

Post Parts Needed

In RSSS, Maestro or Maestro SBE you can access Post Parts needed off the Main Service Department Menu.

After repairs have been made, you may post the parts that were used to make the repairs. Enter the repair ticket or select the ticket from a listing of all tickets based upon the customer or company. See Figure 4-1.

The screenshot shows a terminal window titled "Post Parts Needed" for "1 Maestro Music" on "6/10/05 6:46 pm". The customer information is "Customer: 501433" and "Bill to: 0". A list of tickets is displayed with columns for TICKET, T, S, DESCRIPTION, DATE, SERIAL NBR, and MODEL. The tickets listed are:

TICKET	T	S	DESCRIPTION	DATE	SERIAL NBR	MODEL
1563.00	D	D	GUITAR ELE	6/08/05	00030308	
1564.00	D	D	GUITAR ELE	6/08/05	00030308	GEEPIENJR
1656.00	O	O	GUITAR ELE	6/08/05	00030308	GEEPIENJR
1564.01	O	O	GUITAR ELE	6/08/05	00030308	GEEPIENJR

At the bottom of the screen, there are navigation instructions: "F1-Forward", "F2-Back", "F10-Exit Program", and "ENTER-Select Ticket".

Figure 4- 1 Post Parts Needed Screen

You may scroll through the list using the F1-Forward and F2-Back keys. To select the ticket, place the cursor on the appropriate ticket number using the up and down arrow keys and press the ENTER key. See Figure 4-2.

Post Parts Needed	1 Maestro Music	6/10/05 6:48 pm
Customer: ■ 501433 ABBOTT DEIRDRE 131 WALMAR DR	Bill to: 0	
ANYTOWN TX 55555-0000 Ph (555)555-5555 Fax (555)555-5555	Ph	00000-0000 Fax
Ticket Number: 1656.00 Status: Open Store: 1 Maestro Store 1	Emp: 1 Called In: 6/08/05 Trak: INS Comp Date: 6/10/05 Aisle: 1 Row: 3 Tier: 1	
Narda:	Notes:	
	Bill to	Invoice Total
Bill Customer: No	501433	1656.00 0.00
Bill Store: No		0.00 0.00
Bill Narda/Nesda: No		0.00 0.00
Bill ESP: No		0.00 0.00
Input the ship to customer number or F4 for a window		

Figure 4- 2 Post Parts Needed Screen selected ticket

You have the opportunity to change some of the fields that were entered when you initially added the ticket. This includes STORE NUMBER, TRAK CODE, TRACK COMPLETION DATE, AISLE, ROW, TIER, NARDA NUMBER and NOTES. Please see *Chapter 3 Service Tickets* for information on the fields listed on this screen.

You must specify who is to be billed for the parts. You may select the customer, the store, Narda/Nesda or an Extended Service Plan (ESP).

You are now ready to post the parts used during repair. See Figure 4-3.

Post Parts Needed	1 Maestro Music	6/10/05 6:55 pm				
Customer: 501433 ABBOTT DEIRDRE 131 WALMAR DR ANYTOWN TX 55555-0000 Ph (555)555-5555 Fax (555)555-5555	Bill to: 501433 ABBOTT DEIRDRE 131 WALMAR DR ANYTOWN TX 55555-0000 Ph (555)555-5555 Fax (555)555-5555					
QTY	LOC	MODEL NUMBER	DESCRIPTION	SERIAL NBR	PRICE	C
1		1GXWDPLP501	PICKGUARD LES PAUL	MISC	8.21	<input type="checkbox"/>
Cost:	4.930	On Hand:	5	On Order:	0	Total: 0.00
Input (Y)es if comments should be attached to this detail line						

Figure 4- 3 Post Parts Needed Screen posting the parts

QUANTITY defaults to a value of "1" but may be changed if necessary.

LOCATION defaults to the location entered on the first screen of this process. It can be changed to any valid store location. Miscellaneous inventory will be shipped from the location entered on each ticket detail.

SERIAL NUMBER should be entered if the part is serialized inventory within the RSSS system. Enter a partial serial number will give you the lookup window to select the serial number from. The model number will be filled in automatically if a valid serial number is entered. This field will take a blank serial number.

MODEL NUMBER is to be entered. If the number is not known, you may make your selection from a lookup window using the F3 key. You may choose to have the inventory displayed by model number or model description.

PRICE (the displayed unit price) is the regular price of the item and is pulled from the model number file in the system. You may change it if necessary. Please note that you can only change it if your employee profile allows you to change the price in the service department module. If you find that the field is being skipped, you need to be given permission by your management to set the price in employee maintenance - EMPMNT.

COMMENTS (C) can be attached to each line item on the invoice. This comment section can be used for special notes such as "Had to substitute this part number xxx for part number yyy."

SERVICE REQUIRED section is provided so that detailed notes may be attached describing the service(s) required to repair the item. You may enter up to 50 lines of text to describe the service. While entering the text you have several editing functions available. You may scroll through the text using the F1 and F2 keys. The text entry can be aborted by using the F10 key. The HOME key will return you to the beginning of the text. You may delete a line by using the PAGE DOWN key and insert a line by using the PAGE UP key. When you have completed the text description press the F9 key.

BAD CREDIT If the customer exceeded their credit limit, the “**BAD CREDIT?**” flag will indicate so. The CREDIT LIMIT of the customer is checked to determine if the ticket should be placed on hold due to insufficient credit.

TECHNICIANS Two technician fields are provided to enter up to two additional technicians that may have worked on the item. This is so they can share credit for the repair work.

WARRANTY If a warranty is in effect, the warranty field will contain a Y for yes. So that you may be properly reimbursed for the warranty work, you should specify the type of warranty that is in effect from the following: (P)arts, (L)abor, (B)oth P&L, (N)one, (S)pecial, or (O)ther. If the warranty type is (S)pecial, a blank line will appear so that a special authorization code may be entered.

ESP indicates whether or not there is an **EXTENDED SERVICE (WARRANTY) PLAN** in effect. If an extended warranty is in effect, you will be prompted to enter the name of the warranty company.

SERVICED is the date the service was performed. Enter MM/DD/YY.

START AND STOP TIMES for repairing the unit.

LABOR is the total amount of time spent on the repair is automatically calculated and is reflected in the labor field.

TOTAL LABOR will appear in the right hand column. This charge is the total of hours worked multiplied by the hourly charge.

HOURLY CHG The hourly charges default to the amount set in the system parameters. This default amount may be overridden. A user defined list of Hourly Rates is available to enter multiple hourly rates. You may select from this list by pressing the ENTER key while the Hourly Rate field is blank.

TERMS codes are used to determine when payment is due. The code is a 30 character alphanumeric field which may be predefined to allow you to establish them one time eliminating confusion at entry time. If the terms code field is left blank a lookup window will appear for you to select the terms.

TAX CODES are four digit numbers assigned to a tax jurisdiction. A customer may participate in up to five unique tax jurisdictions. The tax rate is the percent of tax that is assessed for a particular jurisdiction.

Default values for both terms and tax codes may be entered on each customer's master record or selected from a lookup window.

TOTAL PARTS is calculated based upon the part price and quantity used during the repairs. This is not an input field.

TOTAL LABOR is calculated automatically for you. It is the result of multiplying the value of the Labor field by the value of the Hourly Chg field.

TRIP CHARGE, FREIGHT CHARGE, DELIVERY CHARGE, and CLEANING CHARGE are the system configured defaults, but may be overridden with a value supplied by the user. A discount value may also be entered.

MISCELLANEOUS CHARGES Up to two miscellaneous charges can be entered per ticket.

LESS DISCOUNT Enter any discount that can be applied if any.

TOTAL TAXES is calculated for you based on tax code selected.

LESS AMT PAID is the amount that the customer has already paid toward this service ticket.

TOTAL DUE is what you will collect from the customer.

Once you have entered all information, you will be given the opportunity to correct any mistakes before continuing. See Figure 4-5. Press ENTER to accept the default of Y for yes once everything is correct.

Post Parts Needed	1 Maestro Music	6/10/05 7:30 pm
Repair Code: GRS GTA		
Service Required		
Go ahead and restring guitar also. cust called in 6/10/05 10AM and requested this also. FC		
Bad Credit? No	Tech:	Tech:
Warranty: None		
ESP? No		
Serviced: 6/10/05	From: 11:00	to: 12:45
Labor: 1.75		
Hourly Chg: 45.00		
Terms: COD		
Tax codes: 1 CORPUS CHRISTI		
	MISC CHG 1	0.00
	MISC CHG 2	0.00
	Less Discount:	0.00
	Total Taxes:	4.87
	Less Amt Paid:	0.00
	Total Parts:	8.21
	Total Labor:	78.75
	Trip Charge:	0.00
	Freight Charge:	0.00
	Delivery Charge:	0.00
	Cleaning:	0.00
	Total Due:	91.83

Is everything alright on this ticket?

Figure 4- 5 Post Parts Needed Screen Is ticket alright prompt?

You will then be asked if you want to print the Service Ticket. See Figure 4-6.

Post Parts Needed	1 Maestro Music	6/10/05 7:30 pm
Repair Code: GRS GTA		
Service Required		
Go ahead and restring guitar also. cust called in 6/10/05 10AM and requested this also. FC		
Bad Credit? No	Tech:	Tech:
Warranty: None		
ESP? No		
Serviced: 6/10/05	From: 11:00	to: 12:45
Labor: 1.75		
Hourly Chg: 45.00		
Terms: COD		
Tax codes: 1 CORPUS CHRISTI		
	MISC CHG 1	0.00
	MISC CHG 2	0.00
	Less Discount:	0.00
	Total Taxes:	4.87
	Less Amt Paid:	0.00
	Total Parts:	8.21
	Total Labor:	78.75
	Trip Charge:	0.00
	Freight Charge:	0.00
	Delivery Charge:	0.00
	Cleaning:	0.00
	Total Due:	91.83

Do you want to print the Service Ticket?

Figure 4- 6 Post Parts Needed Screen Print the service ticket? prompt

If you choose Y for yes to print the service ticket, you will be prompted with the default printer. If the printer default is correct, press the ENTER key. If you need to change the printer id, type in the printer id you will print to and press the ENTER key.

You are now given an opportunity to bill any necessary items to the store, Narda/Nesda or an Extended Warranty Plan. In most cases, you will be billing to the customer so enter a Y for yes on the BILL CUSTOMER field if that is the case. See Figure 4-7.

Post Parts Needed	1 Maestro Music	6/10/05 7:27 pm
Customer: 501433 ABBOTT DEIRDRE 131 WALMAR DR ANYTOWN TX 55555-0000 Ph (555)555-5555 Fax (555)555-5555	Bill to: 501433 ABBOTT DEIRDRE 131 WALMAR DR ANYTOWN TX 55555-0000 Ph (555)555-5555 Fax (555)555-5555	
Ticket Number: 1656.00 Status: Open Store: 1 Maestro Store 1 Narda:	Emp: 1 Called In: 6/08/05 Trak: INS Comp Date: 6/10/05 Aisle: 1 Row: 3 Tier: 1 Notes:	
Bill Customer: Yes	Bill to 501433	Invoice 1656.00
Bill Store: No		Total 91.83
Bill Narda/Nesda: No		0.00
Bill ESP: No		0.00
Should you post parts for a store		

Figure 4- 7 Post Parts Needed Screen Post part for a store prompt?

The ticket remains open so that more parts may be posted to it if necessary. When all parts have been posted, it may be completed using the close ticket process. Press the F9 key to accept all the information once the post parts needed process is completed.