

LOGGING IN

From your desktop, double click the “Dealerbuilt” icon

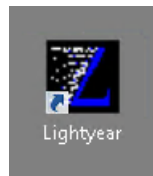


Log into the server



A Windows login dialog box with a blue background. It features a small computer icon on the left. To the right, there are three input fields: the first contains the text 'lw.firstname.lastname', the second is labeled 'Password', and the third is labeled 'Domain: dbcloud'.

Double click the “Lightyear” icon



Log into the Lightyear software.
Username is your first initial and last name.
Type in your password.



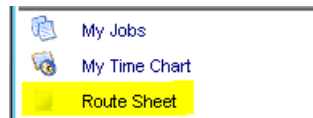
A screenshot of the DealerBuilt software login window. The window title is 'Welcome'. It features the DealerBuilt logo (a stylized 'B' with a blue swoosh) and the text 'DealerBuilt' in a large blue font. Below the logo, the website 'www.dealerbuilt.com' is listed, along with contact information: 'Tel. 800-499-1914' and 'Fax. 641-424-8203'. There are two buttons: 'Sales' with the email 'sales@dealerbuilt.com' and 'Support' with the email 'support@dealerbuilt.com'. At the bottom right, there are 'Cancel' and 'OK' buttons. Below this is a blue header bar that says 'Welcome, Please Log-in'. Underneath, there are three input fields: 'User Name' with 'FLAST' entered, 'Password', and 'Location' with a dropdown arrow.

TO PUT YOURSELF ON A JOB

In the bottom left corner click on the "ERO" tab



In the top left corner click on "Route Sheet"



Type in the RO number

Click Search

Route Sheet

10.20

Double Click a Job line that is not already assigned to assign a technician - Revise the list by setting various search options and then clicking Search button.

Total Jobs: 479 Show Only RO: Select a technician Select a team Unassigned Assigned All Include Completed

= Waiter = Come back = Appt Unassigned FLH: 104.60 Assigned FLH: 0.00 Customer ROs Internal ROs Show both Cust/Internal RO Status

| RO#/Job# | Tag | Date | Customer | Vehicle | Type | Service Writer | Promised Date/Time | Pr | Status | Waiter |
|----------|-------|--------------------|-------------------------------------------------------|---------------------|------|---------------------|--------------------|----|------------------------|---------------------------------------------|
| 280049 | 1234 | MAY 31 18 3:10 PM | Amy Jones | 2013 Toyota Camry | | H377 Piska, Robert | 05-31-18 5:30 PM | | Open | <input type="radio"/> <input type="radio"/> |
| Job:1 | | | Customer States Perform Express Lube and Rotate Tires | | s | Skill: Not Set | | | | |
| Job:2 | | | Customer states check alignment on vehicle. | | c | Skill: Not Set | | | | |
| 280047 | | MAY 29 18 9:48 PM | Allen Watkins | 2016 Toyota Tundra | | H377 Piska, Robert | 05-31-18 5:00 PM | 3 | Open | <input type="radio"/> <input type="radio"/> |
| Job:1 | | | Customer States Perform Express Lube and Rotate Tires | | s | Skill: Not Set | | 3 | | |
| Job:2 | | | Perform FREE 27 point inspection | | c | Skill: Lube | | 3 | | |
| 280046 | KKKKK | MAY 29 18 9:42 PM | Kim Wreay | 2006 Toyota Rav 4 | | H377 Piska, Robert | 05-30-18 5:00 PM | 3 | Open | <input type="radio"/> <input type="radio"/> |
| Job:1 | | | tire keeps loosing air | | c | Skill: Not Set | | 3 | | |
| Job:2 | | | Perform FREE 27 point inspection | | c | Skill: Lube | | 3 | | |
| 280045 | | MAY 25 18 7:23 AM | Jeff Swann | 2012 Toyota Corolla | | H377 Piska, Robert | 05-25-18 5:00 PM | 3 | Open | <input type="radio"/> <input type="radio"/> |
| Job:1 | | | Customer states install four new tires | | w | Skill: QuickService | | 3 | | |
| Job:2 | | | Perform FREE 27 point inspection | | c | Skill: Lube | | 3 | | |
| Job:3 | | | worn | | c | Skill: Not Set | | 3 | | |
| 280044 | | MAY 24 18 11:34 AM | Gary Adams | 2004 Toyota Tundra | | H377 Piska, Robert | 05-24-18 5:00 PM | 3 | Open | <input type="radio"/> <input type="radio"/> |
| Job:2 | | | Perform FREE 27 point inspection | | c | Skill: Lube | | 3 | | |
| 280043 | | MAY 16 18 9:36 PM | Jeff Swann | 2012 Toyota Corolla | | H379 Young, Eric | 05-17-18 5:00 PM | 3 | Open | <input type="radio"/> <input type="radio"/> |
| Job:1 | | | Customer States Perform Express Lube and Rotate Tires | | c | Skill: Not Set | | 3 | | |
| Job:2 | | | Perform FREE 27 point inspection | | c | Skill: Lube | | 3 | | |
| 280042 | | APR 24 18 4:37 PM | Jeff Swann | 2012 Toyota Corolla | | H377 Piska, Robert | 04-16-18 1:00 PM | | Open | <input type="radio"/> <input type="radio"/> |
| Job:1 | | | Customer states Perform Express Lube and Rotate Tires | | s | Skill: Not Set | | | | |
| Job:2 | | | Perform FREE 27 point inspection | | c | Skill: Lube | | | | |
| 280040 | | APR 23 18 9:21 PM | Jeff Swann | 2012 Toyota Corolla | | H379 Young, Eric | 04-24-18 2:00 PM | 3 | Waiting for Assignment | <input type="radio"/> |
| Job:1 | | | Customer States install door edge guards | | c | Skill: Not Set | | 3 | | |

Double click on the job line you wish to assign yourself to.

Route Sheet

10.20

Double Click a Job line that is not already assigned to assign a technician - Revise the list by setting various search options and then clicking Search button.

Total Jobs: 2 Show Only RO: 280049 Select a technician Select a team Unassigned Assigned All Include Completed Search

Waiter Come back Appt Unassigned FLH: 0.50 Assigned FLH: 0.00 Customer ROs Internal ROs Show both Cust/Internal RO Status

| RO#/Job# | Tag | Date | Customer | Vehicle | Type | Service Writer | Promised Date/Time | Pr | Status | Waiter |
|----------|----------------------------------------------------------------------|-----------|----------|-----------|-------------------|--------------------|--------------------|----|--------|--------|
| 280049 | 1234 | MAY 31 18 | 3:10 PM | Amy Jones | 2013 Toyota Camry | H377 Piska, Robert | 05-31-18 5:30 PM | | Open | |
| Job:1 | Customer States Perform Express Lube and Rotate Tires Skill: Not Set | | | | | | | | | |
| Job:2 | Customer states check alignment on vehicle. Skill: Not Set | | | | | | | | | |

Tech Work Assignments

JUN 21 2018 3:48 PM 10.20

Repair Order Information

RO #: 280049 Cust: Amy Jones Veh.: 2013 Toyota Camry Mileage: 39000
 Loc: 1 VIN: 4T1BF1FK9DU725452 Plate: Color: Black
 Service Writer: Robert Piska Promised Date: MAY 31 18 Promised Time: 5 30 PM Key Tag: 1234

Job Information

| Job Num. | Job Flag: | Complaint: | Skill: |
|----------|-----------|--------------------------------------------------------------------------|--------|
| 1 | | Customer States Perform Express Lube and Rotate Tires | Lube |
| 2 | | Customer states check alignment on vehicle. DO IF NEEDED ___YES ___NO | Lube |

Select a technician from the list and then click the Assign button to assign the technician to the job.

Tech List:

| Tech Name | #Jobs | Flat Hrs | Act Hrs |
|-------------------------|-------|----------|---------|
| == Toyota Team TECHS == | 0 | 0.00 | 0.00 |
| Broske, John | 47 | 0.00 | 0.00 |

Skill Set:

| Skill Description | Proficiency % |
|-------------------|---------------|
| Front End | 90% |
| Heavy Line | 90% |
| Lube | 90% |
| QuickService | 90% |
| Recall | 90% |
| Sublet | 90% |
| Transmission | 90% |
| Tune Up | 90% |

Assign Tech To Job **Assign Tech To All Jobs**

Intelligent Dispatching: ON

Assign yourself to the job you selected

OR Assign yourself to all available jobs on the RO

TO BEGIN WORK ON YOUR ASSIGNED JOB(S)

In the bottom left corner click on the "ERO" tab



In the top left corner click on "My Jobs"



Technicians Activity for John Broske

= Waiter = Come back [Get Jobs](#) [Refresh](#)

Include/Highlight Completed = Clocked Into Job

| Job ID | Customer | Tag* | Date In | Planned | Flat | Act | Job Status | PR | Job PT | Clocked In - Time | Waiter | Come Back |
|------------|---------------|------------------------------|------------------------------------------------------------------|----------|---------|-------|------------|----|--------|-------------------|--------------------------|-----------|
| 280049 - 1 | Amy Jones | 1234 | MAY 31 18 | 3 10 PM | 5 30 PM | 0.50 | 0.00 | 0 | S | | <input type="checkbox"/> | |
| | Piska Robert | 2013 Toyota Camry | Customer States Perform Express Lube and Rotate Tires | | | | | | | | | |
| 280049 - 2 | Amy Jones | 1234 | MAY 31 18 | 3 10 PM | 5 30 PM | 0.00 | 0.00 | 0 | C | | <input type="checkbox"/> | |
| | Piska Robert | 2013 Toyota Camry | Customer states check alignment on vehicle. | | | | | | | | | |
| 280030 - 2 | David Jones | 1245 | FEB 27 18 | 9 42 AM | 5 00 PM | 0.40 | 0.00 | 0 | W | | <input type="checkbox"/> | |
| | Nalan Adam | 2002 Chrysler Town & Country | Customer States ROTATE AND BALANCE ALL 4 TIRES | | | | | | | | | |
| 280022 - 1 | Amy Jones | 4512 | FEB 9 18 | 2 45 PM | 5 00 PM | 0.00 | 0.00 | 0 | C | | <input type="checkbox"/> | |
| | Kopp Chad | 2013 Toyota Camry | Customer states install one new tire | | | | | | | | | |
| 280022 - 3 | Amy Jones | 4512 | FEB 9 18 | 2 45 PM | 5 00 PM | -0.20 | 0.00 | 3 | C | | <input type="checkbox"/> | |
| | Kopp Chad | 2013 Toyota Camry | Perform FREE 27 point inspection | | | | | | | | | |
| 280017 - 1 | James Johnson | 000 | FEB 5 18 | 1 08 PM | 5 00 PM | 0.50 | 0.00 | 0 | C | | <input type="checkbox"/> | |
| | Nalan Adam | 1995 Dodge Neon | Customer states install one new tire | | | | | | | | | |
| 280009 - 1 | Jade Johnson | 123 | DEC 28 17 | 1 07 PM | 5 00 PM | 1.00 | 0.00 | 0 | W | | <input type="checkbox"/> | |
| | Nalan Adam | 2000 Chevrolet 1500 | Customer states perform recall B07, ignition switch | | | | | | | | | |
| 280004 - 2 | Tom Blackman | | DEC 11 17 | 11 55 AM | 5 00 PM | 0.00 | 0.00 | 2 | C | | <input type="checkbox"/> | |
| | Kopp Chad | 2017 Toyota Tacoma | Perform FREE 27 point inspection | | | | | | | | | |
| 280004 - 3 | Tom Blackman | | DEC 11 17 | 11 55 AM | 5 00 PM | 1.00 | 0.00 | 2 | C | | <input type="checkbox"/> | |
| | Kopp Chad | 2017 Toyota Tacoma | Customer states install two new tires | | | | | | | | | |
| 279991 - 1 | Joe Andrews | 398593 | NOV 10 17 | 12 51 PM | 5 00 PM | 1.80 | 0.00 | 2 | C | | <input type="checkbox"/> | |
| | Piska Robert | 2012 Scion Xb | Recall 6405: Liftgate hatch | | | | | | | | | |
| 279991 - 2 | Joe Andrews | 398593 | NOV 10 17 | 12 51 PM | 5 00 PM | 0.00 | 0.00 | 2 | C | | <input type="checkbox"/> | |
| | Piska Robert | 2012 Scion Xb | Perform FREE 27 point inspection | | | | | | | | | |
| 279984 - 1 | Brent Jones | 3256 | NOV 3 17 | 1 12 PM | 5 30 PM | 0.50 | 0.00 | 1 | S | | <input type="checkbox"/> | |
| | Nalan Adam | 2010 Toyota Prius | Customer States wertyuiop Perform Express Lube sdfghjklwdsedrtyu | | | | | | | | | |
| 279976 - 1 | Ben Beck | | OCT 29 17 | 12 15 PM | 5 00 PM | 1.50 | 0.00 | 1 | C | | <input type="checkbox"/> | |

10.20

First click "Edit Job" to start making changes.

Technician Job Viewer

10.20

Estimate Request Parts Mfg Web Sites **Edit Job**

Repair Order Information

RO # 280049 Loc 1 Tech **John Broske** Service Writer **Robert** Veh 2013 Toyota Camry Mileage 39000
VIN 4T1BF1FK9DU725452 Plate Color Black
Promised Date **MAY 31 18** Promised Time **5 30 PM** Key Tag 1234

Job Information

Job Num 1 Job Flag Not Set Job Code 45K Maintenance Customer States Perform Express Lube and Rotate Tires
Skill Level Lube FLH 0.50 Miles Out 0
Job Pay Type Service Contract Cause Correction

Put in flag hours (if access allows)

Miles Out

Put your cause here

Put your correction here

Job Time Card Information

Time Cards **Straight Time** Diag Repair Out

| Number | Time On | Time Off | Hours |
|--------|---------|----------|-------|
|--------|---------|----------|-------|

Punch on/Punch off the line here

Total Time 0.00

Technician Notes

Internal notes go here. These do not print out for the customer.

Technician Job Viewer

10.20

Estimate Request Parts Mfg Web Sites Edit Job Cancel **OK**

Repair Order Information

RO # 280049 Loc 1 Cust **Amy Jones** Veh 2013 Toyota Camry Mileage 39000
VIN 4T1BF1FK9DU725452 Plate Color Black
Service Writer **Robert Piska** Promised Date **MAY 31 18** Promised Time Key Tag 1234

Job Information

Job Num 1 Job Flag **Completed** Job Code 45K Maintenance Customer States Perform Express Lube and Rotate Tires
Skill Level Lube FLH 0.50 Miles Out
Job Pay Type Cause Correction

Change job status to "Completed"

Then click "OK" when finished

Job Time Card Information

Time Cards **Straight Time** Diag Repair Out

| Number | Time On | Time Off | Hours |
|--------|---------|----------|-------|
|--------|---------|----------|-------|

Total Time 0.00

Technician Notes

HOW TO CHECK YOUR HOURS

1) Click "Jobs"

7 JOBS: : TECH VIEW-ONLY; RO# 280049, Amy Jones, VIN: 13 Toyota Camry, Tag: 1234, Loc: 1, Miles: 39000, SW: Piska

Service Contract: Warr Type, Repair Type, Campaign, Quick Op Code, LOP Code, Warranty LOP Description

| Job | Complaint | Tech ID | Total |
|-----|-------------------------------------------|---------|-------|
| 1 | 45K Perform Express Lube and Rotate Tires | | 53.60 |
| 2 | ALIGN1 check alignment on vehicle. | | 0.00 |
| 3 | 27 Perform FREE 27 point inspection | 8 | 0.00 |
| 4 | | | 0.00 |

2) Click "Options"

| Tech ID & Name | Est | FLH | ACT | DLH | Pay Rate | LOP | Pay Entry Date |
|-----------------|-------------|-------------|-------------|-------------|----------|-----|----------------|
| 1 9 Broske John | 0.00 | 0.50 | 0.00 | 0.00 | | 1 | 05/31/18 |
| 2 | 0.00 | 0.00 | 0.00 | 0.00 | | 1 | |
| Totals: | 0.00 | 0.50 | 0.00 | 0.00 | | | |

| Part Number | op | Fail? | Description | Loc | Bin | Source | Avl/OH | PC | Sell | QtyOrd | QtyDel | Total | Comments |
|-------------|----|-------|--------------|-----|------|--------|---------|----|------|--------|--------|-------|----------|
| DISP | 1 | | DISPOSAL FEE | 1 | 99-1 | 11 | 453/45 | 3 | 1.00 | 1 | 1 | 1.00 | |
| MSW30 | 1 | | TOYOTA OIL | 1 | 99-1 | 11 | 898.5/8 | 3 | 2.60 | 1 | 1 | 2.60 | |
| | | | | | 0 | | | | 0.00 | 0 | 0 | 0.00 | |

| Job--- | Labor | | 0 | Parts | 0.00 | Total | 53.60 | Factory | Highlighted Parts |
|--------|-------|-------|----|-------|------|-------|-------------|---------|-------------------|
| RO--- | Labor | 50.00 | 75 | Parts | 3.60 | 1.53 | Total 53.60 | TOY | 1.00 |

3) Click "Tech Time Window"

7 JOBS: : TECH VIEW-ONLY; RO# 280049, Amy Jones, VIN: 13 Toyota Camry, Tag: 1234, Loc: 1, Miles: 39000, SW: Piska

Service Contract: Warr Type, Repair Type, Campaign, Quick Op Code, LOP Code, Warranty LOP Description

| Job | Complaint | Tech ID | Total |
|-----|-------------------------------|---------|-------|
| | Express Lube and Rotate Tires | | 53.60 |
| | alignment on vehicle. | | 0.00 |
| | EE 27 point inspection | 8 | 0.00 |

3) Click "Tech Time Window"

- CarFax
- Remove All Job Parts
- Remove Part Line
- Send to Remstar
- Quick Ops
- Estimating
- Delete Estimate RO
- Void RO
- Delete Job
- Copy VIN
- Warranty Info
- Document Browser
- On Order Parts This Customer
- On Order Parts This RO
- Tech Time Window**
- View Time Punches
- Mitchell OnDemand5
- Defer Job
- Examine Field Change Log
- Add Lost Sale

| Tech ID & Name | Est | FLH | ACT | DLH | Pay Rate | LOP | Pay Entry Date |
|----------------|-------------|-------------|-------------|-------------|----------|-----|----------------|
| 0.50 | 0.00 | 0.00 | 0.00 | 0.00 | | 1 | 05/31/18 |
| 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | | 1 | |
| 0.50 | 0.00 | 0.00 | 0.00 | 0.00 | | | |
| Totals: | 0.00 | 0.00 | 0.00 | 0.00 | | | |

| Part Number | op | Fail? | Description | Loc | Bin | Source | Avl/OH | PC | Sell | QtyOrd | QtyDel | Total | Comments |
|-------------|----|-------|--------------|-----|------|--------|---------|----|------|--------|--------|-------|----------|
| DISP | 1 | | DISPOSAL FEE | 1 | 99-1 | 11 | 453/45 | 3 | 1.00 | 1 | 1 | 1.00 | |
| MSW30 | 1 | | TOYOTA OIL | 1 | 99-1 | 11 | 898.5/8 | 3 | 2.60 | 1 | 1 | 2.60 | |
| | | | | | 0 | | | | 0.00 | 0 | 0 | 0.00 | |

| Job--- | Labor | | 0 | Parts | 0.00 | Total | 53.60 | Factory | Highlighted Parts |
|--------|-------|-------|----|-------|------|-------|-------------|---------|-------------------|
| RO--- | Labor | 50.00 | 75 | Parts | 3.60 | 1.53 | Total 53.60 | TOY | 1.00 |

Click "Find"

Payroll Tech Time Edit Window

Find Edit Recalc Labor Insert Delete Options Print * Required Field Location 1

Find Date: 06/21/20

| Find Date | Chg Dt | Acct Dt | RO # | Job | Line# | Tech | PT | Description | Rec Type | Pay Stat. | OK Pay Dt | Date Paid | FRH chg | Olh chg | Act chg | Cost | Pa |
|-----------|----------|---------|--------|-----|-------|------|----|---------------------|------------|-----------|-----------|-----------|---------|---------|---------|-------|----|
| | 06/21/20 | | 280049 | 1 | 1 | 9 | S | Customer States Per | RO Posting | No Statu: | | | 0.50 | 0.00 | 0.00 | ***** | |

Note: Labor Cost is extended from Flat Rate hours at the present rate of pay for that tech. It does not include commissions or pay based on Actual Hours.

| | | | | |
|-------------------|------|------|------|------|
| Total | 0.50 | 0.00 | 0.00 | 0.00 |
| Highlighted Total | 0.00 | 0.00 | 0.00 | 0.00 |
| Number of Records | 1 | | | |

Tech Hour Window Selection Criteria

Cancel OK

Select Search By, Filter By, Techs and Search Criteria

Search By:

- Date Time Charged
- Date Pay Type Ready to Post
- Date Pay Type Closed
- OK To Pay Date
- RO Number

Filter by Pay Status of:

- All
- Not Paid
- Paid
- OK to Pay

Show Only:

- Technicians
- All Service Employees

| Tech Name | ID |
|-------------|----|
| Broske John | 9 |

Search Criteria:

From Date: 06/18/2018

To Date: 06/22/2018

Then click "OK"

Put in the date range

HOW TO CHECK HISTORY

Clicking "RO Hist" will bring up history for the RO that you are in.

Technician Job Viewer

10.20

Estimate Request Parts Mfg Web Sites Edit Job

Repair Order Information

RO # 280049 Loc 1 Cust Amy Jones Veh 2013 Toyota Camry Mileage 39000
 Tech John Broske VIN 4T1BF1FK9DU725452 Plate Color Black
 Service Writer Robert Piska Promised Date 05/31/18 Promised Time 5 30 PM Key Tag 1234

Job Information

Job Num 1 Job Flag Not Set Job Code 45K Complaint Customer States Perform Express Lube and Rotate Tires
 Skill Level Lube FLH 0.50 Miles Out 0
 Job Pay Type Service Contract Cause
 Correction

Job Time Card Information

Time Cards [Straight Time](#) [Diag](#) [Repair](#) [Out](#)

| Number | Time On | Time Off | Hours |
|-----------------|---------|----------|-------|
| Total Time 0.00 | | | |

Technician Notes

List of RO Jobs for Amy Jones - 2013 Toyota Camry, DU725452

Hide Jobs w/o QuickOp Show All/Refresh Show Only Quick Op: Print Close

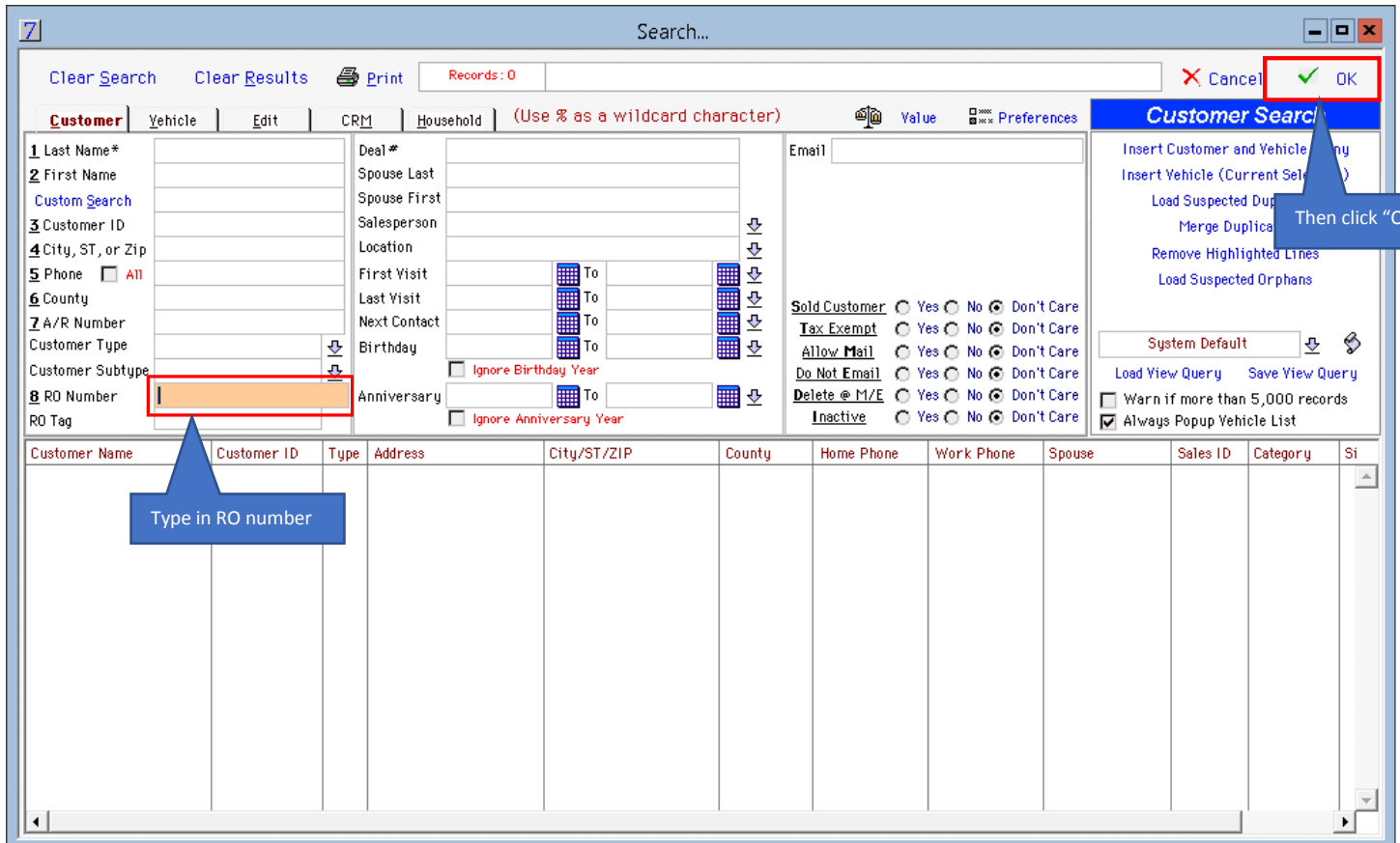
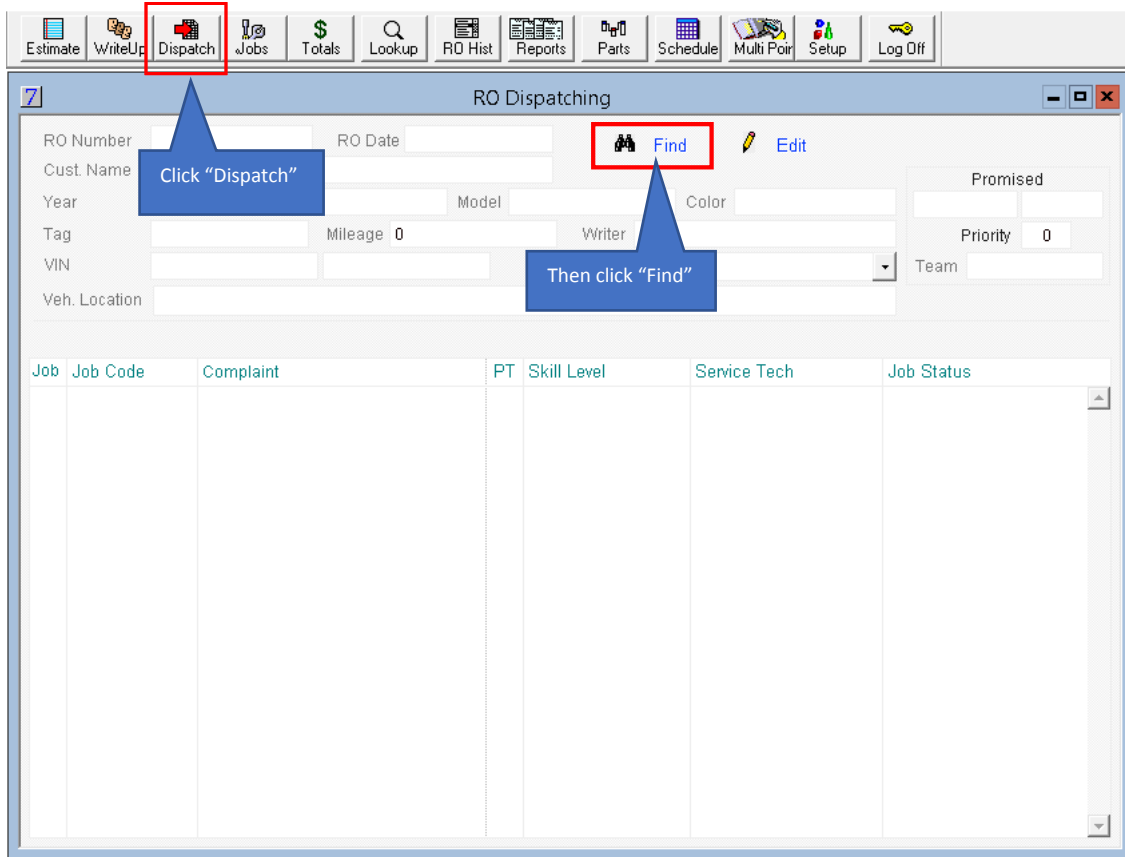
| RO | job | RO Date | Writer | Dept | Miles | Tech | Code | pt | Concern |
|--------|-----|----------|--------------|------|-------|-------------|-----------|----|------------------------------------------------------------------------------|
| 280049 | 1 | 05/31/18 | Robert Piska | SVC | 39000 | John Broske | 45K | S | customer states perform express lube and rotate tires |
| | 2 | | | | | | ALIGN1 | C | customer states check alignment on vehicle. |
| | 3 | | | | | | 27 | C | free 27 point inspection |
| 280022 | 1 | 02/09/18 | Chad Kopp | SVC | 30002 | | 1TIRE | C | customer states install one new tire |
| | 2 | | | | | | | C | customer states test 2 |
| | 3 | | | | | | 27 | C | free 27 point inspection |
| 279925 | 1 | 06/29/17 | Wade Roberts | LUB | 30001 | C.T. Broske | FLFS38.95 | C | customer states perform synthetic express lube |
| | 2 | | | | | | 2TIRES | C | customer states install two new tires |
| | 3 | | | | | | | W | customer states recall.... lkadjflkjaslmmmdjflaksjdl;kjas;lkdjflkasjdfk;ljsa |
| | 4 | | | | | | 27 | C | free 27 point inspection |
| 279922 | 1 | 06/27/17 | Wade Roberts | LUB | 25001 | C.T. Broske | FL33.95 | C | customer states perform express lube and tire rotation |
| | 2 | | | | | | 35K | C | customer states perform express lube and rotate tires |

Complaint, Cause & Correction for RO # 280049 Job # 1

Complaint....
 Customer States Perform Express Lube and Rotate Tires
 Cause.....
 Correction...

| LOP Code | LOP Description | Hours |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| | Changed engine oil and installed new filter, Rotated Tires. If your vehicle has aluminum wheels, we recommend that you return for a complimentary | 0.00 |

HOW TO DISPATCH A JOB TO YOURSELF (DISPATCH WINDOW)



7 ** VIP ** DISPATCH: RO# 280047, Allen Watkins, VIN: 5TFDW5F13 GX517243, 16 Toyota Tundra, Loc: 1, SW: Piska

RO Number: 280047 RO Date: MAY 29 2018 Find Edit

Cust. Name: Allen Watkins

Year: 2016 Make: Toyota Model: Tundra Color: Gray Promised: MAY 31 2018 5 00 PM

Tag: Mileage: 0 Writer: H377 Piska Robert Priority: 3

VIN: 5TFDW5F13 GX517243 Status: Open Team:

Veh. Location:

Double-click on a line to view the full text of the 'Complaint' field.

| Job | Job Code | Complaint | PT | Skill Level | Service Tech | Job Status |
|-----|----------|----------------------------------|----|-------------|--------------|------------|
| 1 | 30K | Customer States Perform Express | L | S | | Not Set |
| 2 | 27 | Perform FREE 27 point inspection | C | | | Not Set |
| 3 | | | C | | | |

Click "Edit"

Then type in the tech number on each line you wish to assign

7 ** VIP ** DISPATCH: RO# 280047, Allen Watkins, VIN: 5TFDW5F13 GX517243, 16 Toyota Tundra, Loc: 1, SW: Piska

RO Number: 280047 RO Date: MAY 29 2018 Find Edit Cancel OK

Cust. Name: Allen Watkins

Year: 2016 Make: Toyota Model: Tundra Color: Gray Promised: MAY 31 2018 5 00 PM

Tag: Mileage: 0 Writer: H377 Piska Robert Priority: 3

VIN: 5TFDW5F13 GX517243 Status: Open Team:

Veh. Location:

Click on the pushbutton to the right of the 'Complaint' field to view the full text.

| Job | Job Code | Complaint | PT | Skill Level | Service Tech | Job Status |
|-----|----------|----------------------------------|----|-------------|---------------|------------|
| 1 | 30K | Customer States Perform Express | S | Lube | 9 Broske John | Not Set |
| 2 | 27 | Perform FREE 27 point inspection | C | Lube | 9 Broske John | Not Set |
| 3 | | | C | | | |

Click "OK" to finish