



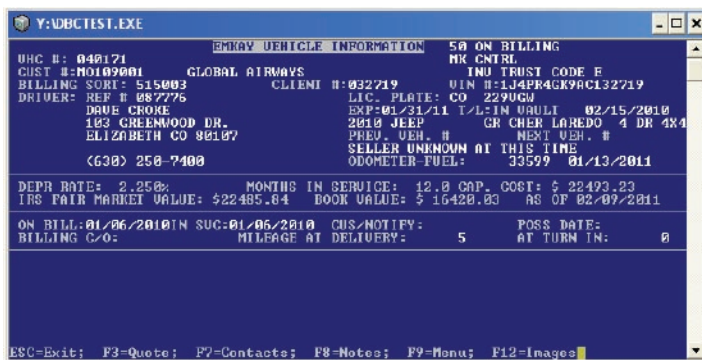
MAINTENANCE MANAGER
TRAINING MANUAL

PART 2

MAINTENANCE DEPARTMENT TRAINING MANUAL

OPTION 89 shows **ALL THE CHANGES MADE** to specific vehicle files. This is a read-only file.

OPTION 90 is a **DUPLICATE OF THE VEHICLE REFERENCE PROGRAM** in **OPTION 90** in the **MAINTENANCE MENU**. It provides a quick reference for frequently used vehicle information.



OPTION 98 is the **UTILITIES PROGRAM FOR PRINTING** spool files or converting them to pdfs.

OPTION 99 is a **LOOKUP FOR PROGRAMS** within the EMKAY maintenance program.

MAINTENANCE ELECTRONIC BILLING

The electronic billing programs for JPL's national accounts are yet to be built. While there is a lot of the electronic billing menu you won't use, there are **SEVERAL OPTIONS THAT MAY PROVE HELPFUL**.

OPTION 31 allows the **DEPARTMENT MANAGER TO CREATE A REPORT OF ANY CHANGES MADE** to a purchase order. It's very helpful if there is a question about content or the time an estimate was created or updated.

OPTION 32 allows the department manager to **PRINT A BATCH OF VOUCHERS**. Enter the voucher numbers and print the spool file in utilities.



OPTION 33 creates an **OPEN VOUCHER LISTING**. This will include all of the purchase orders that are still in held or open status.

OPTION 34 creates a **CSV OF EVERY PURCHASE ORDER** ever issued to a **SPECIFIC VENDOR**.

OPTION 41 is a **DUPLICATE OF OPTION 19** in the maintenance menu. It opens the program to create AR and AP batches.

OPTION 42 is a **DUPLICATE OF OPTION 20** in the maintenance menu. Batches can be reviewed, listed, and posted through this screen.

OPTION 98 IS UTILITIES.

NEW MAINTENANCE MENU

There are several options in the new maintenance menu that regular advisors may not regularly use, but they are valuable tools for the department manager to use. In addition to creating purchase orders and paying bills, the new maintenance menu can be used to create both internal and external reports, look up AP invoice information, maintain the vendor network, process recall letters, and send estimates to customers.

OPTION 2 allows an **ADVISOR TO PRINT BATCHES** of invoices. It is a **DUPLICATE OF OPTION 32** in the electronic billing menu.

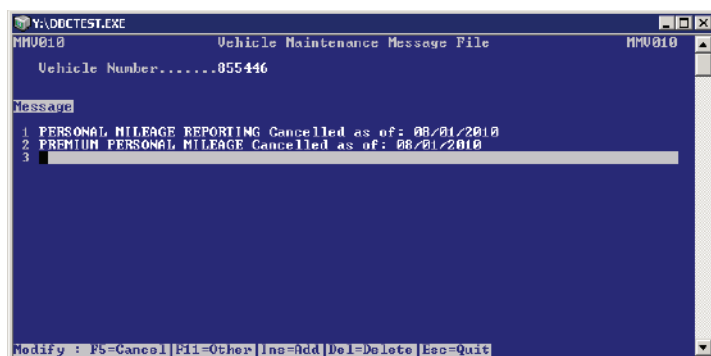
MAINTENANCE DEPARTMENT TRAINING MANUAL

OPTION 3 CREATES A DETAILED MAINTENANCE HISTORY. It can be printed, converted to a pdf, or made into a CSV.

OPTION 4 opens the **BOCPRINT PROGRAM.** **BOCPRINT CREATES A CSV** of the billing options by client.

OPTION 5 creates an **OPEN VOUCHER LISTING.** It is a **DUPLICATE OF OPTION 33** in the electronic billing menu.

OPTION 8 opens the **MAINTENANCE MESSAGE FILE.** Short messages can be left in the **MTH100** regarding specific vehicles.

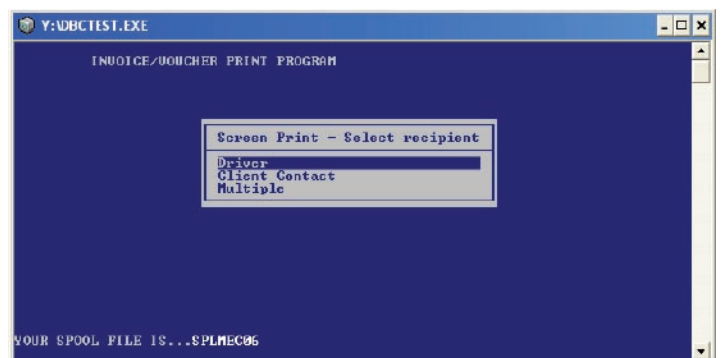
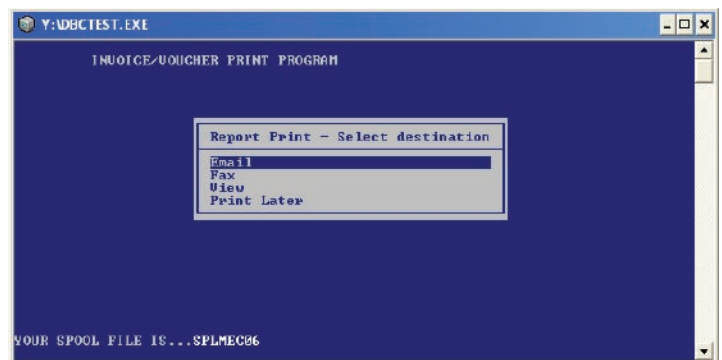


Typical notes include changes to program options and pre-authorization for repairs. They can be added or updated as needed, but are **LIMITED TO THREE LINES.** Larger notes should be put into FMS.

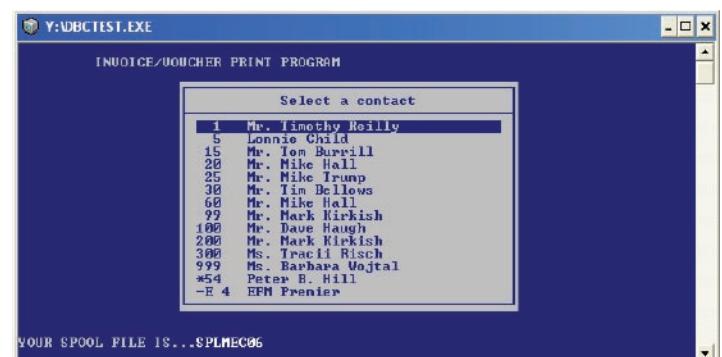
OPTION 9 opens the **VOUCHER PRINT PROGRAM** and allows an advisor to print or e-mail a purchase order. **ENTER THE**

VOUCHER (PO) NUMBER, and choose the destination for the report.

The e-mail can go to the driver, a single contact, or multiple contacts. This works just like the **E-MAIL AUTHORIZATION SYSTEM IN MTH100.**



Now I can **CHOOSE FROM A LIST** of client contacts to e-mail to. **SELECT THE RECIPIENT** by **HIGHLIGHTING THEIR NAME** and press **<ENTER>.** The purchase order will automatically be sent.



MAINTENANCE DEPARTMENT TRAINING MANUAL

Y:\DBCTEST.EXE

UNIVERSAL BATCH HEADER ENTRY

BATCH ID... ENTRY DEPARTMENT... Create date...
BATCH TYPE... ENTRY OPERATOR... Modify date...

VIEW ONLY PROGRAM

BATCH	TYPE	DEPT	USER	DESCRIPTION	STATUS
220268	M	06	RPK	NON NATIONAL ACCOUNTS	P
220269	P	06	JWS	REPORTING	P
220270	P	06	JWS	REPORTING	P
220276	P	06	LGE	REPORTING	P
220278	P	06	LGE	REPORTING	P
220361	P	06	LGE	REPORTING	P
220369	M	06	MEC	REPORTING	P
220370	M	06	MEC	REPORTING	P

SELECT: FIND QUIT

STATUS

P
01/17/2011
P
01/18/2011
P
01/19/2011
P
01/29/2011
P
01/30/2011
P
02/03/2011
U

Y:\DBCTEST.EXE

EMKAY INCORPORATED
EXTERNAL A/P INQUIRY

Invoice : 1234 112155 -> DAVID MATTHEWS TRAILER

Current

Vendor	Vchr	Date	Ty	Reference	Batch	Acpr	Amount	Balance
1	10155	02/05/11	10	1234-MAINTEN	109680	0809	125.00	
2	10155	02/05/11	10	1234-MAINTEN	109680	0809	-125.00	
3	10155	02/05/11	10	1234-MAINTEN	109680	0809	149.14	
4	10155	02/05/11	10	1234-MAINTEN	109680	0809	-149.14	
5	10155	02/05/11	10	1234-MAINTEN	109680	0809	22.42	
6	10155	02/05/11	10	1234-MAINTEN	109680	0809	-22.42	
7	10155	02/05/11	10	1234-MAINTEN	109680	0809	39.00	
8	10155	02/05/11	10	1234-MAINTEN	109680	0809	-39.00	
9	10155	02/05/11	10	1234-MAINTEN	109680	0809	149.14	
10	10155	02/05/11	10	1234-MAINTEN	109680	0809	-149.14	
11	10155	02/05/11	10	1234-MAINTEN	109680	0809	22.42	
12	10155	02/05/11	10	1234-MAINTEN	109680	0809	-22.42	

Select: Current Find GL History Quit

Amount

125.00
-125.00
149.14
-149.14
22.42
-22.42
39.00
-39.00

If the **STATUS FIELD READS "P"**, the batch is posted. If it **READS "U"**, it is un-posted. The batch could also be in ready or waiting status.

SELECT "LIST" from the bottom row to create a **LISTING OF THE TRANSACTIONS** in the batch. A spool file will be created. If there are errors in the batch, a warning will appear and the batch status will change to **E-ERRORS**. When the list is done running, review the list. Any errors will show up on the list. **DELETE** the batch using **"OPTIONS"** from the bottom row. **CORRECT** the **ERRORS** in the affected purchase orders, and create a new batch. Once the list is correct, **SELECT "READY"** from the bottom row to ready the batch for posting and then post the batch. Remember that, once the batch is posted, none of the POs in the batch can be edited or modified. If there is an error and the batch is posted, it will either cause batch posting to lock, requiring IT to fix the error and unlock it, or the vendor won't be paid correctly and the customer won't be billed correctly.

OPTION 24 is the **AP INQUIRY PROGRAM**. Payments to vendors can be searched by vendor, invoice number, vehicle, batch, and check number. **HIGHLIGHT** the inquiry field you want to search and type in the field data- Vendor number, invoice number, check number, or batch number. A listing of everything matching the criteria will appear.

The **POSITIVE NUMBERS** are the invoice amounts and the **NEGATIVE NUMBERS** are the payments made. The invoice number, bank code, and check number appear in the reference column.

OPTION 25 is the **VENDOR FILE MAINTENANCE PROGRAM, VNC100**. You will use this program every day, usually several times a day. Regular advisors can add shop listings to the **VNC100** from the **MTH100** screen. Updates to shop information must be made by a supervisor or department manager. To add a vendor from **MTH100**, **TYPE** in the **VENDOR'S PHONE NUMBER**. If the vendor is not in the system, a message box will appear.

Y:\DBCTEST.EXE

Maintenance P.O. Data Entry

MTH100

Uch. N...	855446	Cust...	M0109-003 GLOBAL AIRVA	1	Vendor	5307256254	Pref.
P.O. N...	027359	Deliv...	JOHN LINZILLOTTI		Phone...		
Clt. N...	873008	In Serv...	12/12/07		Name...		
1366548008	C173008	2008	JEP	6G	Addr...		
3	Srv. Dt...	5	Uend Inv...		City...		
4	Batch...	6	Odometer...		St/Zp...		
	MK CTRL	0	Stat...		Factor...		
	Coup. Bk...		Type...	2	CCRN...		
	Coup. No...				8	Hvl Labr	

ADD/CHG Vendors? (Y/N) ..

Function Keys: F7=Conts F8=Notes F9=Hist F10=Opts

TYPE "Y" to add a vendor. This will open **VNC100**. The shop number and phone number will **ALREADY BE POPULATED**.

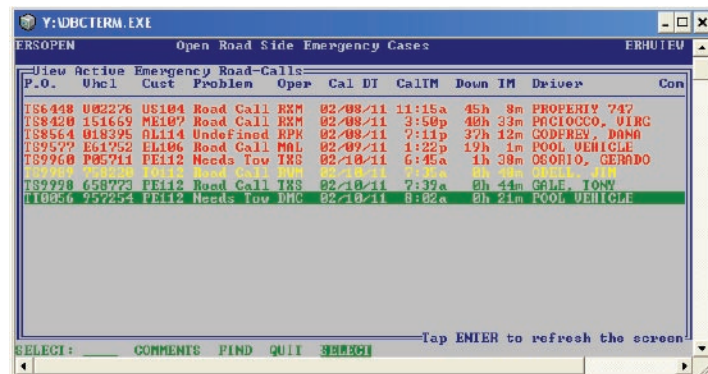
MAINTENANCE DEPARTMENT TRAINING MANUAL

OPTION 10 is a **DUPLICATE OF OPTION 41** in the maintenance managers' menu. An advisor can find out any vehicle or lease information he needs for a specific vehicle.



OPTIONS 12 AND 13 CREATE REPAIR CODE LISTINGS.

OPTION 17 SHOWS THE PENDING EMERGENCY ROADSIDE ASSISTANCE FILES. If roadside assistance is dispatched by a maintenance advisor, a record of it shows on this screen. **A GREEN LISTING MEANS** the call is less than 45 minutes old. **YELLOW MEANS** the call is 45 to 60 minutes old. **RED MEANS** the call is over an hour old. The listing will show the vehicle number, PO number, advisor's ID, and the age of the call. As soon as the road call is completed, it is the responsibility of the advisor to update the ERS record. Once the call is closed, the pending screen will be updated.

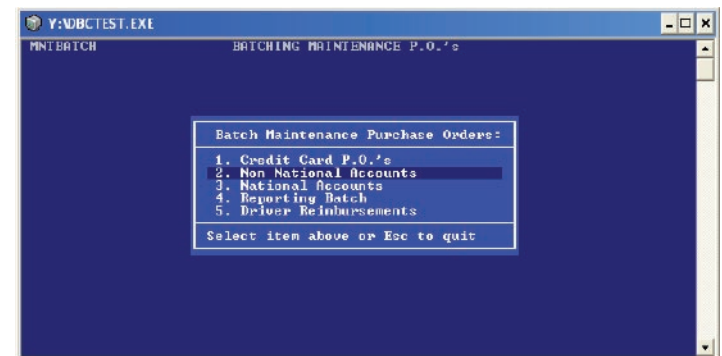


OPTION 19 opens the **CHECK BATCHING PROGRAM**. **SELECT** the **COMPANY OR**

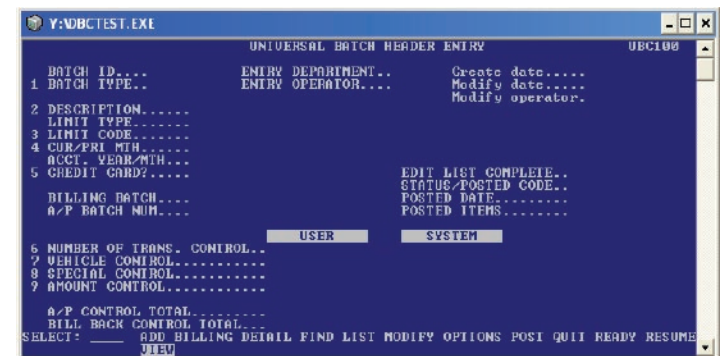
COMPANIES you want to create check batches for. **HIGHLIGHT** your selection and press **<ENTER>**.



CHOOSE the type of batch to **RUN**.

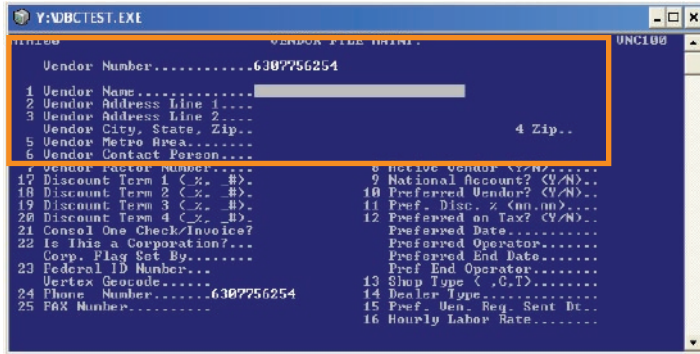


The batch number will **APPEAR** and the program will return to the **SELECTION SCREEN**. Go to **SCREEN 20** to process the batch for payment and billing.

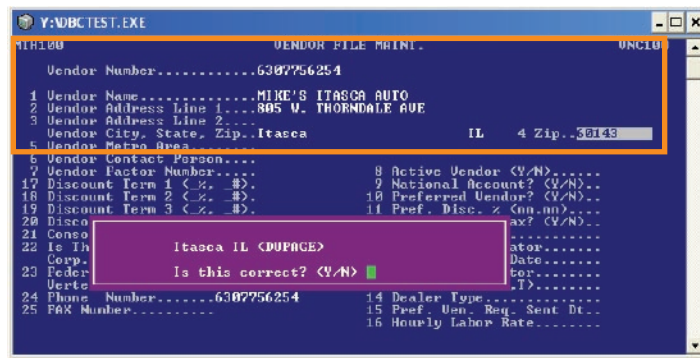


SELECT "VIEW" to see a listing of the recent batches. The most recent will be at the bottom. Highlight the batch you want to process.

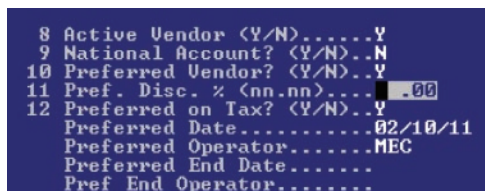
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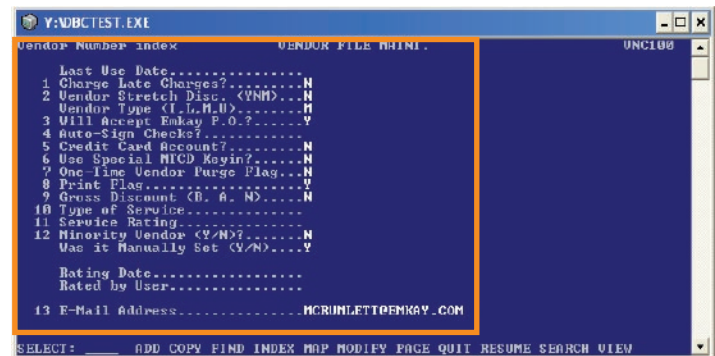
TYPE in the **SHOP'S NAME** and **ADDRESS**. The system will skip the city and state fields. **TYPE** in the **US ZIP CODE OR CANADIAN POSTAL CODE**. The city and state (or province) will appear in a text box.



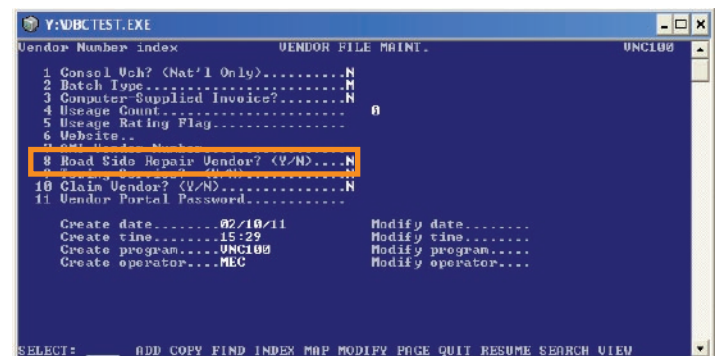
FILL IN THE REMAINING FIELDS. If the shop is a national account, Chrysler Servicenet, GM OE Connection, or a credit card shop, supply the correct factor number. The factor number identifies these shops for AP and billing. The active vendor flag should be "Y". The national account flag will automatically change to "Y" if there is a factor number entered. Credit card shops, Servicenet, and OE Connection vendors are not national accounts, so the flag has to be changed to "N". If the shop is a preferred vendor (gives us a point-of-sale discount), change the preferred vendor flag to "Y".



Set the **LEVEL OF THE DISCOUNT** (ten percent is customary), and **ENTER** the shop type. "**C**" for cars and light trucks, "**T**" for medium and heavy trucks. If the shop does both, leave the shop type field blank. If the shop is a new car dealer, **TYPE** in the **MANUFACTURER CODE**. **ENTER THE SHOP'S LABOR RATE** AND PRESS **<ENTER>**. **ENTER** through the **PAYMENT TERMS**, type in the fax number, and press enter again. This will take you to page two. The flags should be set correctly already, but verify that the credit card flag is "**N**" for check pay shops. If the shop is minority owned, switch the flag to "**Y**". Otherwise, type in "**N**" to prevent being asked for minority vendor status every time the shop comes up. **ENTER** the shop's **E-MAIL ADDRESS**, if they have one, and press **<ENTER>** to go to page three.



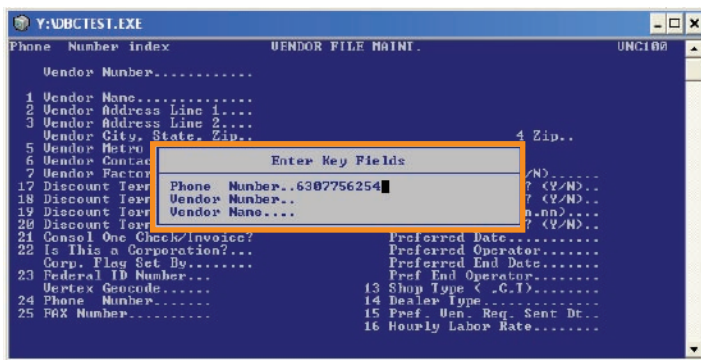
VERIFY the **FLAGS ARE CORRECTLY SET** on page three. If the shop offers roadside service or towing, set those flags to "**Y**". When the record is complete, the create date, time, and operator will populate.



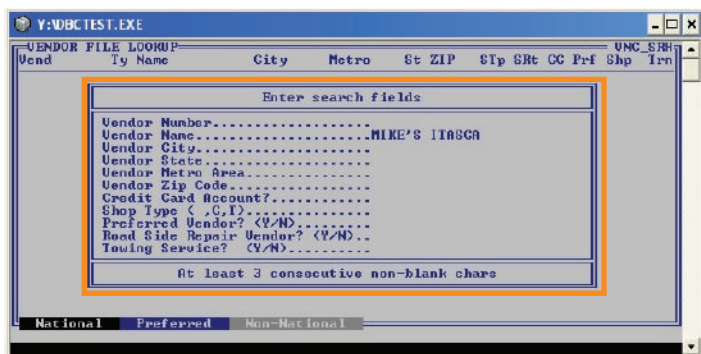
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PRESS <ESC> to go back to **MTH100**. The shop's information will now be in the header. Shop listings can be added the same way directly through the **VNC100 PROGRAM**.

You can find shops by **PHONE NUMBER** in the **VNC100** by **SELECTING "FIND"** from the bottom row. **ENTER** the **PHONE NUMBER** to find the record.



To **SEARCH FOR A SHOP**, **SELECT "SEARCH"** from the bottom row. Search by shop name or geographical information. You can filter the results by payment type, shop type, and preferred vendor status. At this point, Canadian shops are **LISTED BY CITY** and **"CN"** in the state field.

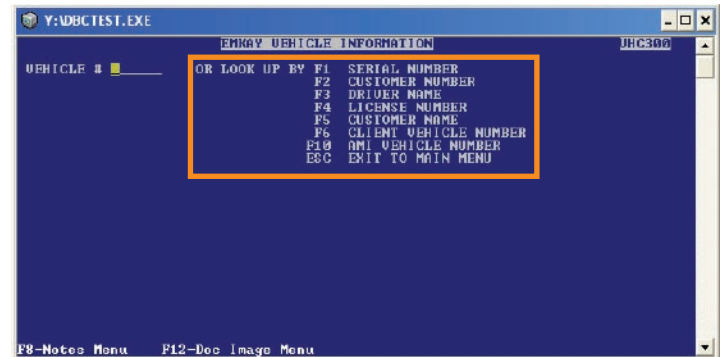


To see an online map of the shop's location, **SELECT "MAP"** from the bottom row. To modify the shop record, **CHOOSE "MODIFY"**, or type in the number of the field that needs to be updated.

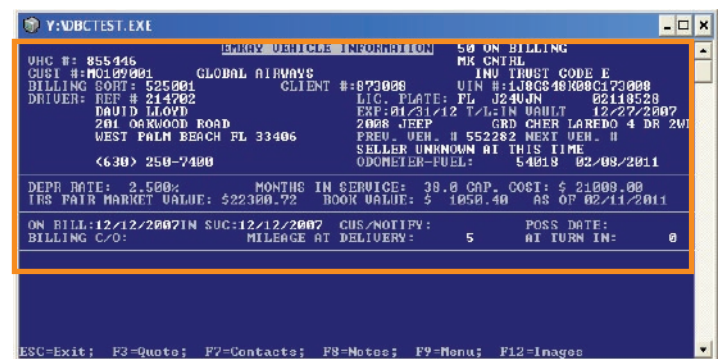
OPTION 48 is a **DIRECT LINK TO THE VEHICLE FMS NOTES**. FMS can also be accessed by press the **F8 KEY IN MTH100**.

OPTION 49 can be used to **ENTER REPORTING PURCHASE ORDERS**. Reporting POs do not pay out or bill back to clients. Reporting POs can also be created in MTH100 under **VENDOR FACTOR 6213**.

OPTION 90 is the **VEHICLE REFERENCE SCREEN**.



This program will allow an advisor to **LOOK UP INFORMATION BEYOND WHAT IS SHOWN** in the MTH100. This comes in handy if the advisor needs a license plate number, last recorded mileage, billing sort info, or recent FMV.

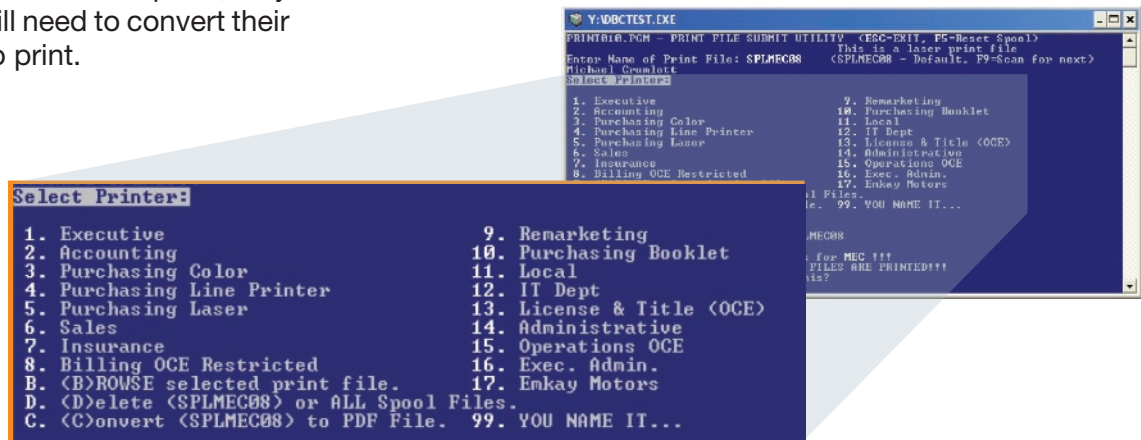
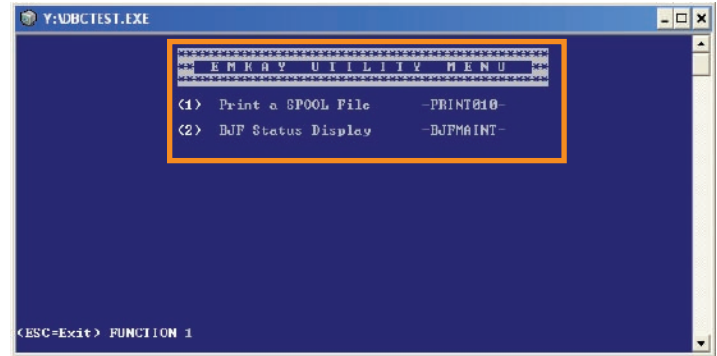


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OPTION 98 is the **UTILITIES SCREEN FOR PRINTING** or **CONVERTING SPOOL FILES**. There are duplicates of the utilities program in all of the operating menus.

CHOOSE 1 FOR PRINTING or **CONVERTING SPOOL** files. The system will default to the most recent spool file. You can either press **<ENTER>** to use the default, manually type in the **SPOOL FILE YOU WISH TO PRINT**, or **PRESS F9** to scan.

With your spool file chosen, the system will show a list of printer options. The default printers are all in the Itasca office. At this point, any offices outside of Itasca will need to convert their spool files to pdf format to print.



PRINT FROM THE PDF, then delete the spool file. It is usually **BEST TO DELETE SPOOL FILES** as you print them. We are limited in the number of spool files we can create, and running out of spool files in the middle of a report or e-mailing estimates to a customer could cause a big headache.

NOTES