Op Codes
- RPL Report Proof List
- RPO Report Quotes
- RPS Report Parts Sale Matrix
- RPT Report Payment Types
- RRL Report Related Op Codes
- RSM Report Service Schedules
- RSN Report Service Names
- RSS Report Special Service Schedule
- RSA Report Source Accounts
- RSC Report Status Codes
- RSD Report STD Distributions
- RSH Report Shop Charge Setup
- RTB Report State Table
- RTD Report Tech Information
- RVD Report Vehicle Descriptions
- RRO Report RO From History
- RST Report Technicians' Story
- RTR Report Third Party Requests
- RVS Report Valid Accounting Setups
- RVEH Report Vehicles
- SGRDT Diagnostic Tree Report

- ✓ Dispatching only
- \* Recommended for Truck Service only
- + ERO/Technician Workbench only
- # Not available with Technician Workbench



# Service Menus (cont.)

## DF Dispatch Report Functions

RAW Report Additional Work✓  
 RBK Dispatch Backup Reports✓  
 RDS Dispatch Sheet✓  
 RJS R.O. Job Status Report✓  
 RPV Report Priority Variables✓  
 RSK Dispatch Report Skills✓  
 RTU Report Technician Usage✓

## SF Service Follow-Up

PRE Service Reminders  
 PSM Print Service Mailings  
 PVJ Print Vehicle Jackets

## PRE Service Reminders

BSR Build Service Reminders  
 RLR Report Last Service Reminders  
 PSR Print Service Reminders  
 CLB Cancel Last Build  
 URO Update Reminder Options  
 BCR Block Customers from Reminders  
 VRS Verify Recommended Service

## OP Operating Options

CIL Clear Indirect Labor  
 CIV Change Invoice Vehicle  
 COV Credit Override  
 DST Delete Technicians' Story  
 RIS Restore Invoice Summary  
 RRP Reprint Reports  
 SSPI Set Up ServicePricing Interface  
 UCA Update Source Account Nos  
 UCD Check Cust Delete Status  
 UCI Update Campaign Information  
 UDA Delete Appointments  
 UDC Delete Cust on Delete Status  
 UDH Delete History  
 UDI Update Dealer Information  
 UDL Update Default Labor Type  
 UDS Update Vehicle Descriptions  
 UDV Delete Veh on Delete Status  
 UDW Update Denied Work Codes  
 UES Update Estimating Options  
 UFO Update Forms Options  
 ULG Update Labor Pricing Grids  
 UHT Update Hour Types  
 UIL Update Indirect Labor Codes\*  
 ULI Update Dealer Loyalty Indicators  
 ULT Update Labor Type  
 UOC Update Op Codes  
 UOP Update Options  
 UPT Update Payment Types  
 URN Update Starting RO Number  
 URS Set Up A/RO/SWR Users  
 USA Set Up Source Account Nos  
 USC Update Status Codes  
 USD Update STD Distributions  
 USH Update Shop Hours  
 USM Update Service Maintenance  
 USP Update Cust Spec Price Codes  
 USS Update Shop Charge Setup  
 UTC Set Up Tax Codes  
 UTD Update Tech Information  
 UVD Check Vehicles Delete Status  
 SPORP Report Performance Tool  
 SAO Service Appointment Options

## MF Manufacturer Functions

ADC Automatic DTR/CWD  
 ALT Automated Labor Time Guide  
 CSU Campaign Inquiry Setups  
 FRF Freightliner Functions  
 PCL Print Customer Labels  
 PMT Prepare Manufacturer Transmission  
 RFW Report Ford Warranty  
 RGM Report GM Warranty  
 RMB Report MB Warranty  
 RMT Report Manufacturer Transmission  
 RSW Report Service Merchandising GM Warranty  
 SFF Set Up Ford FOCALpt  
 SHT Set Up Service History Transfer  
 SLE Set Up Labor Types in 8ths of an Hour  
 SLT Set Up Labor Types in 12ths of an Hour  
 SMO Set Up Manufacturer Service Options  
 SMT Set Up Manufacturer Transfer  
 TRD Transfer Manufacturer Repair Data  
 UFW Update Ford Warranty Sources  
 VVO Volvo Fleet Force

*Note. Depending on the manufacturer releases on your system, some functions listed above might not be available, or additional functions might be accessible.*

## ALT Automated Labor Time Guide

LMT Load Manufacturer ALTG  
 RMD Report ALTG Model Descriptions  
 RVD Report Vehicle Descriptions  
 SDA Set Up Default ALTG  
 RDA Report Default ALTG  
 DLA Delete an ALTG  
 SAI Save ALTG Indexes on File-Save  
 SEA Set Up Extended ALTG Search

## AO Automated Purchase Order

CPO Create/Modify Purchase Order  
 DPO Display Purchase Order  
 MPH Maintain PO History  
 RPO Print Reports  
 POA Purchase Order Audit Report  
 OPR Outstanding PO Report by Type  
 POS Purchase Order Summary  
 CVR Closed/Voided PO Report  
 APR Invoices Approved for Payment  
 PER Purchase Order Exceptions  
 MCP Manually Close Purchase Order  
 SMA Set Up and Maintain APO

## CMU Customer Mail Utilities

TMPL SET UP MAIL TEMPLATES  
 MAIL SET UP MAILINGS

## DU Dispatch Update Functions✓

UAS Update Alert Sequences✓  
 UDM Dispatch Monitor  
 URM Review and Delete Dispatch Messages✓  
 UDO Update Dispatch Options✓  
 UDP Update Dispatch Codes✓  
 UER Update Electronic Repair Order✓  
 UTI Update Team Information✓  
 UMC Update Dispatch Make Codes✓  
 UPV Update Priority Variables✓

## ETC Electronic Timeclock

TCE Electronic Timeclock Entry  
 TCA Timeclock Administrator

## UF Utility Functions

ESP English Statement Processor  
 RPG Report Generator  
 CRPG Enhanced Report Generator  
 SGR Stack Generated Reports  
 DED Display ESP Data Base  
 ENG Enter ENGLISH Statement  
 PCR Print Custom Reports  
 SCR Set Up Customer Reports  
 TRM Set Terminal Characteristics  
 PMG Printer Management Menu  
 SPC Spooler Printer Setup  
 SRE Printer Setup Report  
 SJM Spooler Job Management  
 SQM Spooler Queue Management  
 SPL Spooler Menu  
 SPA Assign Output to Spooler  
 SLC Set Up Lineprinter Characteristics  
 SPE Edit Print Jobs  
 DSA Display Spooler Assignment  
 SPS Display Spooler Status  
 SPJ List Spooled Jobs  
 SPT Stop Printing  
 TPH Terminal Independent Processor  
 JOB Job Stack  
 DCS Run DCS Routines  
 COP Communications Operations Menu  
 BAP Batch Printing  
 TPC Connect to Server Process  
 REM Remote Logon  
 CMU Customer Mail Utilities  
 TMPL Set Up Mail Templates  
 MAIL Set Up Mailings  
 DCV Document Character Viewer  
 LLS List Lock Status  
 SPTO Turn On Customized Output  
 REF Reflection Menu  
 RXR Enter ENG Statement & Download  
 RPX Select RPG Report & Download  
 XRAM Download & Install XR Patch  
 AGRV View Names and Vehicles  
 ETC Electronic Timeclock  
 TCE Electronic Timeclock Entry  
 TCA Timeclock Administrator  
 PLS ADP-plus Menu  
 TGM Service Pricing Price Mgt.  
 CIS Connect to CIS Server  
 WST WebSuite Only

✓ Dispatching only  
 \* Recommended for Truck Service only  
 + ERO/Technician Workbench only