

Autowork Online changes and new features

For version 173

A man with short dark hair and a light beard, wearing a blue work shirt over a white t-shirt, is smiling and holding a silver laptop. He is standing in front of a blurred background that appears to be a car repair shop. The image is partially covered by a large green and blue diagonal graphic on the left side.

Driving Business Performance

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Introduction

In the new version of Autowork Online, several changes have been made to the layout of the main document screen. The aim of these changes is to streamline the workflow, leading to an easier to use, and more efficient software solution.

A number of new features have also been added in order to facilitate this, the largest change being the new [job grouping](#) feature: Job grouping in essence, replaces the old links for adding parts, labour, and other items to a document with a single button which achieves all of the above. The changes also result in a cleaner, easier to use interface.

Job groupings further enhance existing functionality by allowing the operator to group part and labour items together into a single job within the document. For example, you may have a job for changing a customer's brake pads and discs; the job group would include the parts for the pads and discs, and the labour for fitting them.

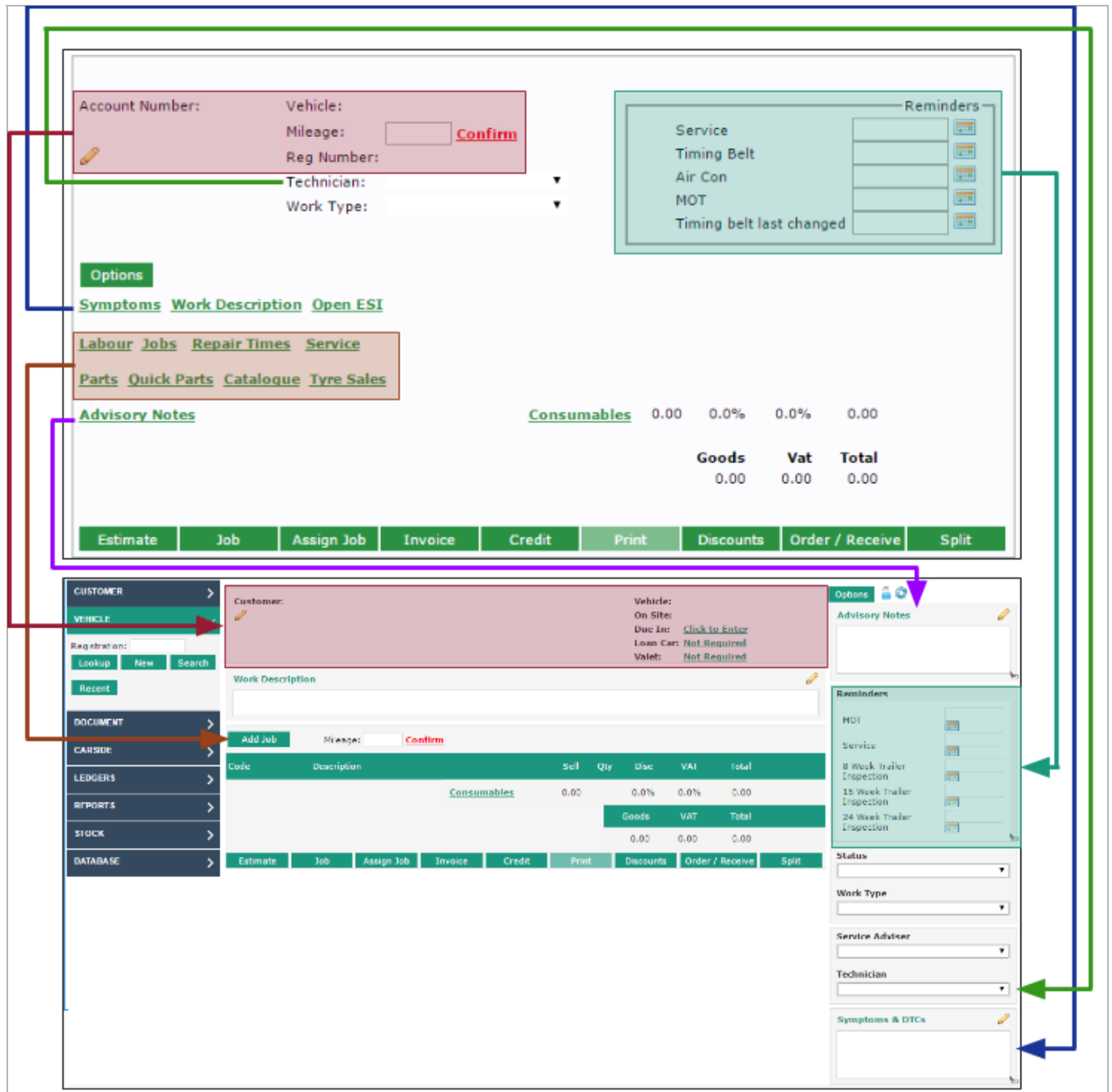
As well as the new job grouping feature, there are also numerous other smaller changes: Users can now enter a service advisor in the documents tab, search an internal database of DTCs, book a vehicle in from the document tab, and view the status of all outstanding documents in the Work in Progress (WIP) tab.

Benefits

- New enhanced and streamlined document screen - work faster and more efficiently
- Group parts and labour - documents are cleaner and easier to read, for you, and your customers
- Specify a service adviser - giving your customers a single point of contact for all queries
- Technician efficiency - Keep track of your technicians' timekeeping performance and margins
- Search a built-in database of DTCs - no more searching the internet, or messy spreadsheets
- Book in a vehicle from the document tab - including options for loan cars, valeting, and more
- New Work in Progress (WIP) tab - see the status of all documents relevant to *you* at a glance

Screen layout changes

The illustration below outlines the changes to the main Autowork Online Document screen. The main change is that the **Labour, Jobs, Repair Times, Service, Parts, Quick Parts, Catalogue, and Tyre Sales** links have all been combined into the Add Job button. [This is described in more detail later in the document.](#)



The screenshot illustrates the layout changes to the main Autowork Online Document screen. The top section shows the main form with fields for Account Number, Vehicle, Mileage, Reg Number, Technician, and Work Type. A 'Confirm' button is next to the Mileage field. To the right is a 'Reminders' section with a list of items: Service, Timing Belt, Air Con, MOT, and Timing belt last changed. Below this is an 'Options' section with links for Symptoms, Work Description, and Open ESI. Further down are links for Labour, Jobs, Repair Times, Service, Parts, Quick Parts, Catalogue, and Tyre Sales. Below these are links for Advisory Notes and Consumables. At the bottom is a row of buttons: Estimate, Job, Assign Job, Invoice, Credit, Print, Discounts, Order / Receive, and Split.

The bottom section shows a detailed view of the 'Add Job' button. It includes a 'CUSTOMER' section with fields for Customer, On Site, Due In, Loan Car, and Valet. A 'Work Description' field is also present. Below this is a table for 'Consumables' with columns for Code, Description, Sol, Qty, Disc, VAT, and Total. The table shows a single row for 'Consumables' with values 0.00, 0.0%, 0.0%, and 0.00. Below the table is a row of buttons: Estimate, Job, Assign Job, Invoice, Credit, Print, Discounts, Order / Receive, and Split. To the right of the table is a 'Reminders' section with a list of items: HDI, Service, 8 Week Trailer Inspection, 15 Week Trailer Inspection, and 24 Week Trailer Inspection. Below this is a 'Status' section with a dropdown menu, a 'Work Type' dropdown, a 'Service Advisor' dropdown, a 'Technician' dropdown, and a 'Symptoms & DTCs' section.

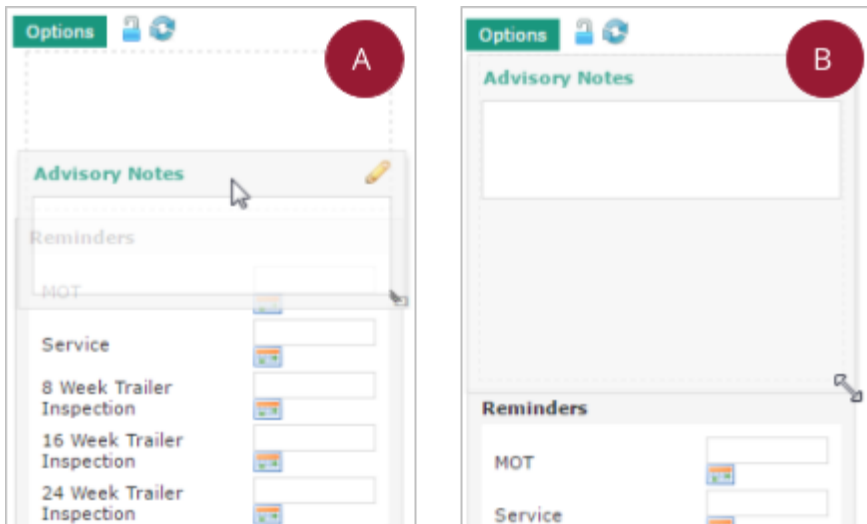
Annotations (colored lines) indicate the following changes:

- Red line:** Connects the 'Add Job' button in the bottom section to the 'Labour, Jobs, Repair Times, Service, Parts, Quick Parts, Catalogue, and Tyre Sales' links in the top section.
- Green line:** Connects the 'Add Job' button in the bottom section to the 'Advisory Notes' link in the top section.
- Blue line:** Connects the 'Add Job' button in the bottom section to the 'Symptoms' link in the top section.
- Purple line:** Connects the 'Add Job' button in the bottom section to the 'Work Description' link in the top section.

New features

Movable panels

In the new version of Autowork Online, it is possible to arrange the panels that make up the right-hand sidebar (for example **Reminders**). This is done by clicking and dragging the panel by its header, and then dropping it in the correct position (A). The panels can also be resized by clicking and dragging their lower-right hand corner (B).



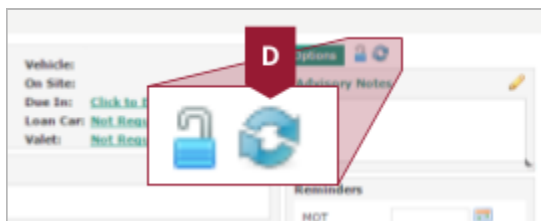
Locking the panels

It is also possible to lock the panels into their new arrangement, preventing users from moving them by accident. This is done by clicking the **Lock** button (C) at the top of the side bar. Clicking the button again will unlock the panels.



Restoring the default layout

If you would like to restore the default layout for the sidebar panels, simply click the **Reset** button (D), and then agree to the prompt.



Job groupings

A new feature has been added to Autowork Online version 173 which will allow the grouping of jobs and labour charges within a document. For example, the parts and labour for a particular job could all be grouped together in a job group. This makes the document clearer and easier to understand for the customer, as they can see at a glance what a particular job costs. The new version also increases productivity and efficiency, as it allows whole jobs groups to be deferred if required.

Job group types

There are several different types of job group available, these are:

- Blank - Inserts a new blank job group
- Jobs - adds a pre-defined custom job
- Labour - adds a labour charge
- Repair times - add a OEM-supplied labour time from the catalogue
- Service - add a service schedule
- Parts - add a part
- Quick parts - quickly add part from a list of commonly sold items
- Catalogue - add a part from a catalogue lookup
- Tyre sales - look up and add tyres to the document

Please note, even though the new feature has been added, all of the above items (other than “Blank”) work in an almost identical way to the old version of Autowork Online. It would be possible to use the new system in a way that is very similar to the old system. This would be achieved by [creating a new job group](#), and then [manually adding parts and labour](#) to it. Even though it is possible to use the system in this way, it is not recommended, as making full use of the new features will prove more efficient once they have been learned.

Job grouping screen elements explained

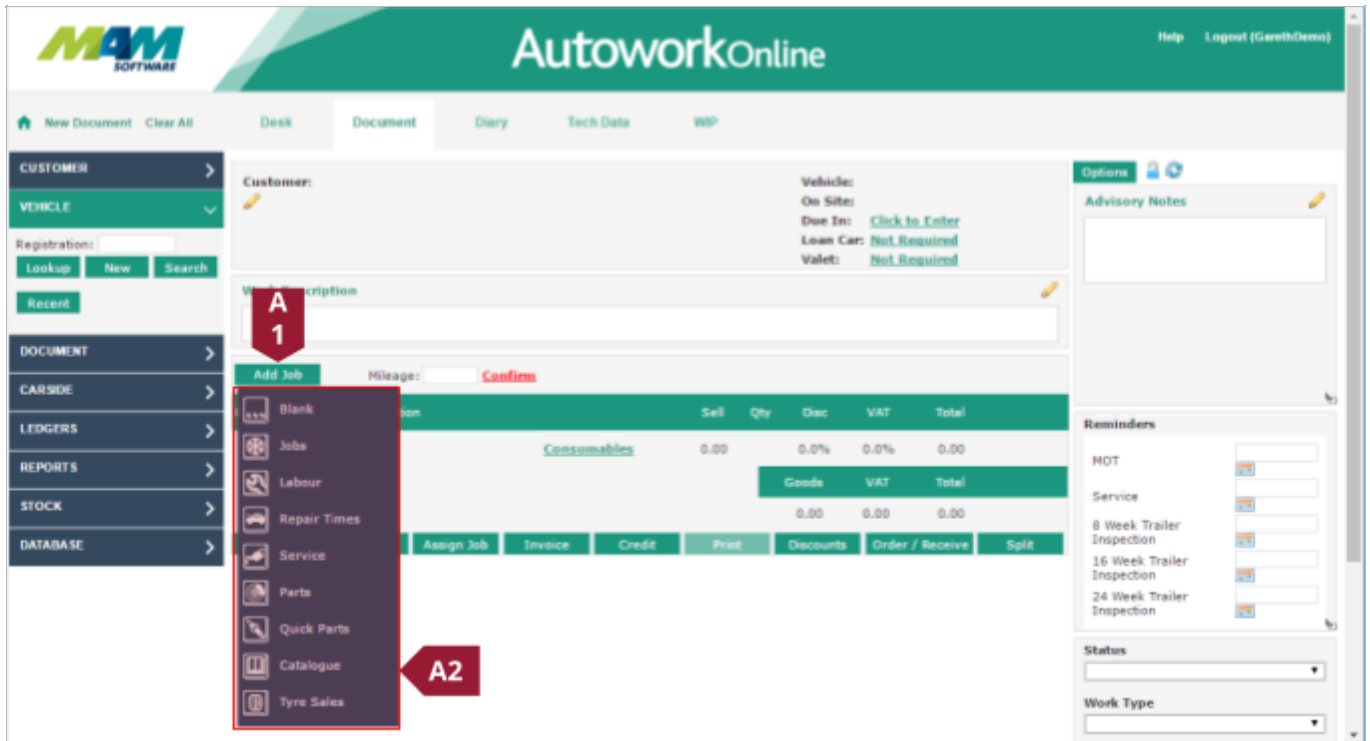


Code	Desc	Sell	Qty	Disc	VAT	Total	
Discs And Pads						209.96	+
L6B1	Standard Labour - (GS)	45.00	1.00	0.0%	20.0%	54.00	X
Q155738	Brake Disc - (GS)	29.99	2.00	0.0%	20.0%	71.98	X
DEL2062	Brake Pad Set - (GS)	34.99	2.00	0.0%	20.0%	83.98	X

- A. Job header
- B. Job description
- C. Add button - adds a new item to the job
- D. Delete/defer job button - deletes/defers the whole job
- E. Minimise button - collapses the job
- F. Line description
- G. Delete item button - deletes the selected item only

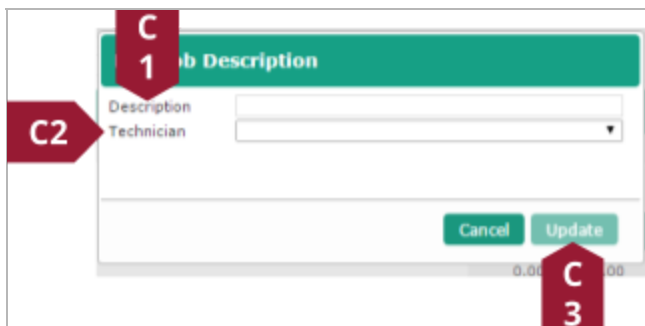
Creating a new job group

- A. In the new system, the Add Job button replaces the separate buttons for **Jobs, Labour, Repair Times, Service, Parts, Quick Parts, Catalogue, and Tyre Sales**. Clicking the **Add Job** button (A1), will open a menu (A2), clicking any option within the menu, and then going through the same process as on the old system will add a job grouping of the desired type. For example, selecting the **Jobs** option, then choosing a pre-set quick job for changing brake pads and discs will add a job containing the required parts and labour.



The screenshot shows the AutoworkOnline web application. On the left is a navigation menu with categories like CUSTOMER, VEHICLE, DOCUMENT, CARSIDE, LEDGERS, REPORTS, STOCK, and DATABASE. The main area has tabs for Desk, Document, Diary, Tech Data, and WSP. The 'Document' tab is active, showing a form for a new document. A red arrow labeled 'A1' points to the 'Add Job' button. A second red arrow labeled 'A2' points to the dropdown menu that appears after clicking 'Add Job', which contains options: Blank, Jobs, Labour, Repair Times, Service, Parts, Quick Parts, Catalogue, and Tyre Sales.

- B. The only exception to the above is the new Blank option, this adds a blank job group, which can be added to using the instructions in the [Adding an item to an existing job group section](#). To add the new blank job, click the **Add Job** button (A1), and then select **Blank** (A2) from the menu.
- C. Enter a description for the job into the **Description** text field (C1), select the technician assigned to that particular job from the **Technician** dropdown menu (C2), and then click the **Update** button (C3) to add the blank job.



The screenshot shows a 'Job Description' form. A red arrow labeled 'C1' points to the 'Description' text input field. Another red arrow labeled 'C2' points to the 'Technician' dropdown menu. A third red arrow labeled 'C3' points to the 'Update' button at the bottom right of the form.

Adding an item to an existing job group

To add an item to an existing job, simply click the **Add** button in the **Job Header** (see the [Job grouping screen elements explained](#) section for details) this will open the **Add Job** menu, and items can be added using the same process as in the [Creating a new job group instructions](#).

Please note: Since the new **Package Jobs** feature was added in version 175, it is no longer possible to add a **Job** in this way. This is because the Package job must be kept on its own separate job group in order for the pricing to be correctly calculated.

Moving an item from one job group to another

An item can be moved from one job group to another by simply clicking it, and then dragging it to the required job group.

Renaming a job/assigning a job to a different technician

The name and technician assignments against a job group can be changed by simply clicking the **Job Name** link in the job header (see the [Job grouping screen elements explained](#) section for details). This will open the same screen as in point C of the [Creating a new job group instructions](#), and the details can be amended in the same way.

Removing an item from a job group

To remove an item from a job group, simply click the **Delete Item** button (see the [Job grouping screen elements explained](#) section for details), and then either click the **OK** Button to delete it, or the **Cancel** button to go back.

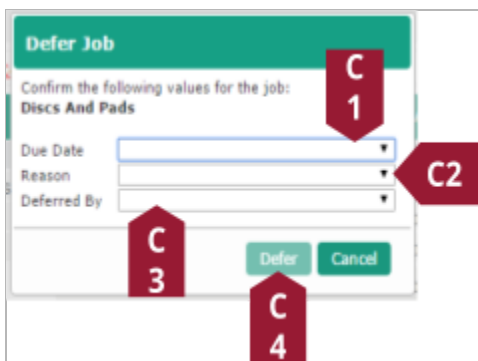
Deferring an entire job group

When a customer has been provided with an estimate for particular job, it may be that they want to proceed with parts of it, but defer others. For example, if the customer had come in to have new discs fitted, but during the process of this, it was found that their tyres were near the legal limit. The customer could choose to leave the tyres until a later date. The defer feature would allow the user to send the customer a notification to remind them of the deferred work. The process to defer work is as follows:

- A. Once a job group has been added to the document, and then either a job or estimate generated, clicking the **Delete** button (see the [Job grouping screen elements explained](#) section for details) in the job header will trigger a prompt.
- B. In this prompt, clicking the **Delete** button (B1) will delete the whole job group, clicking the **Defer** button (B2) will defer the job, and clicking the **Cancel** button (B3) will not delete the item.



- C. Clicking the **Defer** button will cause a second prompt with several dropdown menus on it to pop up: **Due Date** (C1) sets the number of weeks to wait before sending a reminder to the customer, **Reason** (C2) sets the reason for the customer deferring the work (for example - a lack of funds), and **Deferred By** (C3) sets the operator who processed the transaction. Set all the dropdown menus to an appropriate setting, and then click the **Defer** (C4) button to defer the job group.



Please refer to the [Deferred work](#) section for further information on setting up and using this feature.

Deferred work

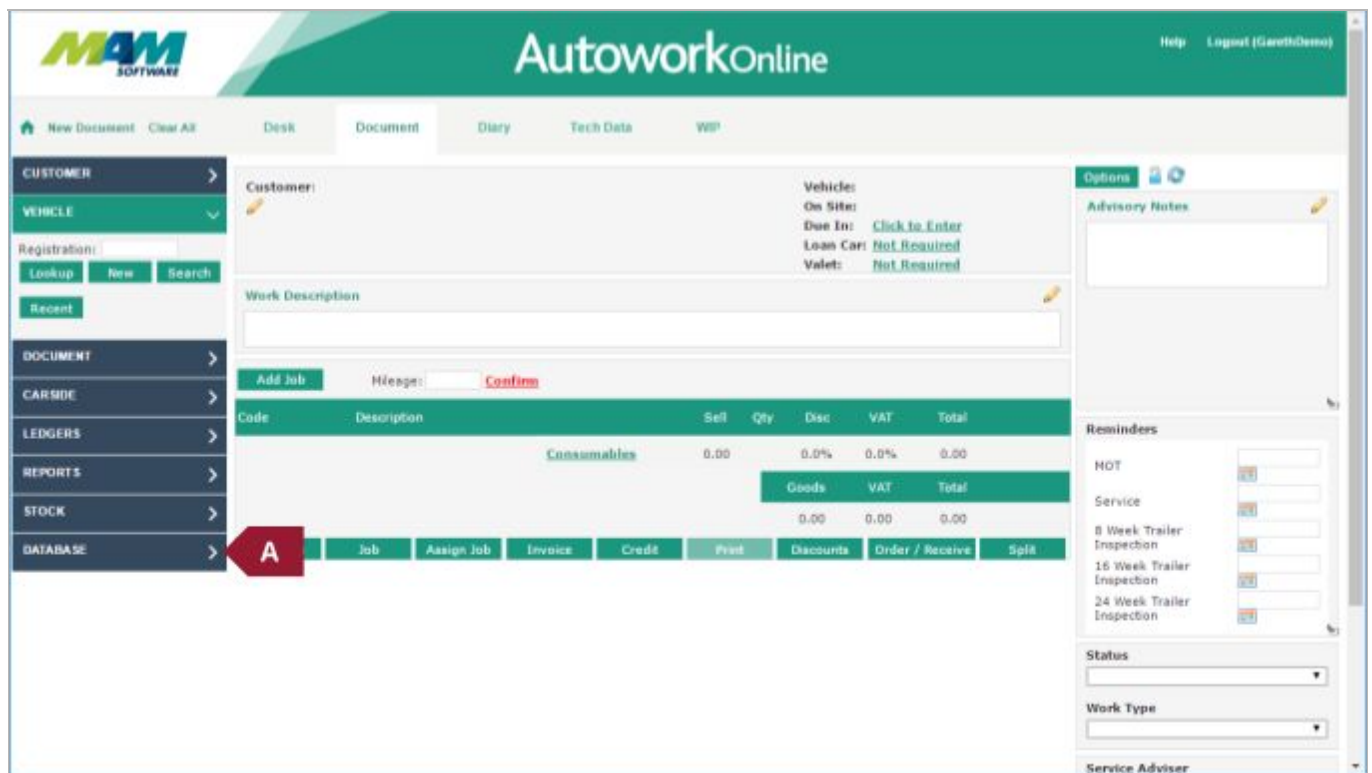
For instructions on how to defer work, see the [Deferring an entire job group](#) section.

Deferred job reason codes

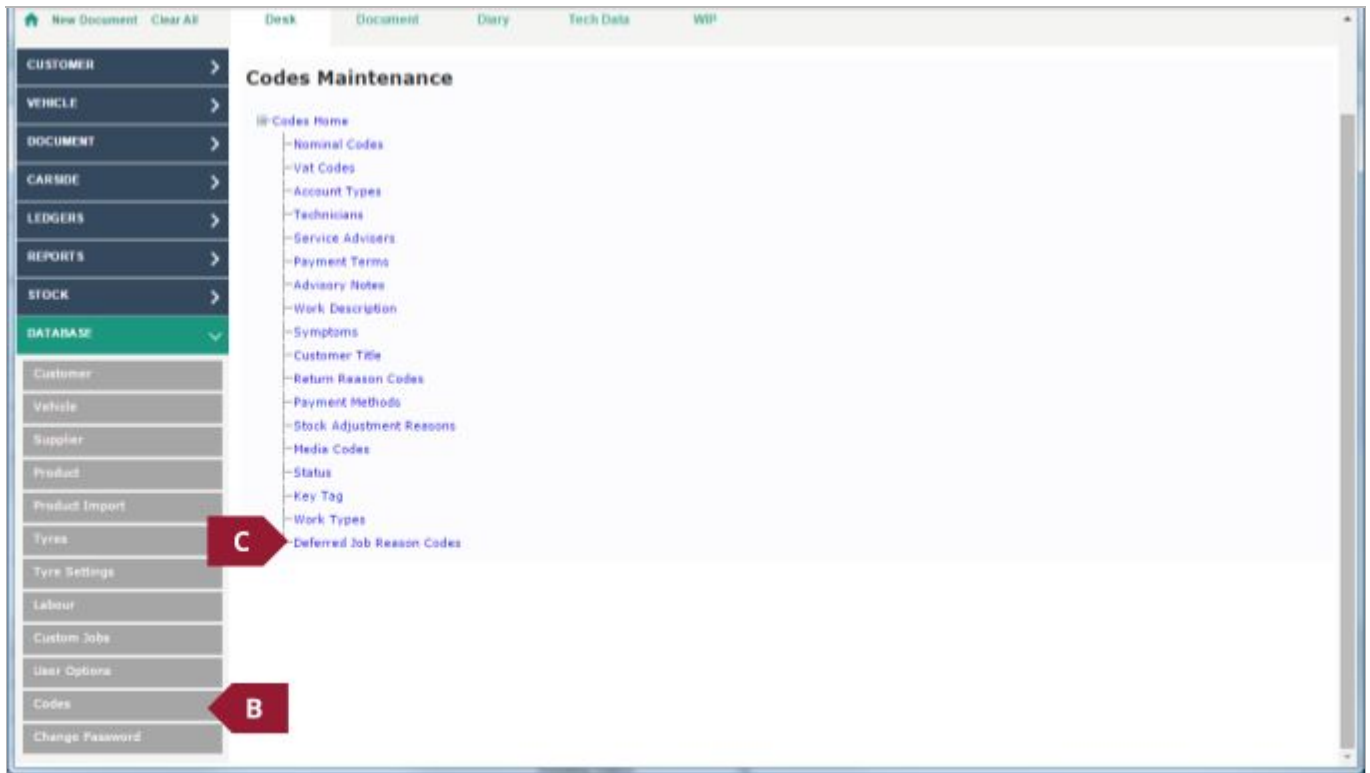
Deferred job reason codes can be customised as required, this is done using the following process:

Adding a new code

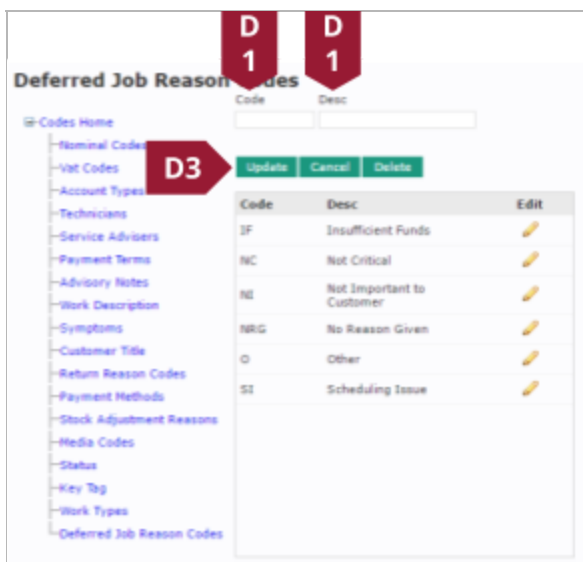
- A. Click the **Database** menu button



- B. Click the menu option for **Codes**
- C. Click the link for **Deferred Job Reason Codes**

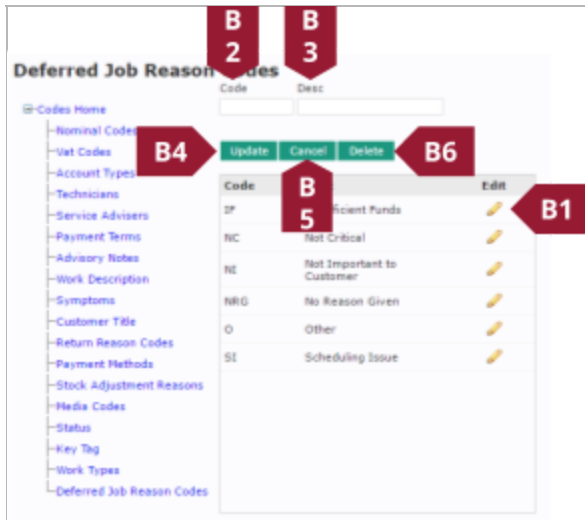


- D. Enter a code and description into the **Code** (D1) and **Desc** (D2) text fields respectively, then click the **Update** button (D3) to confirm the changes.



Modifying or deleting an existing code

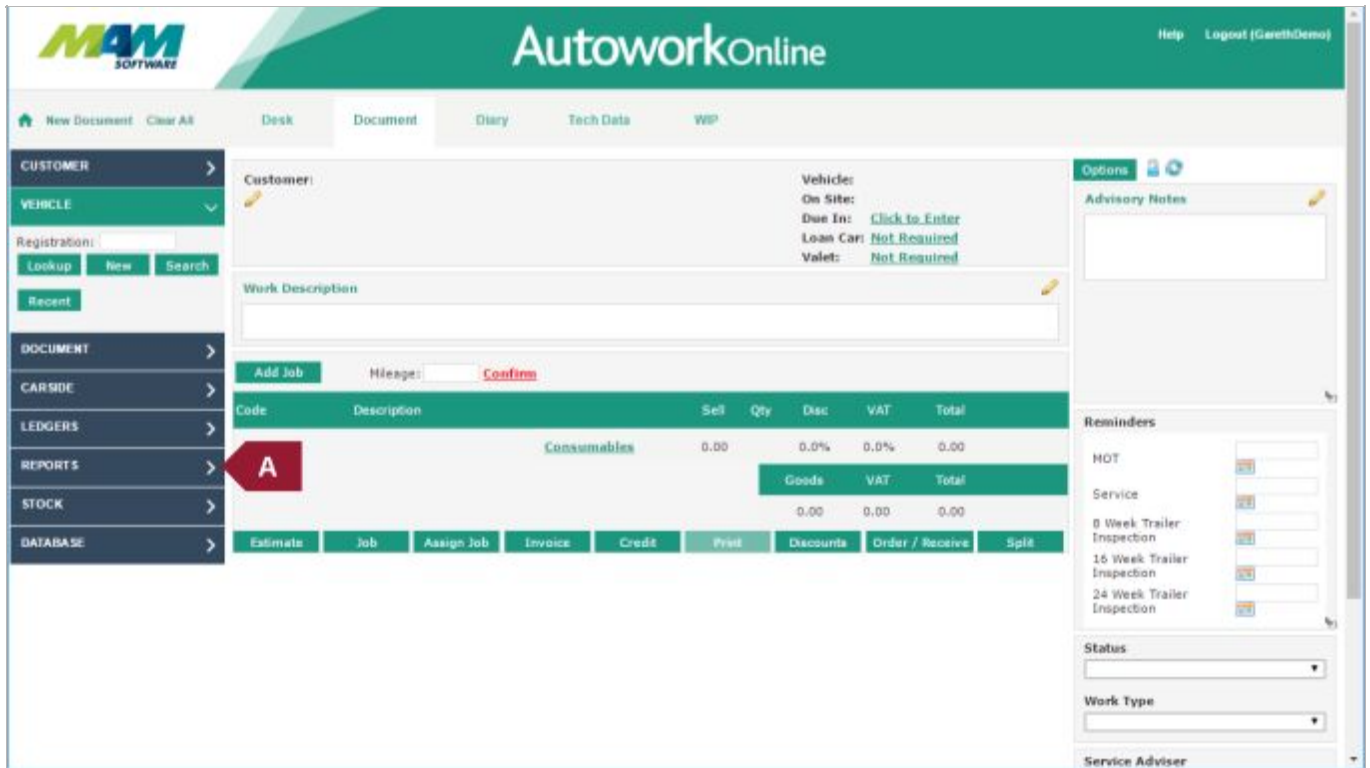
- A. Access the Deferred job reason codes screen, as per steps A to C in the [Adding a new code](#) instructions
- B. Click the **Edit** button (B1) against the code that you would like to edit, modify the contents of the **Code** (B2) and **Desc** (B3) text fields, and then click the **Update** (B4) button to make the changes. Alternately, the **Cancel** button (B5) can be clicked to reject the changes, or the **Delete** button (B6) can be clicked to delete the code entirely.



Reporting on deferred work

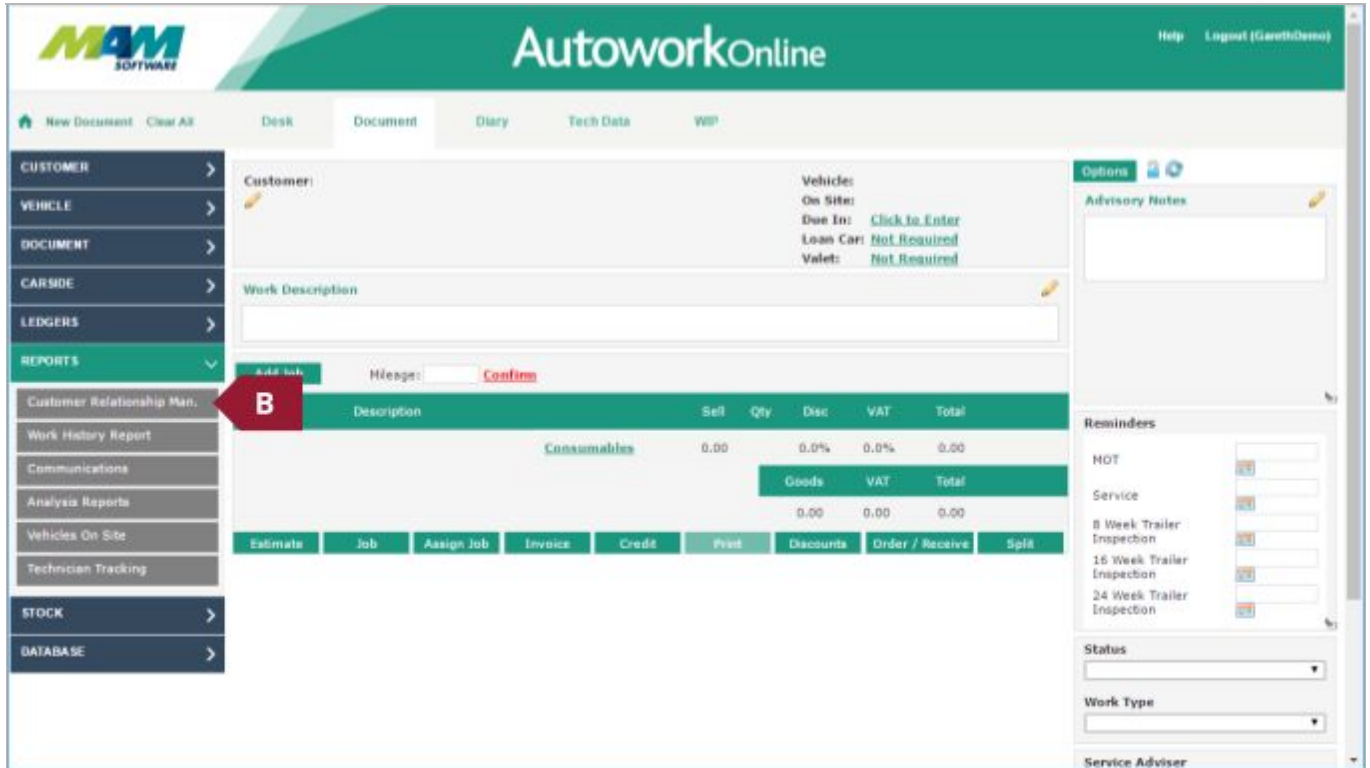
It is possible to show a list of current outstanding deferred work between two dates, this is achieved as follows:

- A. Click the **Reports** menu button



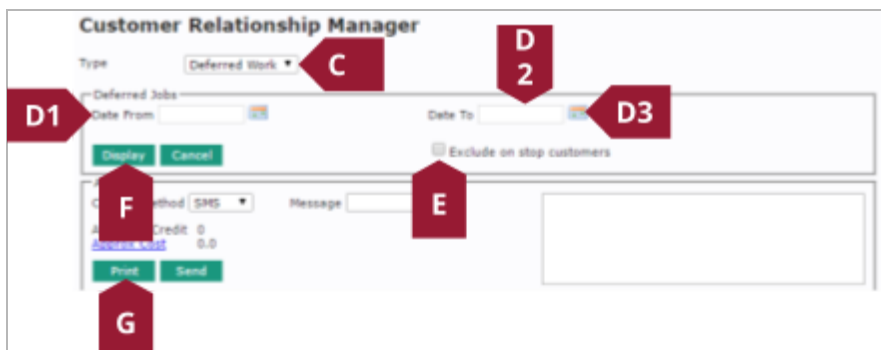
The screenshot shows the AutoworkOnline web application interface. The top navigation bar includes the MAM SOFTWARE logo, the title 'AutoworkOnline', and links for 'Help' and 'Logout (GerethDemo)'. Below the navigation bar is a menu bar with options: 'New Document', 'Clear All', 'Desk', 'Document', 'Diary', 'Tech Data', and 'WP'. On the left side, there is a vertical sidebar menu with categories: CUSTOMER, VEHICLE, DOCUMENT, CAR SIDE, LEDGERS, REPORTS, STOCK, and DATABASE. The 'REPORTS' menu item is highlighted with a red arrow and a red box containing the letter 'A'. The main content area displays a form for creating or editing a document. It includes fields for 'Customer', 'Vehicle', 'On Site', 'Due In', 'Loan Car', and 'Valet'. There is a 'Work Description' field and an 'Add Job' button. Below this is a table with columns: Code, Description, Self, Qty, Disc, VAT, and Total. The table contains one row with 'Consumables' and values of 0.00, 0.0%, 0.0%, and 0.00. At the bottom of the table, there are buttons for 'Estimate', 'Job', 'Assign Job', 'Invoice', 'Credit', 'Print', 'Discounts', 'Order / Receive', and 'Split'. On the right side of the interface, there are sections for 'Options', 'Advisory Notes', 'Reminders', 'Status', 'Work Type', and 'Service Adviser'.

- B. Click the **Customer Relationship Man.** menu option



The screenshot shows the AutoworkOnline web application. On the left, there is a navigation menu with categories: CUSTOMER, VEHICLE, DOCUMENT, CARSIDE, LEDGERS, REPORTS, STOCK, and DATABASE. The REPORTS category is expanded, and the 'Customer Relationship Man.' option is highlighted with a red arrow labeled 'B'. The main area shows a form for creating a new job, with fields for Customer, Vehicle, Work Description, and a table for Consumables. The right sidebar contains sections for Options, Advisory Notes, Reminders, Status, Work Type, and Service Adviser.

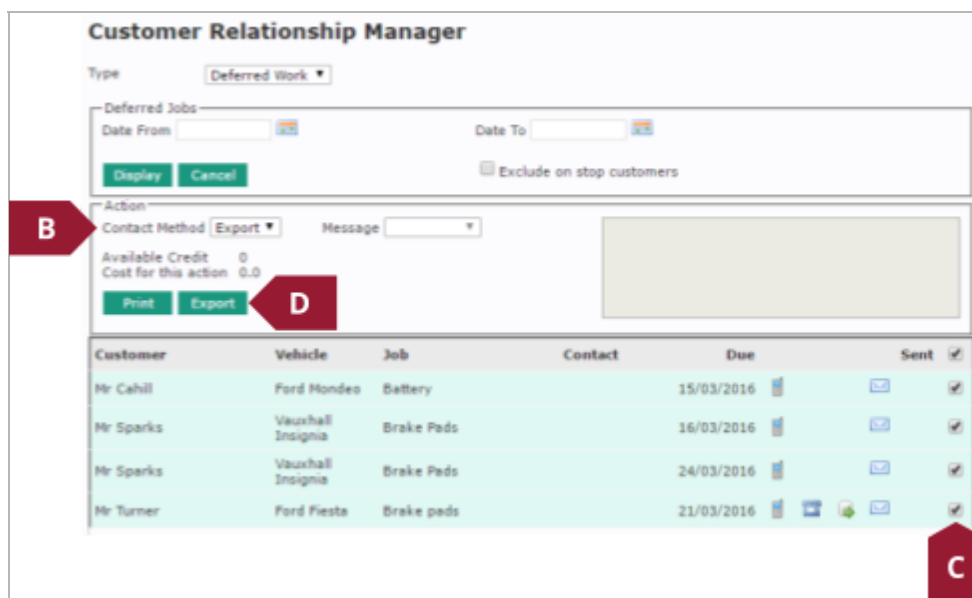
- C. Select the option for **Deferred work** from the **Type** dropdown menu
- D. Either manually enter a date into the **Date From** (D1) and **Date To** (D2) text fields, or click the **Calendar** button (D3) next to each field to set this using a calendar screen. Note that it is also possible to leave both fields blank, so that all records will be shown
- E. *Optionally, check the **Exclude on Stop Customers** checkbox if required*
- F. Click the **Display** button to display the report on screen.
- G. *Optionally, click the **Print** button to print out the contents of the report*



The screenshot shows the 'Customer Relationship Manager' form. It has a 'Type' dropdown menu set to 'Deferred Work' (labeled C). Below it are 'Date From' (labeled D1) and 'Date To' (labeled D2) text fields, each with a calendar icon (labeled D3). There is a checkbox for 'Exclude on stop customers' (labeled E). At the bottom, there are 'Display' (labeled F) and 'Print' (labeled G) buttons. The form also includes a 'Message' field and a 'Send' button.

Exporting a list of deferred work

- Generate a deferred work report as per steps A to F of the [Reporting on deferred work](#) section
- From the **Contact Method** dropdown menu, select the option for **Export**
- Check the checkbox in the **Sent** column for any customer you would like to export data for
- Click the **Export** button, this will generate and download a comma separated (CSV) file. This will most likely be in the **Downloads** folder, which can be found in **My Computer** (this may be called **Computer**, or **This Computer** depending on your version of Windows). The file should open in Microsoft Excel or similar when double-clicked.



Customer Relationship Manager

Type: Deferred Work

Deferred Jobs

Date From: Date To:

Display Cancel ☐ Exclude on stop customers

Action

Contact Method: Export Message:

Available Credit: 0
Cost for this action: 0.0

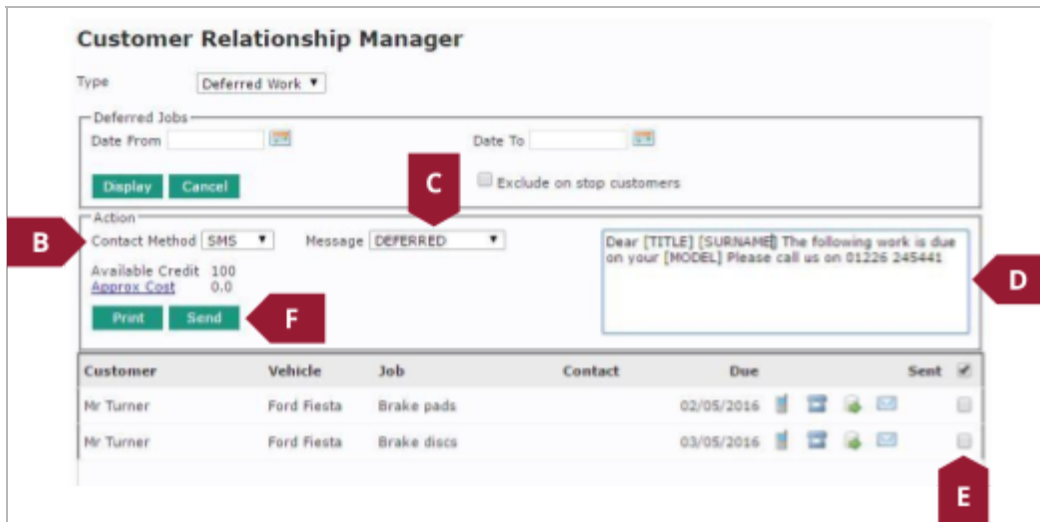
Print Export

Customer	Vehicle	Job	Contact	Due	Sent	
Mr Cahill	Ford Mondeo	Battery		15/03/2016	<input checked="" type="checkbox"/>	
Mr Sparks	Vauxhall Insignia	Brake Pads		16/03/2016	<input checked="" type="checkbox"/>	
Mr Sparks	Vauxhall Insignia	Brake Pads		24/03/2016	<input checked="" type="checkbox"/>	
Mr Turner	Ford Fiesta	Brake pads		21/03/2016	<input checked="" type="checkbox"/>	

Sending emailed or SMS reminders

It is possible to send a customer an emailed or SMS reminder of their deferred work by using the following process:

- Generate a deferred work report as per steps A to F of the [Reporting on deferred work](#) section.
- From the **Contact Method** dropdown menu, select the required option. Please note that the **Phone** option simply notes that the customer has been contacted (see step F), as to avoid duplicate messages should you choose to contact the customer by phone.
- From the **Message** dropdown menu, select the option for **DEFERRED**.
- Optionally, amend the text in the **Message** text field. Note that any text in brackets ([]) will be replaced, for example, [SURNAME] will automatically be changed to the specific customer's last name.
- Check the checkbox in the **Sent** column for any customer you would like to send a message to. Any customers with a checkbox already ticked have already been contacted, unchecking the box and then checking it again will cause the message to be resent.
- Finally, click the **Send** button to send the messages. Please note that the button will be relabeled as **View** when the **Phone** option is used, this will display a list of the customers' contact details.

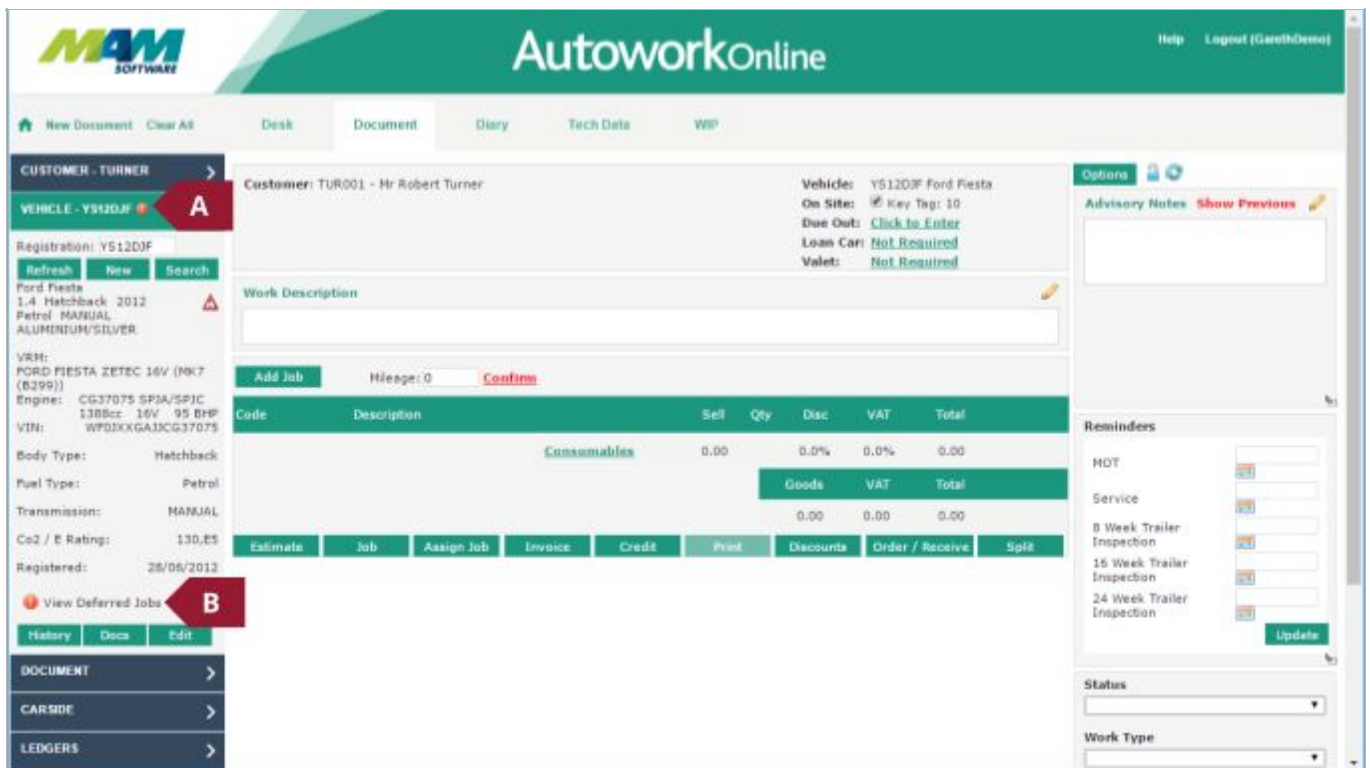


The screenshot shows the 'Customer Relationship Manager' interface. At the top, there's a 'Type' dropdown set to 'Deferred Work'. Below this is a 'Deferred Jobs' section with 'Date From' and 'Date To' fields, and 'Display' and 'Cancel' buttons. A red arrow 'C' points to the 'Display' button. Below the 'Deferred Jobs' section is an 'Action' section with a 'Contact Method' dropdown set to 'SMS' and a 'Message' dropdown set to 'DEFERRED'. A red arrow 'B' points to the 'Contact Method' dropdown. Below the 'Action' section are 'Available Credit' (100) and 'Approx Cost' (0.0) fields, with 'Print' and 'Send' buttons. A red arrow 'F' points to the 'Send' button. To the right of the 'Action' section is a text field containing a message template: 'Dear [TITLE] [SURNAME] The following work is due on your [MODEL] Please call us on 01226 345441'. A red arrow 'D' points to this text field. Below the 'Action' section is a table with columns: Customer, Vehicle, Job, Contact, Due, and Sent. The table contains two rows for 'Mr Turner' with jobs 'Brake pads' and 'Brake discs'. The 'Sent' column has checkboxes, with the first one checked. A red arrow 'E' points to the 'Sent' column checkboxes.

Viewing, recovering, or deleting a specific customer's deferred work

Viewing deferred work

When a vehicle is entered where deferred work exists, the system will automatically prompt the user. An exclamation point (!) will show in a red circle on the **Vehicle** menu button to the left of the vehicle's registration number (A). If the user then clicks the **Vehicle** menu button to expand it, a **View Deferred Jobs** link (B) will show at the bottom, beneath the vehicle details.

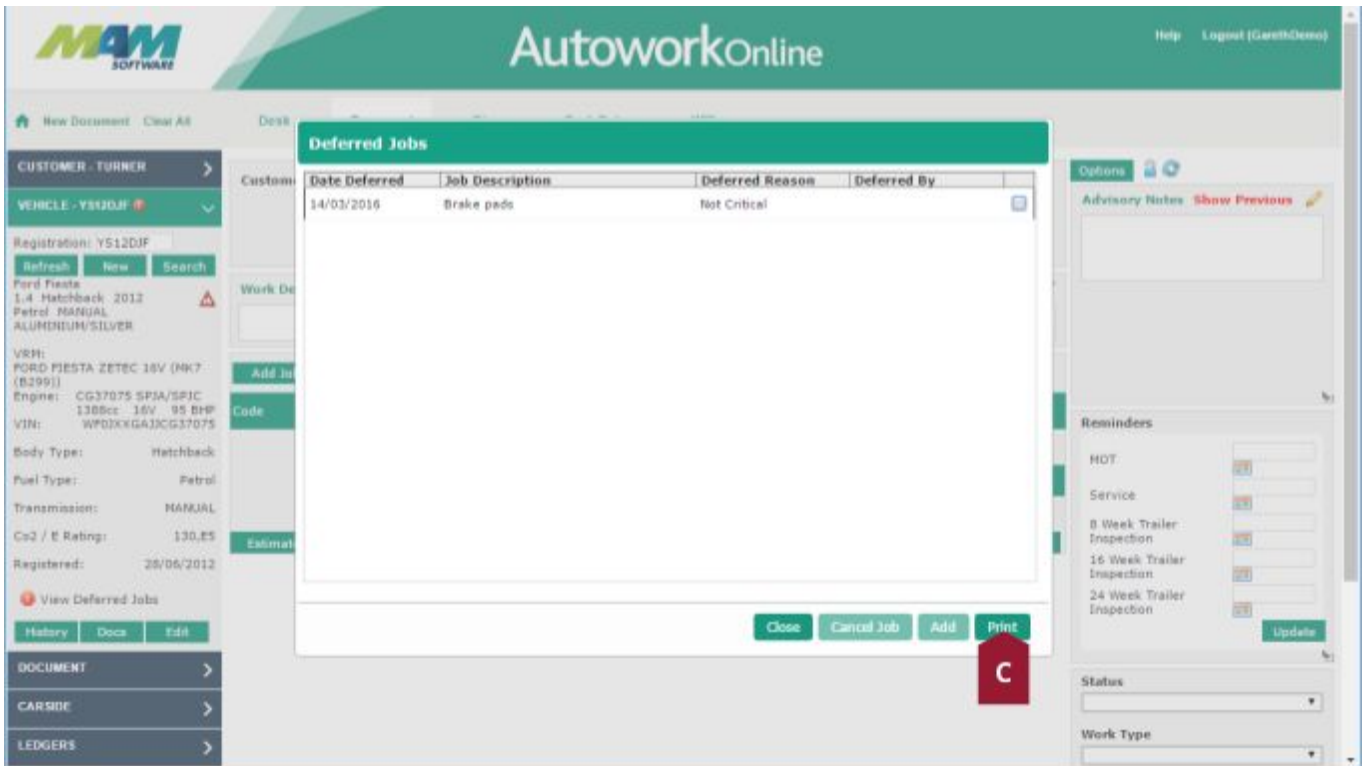


The screenshot displays the AutoworkOnline web application interface. The top navigation bar includes the MAM SOFTWARE logo, the title 'AutoworkOnline', and user options like 'Help' and 'Logout (GarethDemo)'. Below this is a secondary navigation bar with tabs: 'New Document', 'Clear All', 'Desk', 'Document', 'Diary', 'Tech Data', and 'WIP'.

The main content area is divided into several sections:

- CUSTOMER - TURNER**: A dropdown menu is open, showing 'VEHICLE - YS12DJF' with a red circle containing an exclamation point (A) next to the registration number. Below this, vehicle details are listed: 'Registration: YS12DJF', 'Ford Fiesta 1.4 Hatchback 2012', 'Petrol MANUAL ALUMINIUM/SILVER', 'VEM: FORD FIESTA ZETEC 16V (NKT (B299))', 'Engine: CG37075 SPJA/SPJC', 'VIN: WFDXXGA13CG37075', 'Body Type: Hatchback', 'Fuel Type: Petrol', 'Transmission: MANUAL', 'Co2 / E Rating: 130,ES', and 'Registered: 28/06/2012'. At the bottom of this section is a red button labeled 'View Deferred Jobs' (B).
- Vehicle Details**: A summary box showing 'Customer: TUR001 - Mr Robert Turner', 'Vehicle: YS12DJF Ford Fiesta', 'On Site: Key Tag: 10', 'Due Out: Click to Enter', 'Loan Car: Not Required', and 'Valet: Not Required'.
- Work Description**: A text input field for describing the work.
- Add Job**: A button to add a new job, with a 'Mileage: 0' field and a 'Confirm' button.
- Table**: A table with columns: Code, Description, Sell, Qty, Disc, VAT, Total. It contains one row for 'Consumables' with values: 0.00, 0.0%, 0.0%, 0.00. Below the table is a summary row: 'Goods VAT Total' with values: 0.00, 0.00, 0.00.
- Buttons**: A row of buttons: Estimate, Job, Assign Job, Invoice, Credit, Print, Discounts, Order / Receive, Split.
- Options**: A section with 'Advisory Notes' and a 'Show Previous' button.
- Reminders**: A section with a list of reminders: 'HOT', 'Service', '8 Week Trailer Inspection', '16 Week Trailer Inspection', '24 Week Trailer Inspection'. Each has a date field and a 'Update' button.
- Status**: A dropdown menu for selecting the status.
- Work Type**: A dropdown menu for selecting the work type.

If the **View Deferred Jobs** link (B in the previous screenshot) is clicked, the **Deferred Jobs** screen will open, this lists the deferred jobs against that vehicle, including columns for Date deferred, the job description, reason code, and the technician who deferred the job. A list of current deferred jobs can be printed by clicking the **Print** button (C)



Deferred Jobs

Date Deferred	Job Description	Deferred Reason	Deferred By
14/03/2016	Brake pads	Not Critical	

Buttons: Close, Cancel Job, Add, **Print** (C)

Customer Information:
 CUSTOMER - TURNER
 VEHICLE - Y812DJF
 Registration: Y512DJF
 Refresh New Search
 Ford Fiesta
 1.4 Hatchback 2012
 Petrol MANUAL
 ALUMINIUM/SILVER
 VRH:
 FORD FIESTA ZETEC 16V (MK7 - (B299))
 Engine: CG37075-SPA/SPIC
 1308cc 16V 95 BHP
 VIN: WFDJXGGAJ3CG37075
 Body Type: Hatchback
 Fuel Type: Petrol
 Transmission: MANUAL
 Co2 / E Rating: 130.E5
 Registered: 28/06/2012
 View Deferred Jobs
 History Docs Edit

Reminders:
 MOT: []
 Service: []
 8 Week Trailer Inspection: []
 16 Week Trailer Inspection: []
 24 Week Trailer Inspection: []
 Update

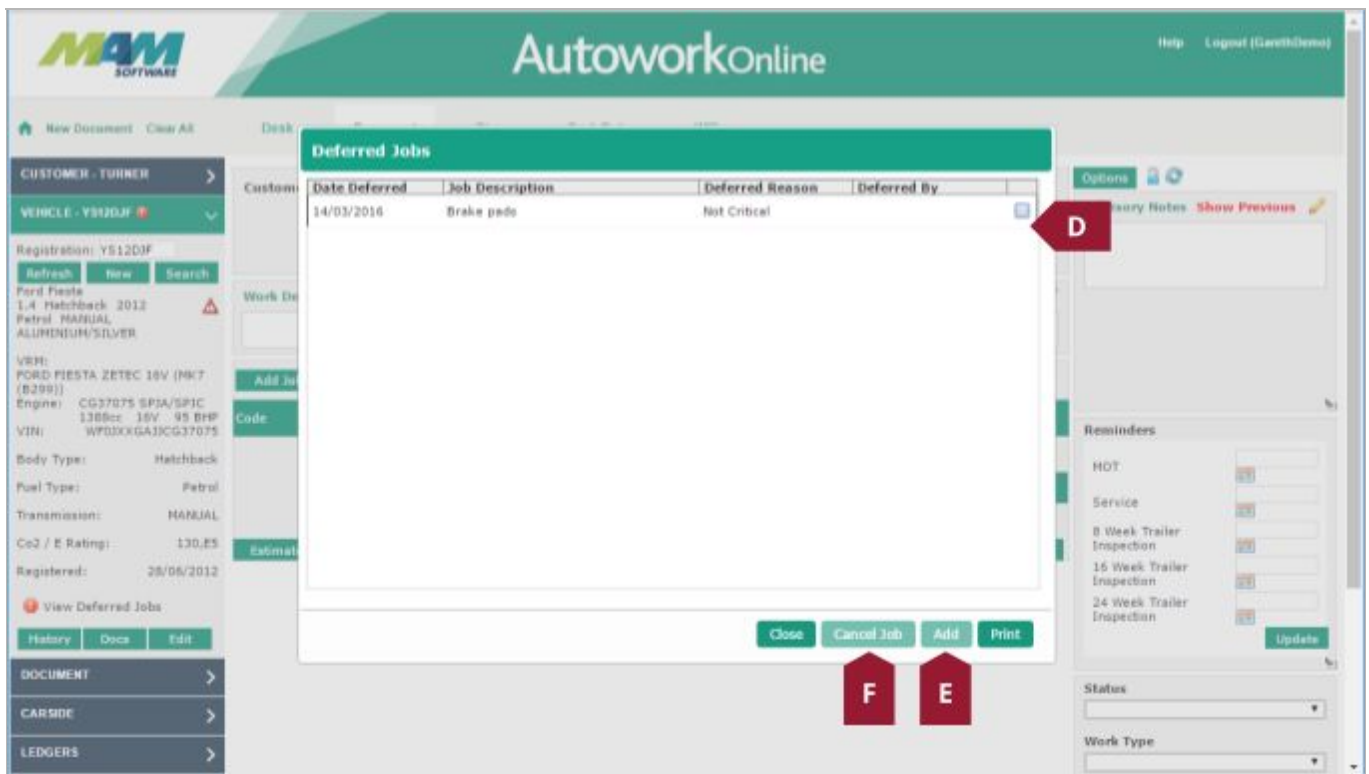
Status: []
Work Type: []

Recovering deferred work

To recover a job, simple check the checkbox for the particular job (D) in the **Deferred Jobs** screen, and then click the **Add** button (E), the items from the deferred job will automatically be added to a new document.

Deleting deferred work

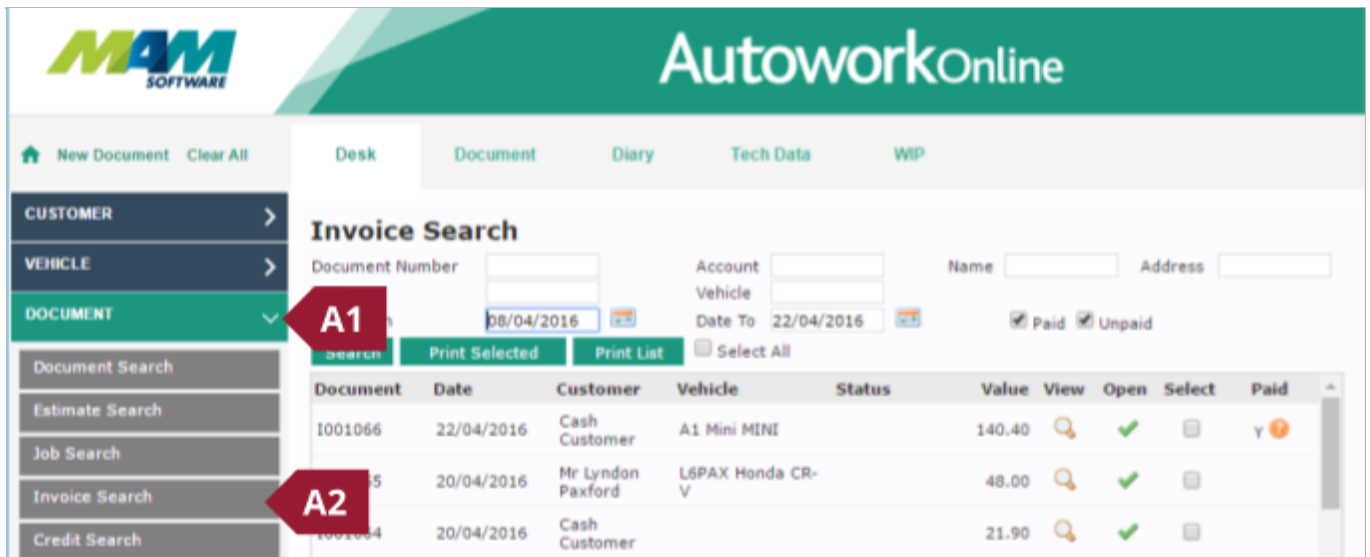
There is also an option to cancel the job from this screen. This is done by checking the checkbox for the particular job (D) in the **Deferred Jobs** screen, and then clicking the **Cancel Job** button (F).



Issuing a refund

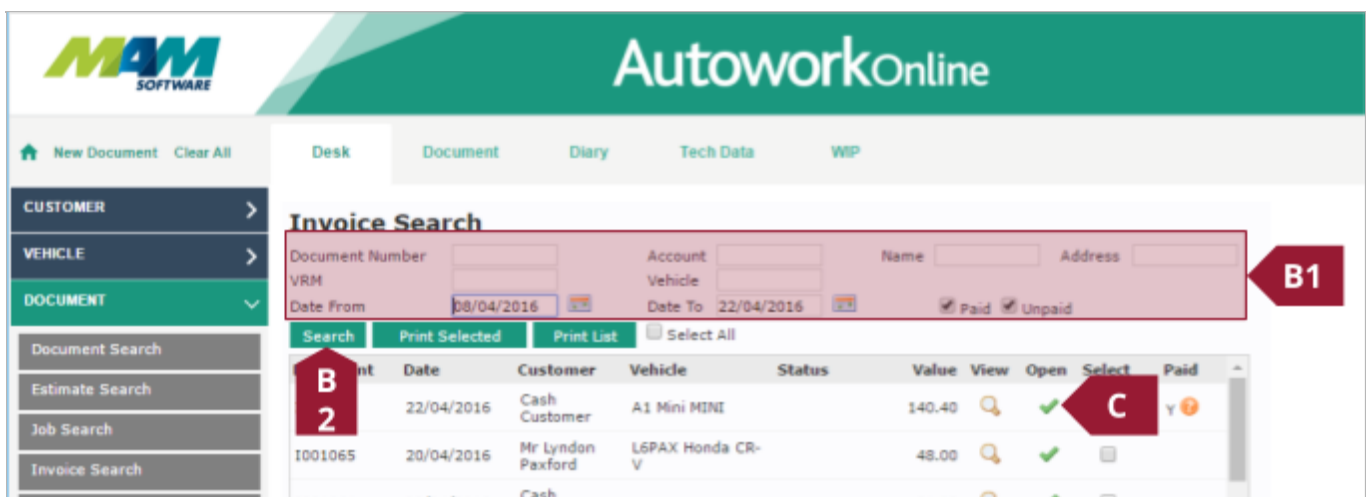
In some cases, a customer invoice may be marked as “paid” in error. It is now possible to quickly and easily refund the payment from the document screen. This automatically reverses the payment, and marks the invoice as “unpaid”. This is achieved using the following process:

- A. Click the **Document** menu button (A1), then select the **Invoice Search** menu item (A2)



The screenshot shows the AutoworkOnline interface. The left sidebar has a menu with 'CUSTOMER', 'VEHICLE', and 'DOCUMENT' (highlighted with a red arrow A1). Below 'DOCUMENT' are search options: 'Document Search', 'Estimate Search', 'Job Search', 'Invoice Search' (highlighted with a red arrow A2), and 'Credit Search'. The main area is titled 'Invoice Search' and contains search criteria fields: Document Number, Account, Name, Address, Vehicle, Date To (22/04/2016), and checkboxes for Paid and Unpaid. Below these are buttons: Search, Print Selected, Print List, and Select All. A table lists search results with columns: Document, Date, Customer, Vehicle, Status, Value, View, Open, Select, and Paid. The first row shows document 1001066 for 'Cash Customer' with a value of 140.40 and a status of 'Y' (Paid).

- B. Enter the required search criteria (B1), then click the **Search** button (B2)
- C. Click the **Open** button against the document you would like to refund



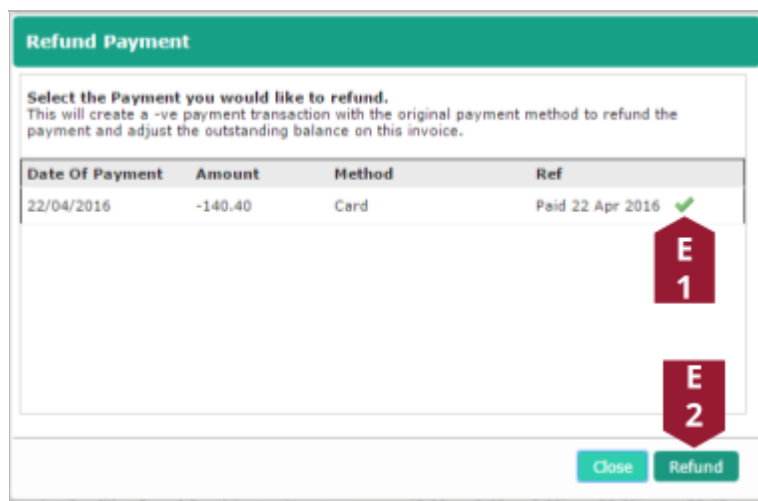
This screenshot shows the same 'Invoice Search' interface. A red box B1 highlights the search criteria fields. A red arrow B2 points to the 'Search' button. In the table, a red arrow C points to the 'Open' button (represented by a magnifying glass icon) for the first document (1001066).

D. Click the **Refund** button



The screenshot shows the AutoworkOnline web application. The top navigation bar includes 'New Document', 'Clear All', 'Desk', 'Document', 'Diary', 'Tech Data', and 'WP'. A sidebar on the left shows 'CUSTOMER - CASH CUSTOMER' and 'VEHICLE - A1'. The main area displays invoice details for 'Invoice: 1001066' dated '22/04/2016'. A red arrow labeled 'D' points to the 'Refund' button in the top right corner.

E. Click the **Select** button (E1) against the payment you would like to refund, then click the **Refund** button (E2)

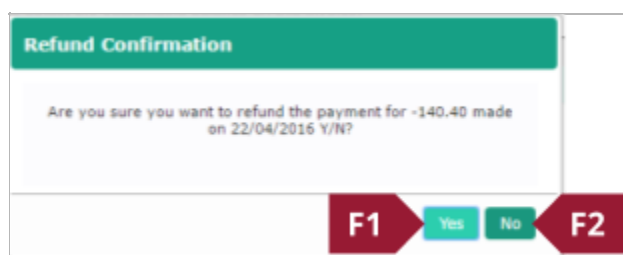


The 'Refund Payment' dialog box is shown. It contains a table with the following data:

Date Of Payment	Amount	Method	Ref
22/04/2016	-140.40	Card	Paid 22 Apr 2016

Below the table, there are two buttons: 'Close' and 'Refund'. A red arrow labeled 'E1' points to the 'Select' button (a green checkmark) next to the payment row. Another red arrow labeled 'E2' points to the 'Refund' button.

F. Confirm the payment details, then click the **Yes** button (F1) to confirm the refund, or the **No** button (F2) to abort it

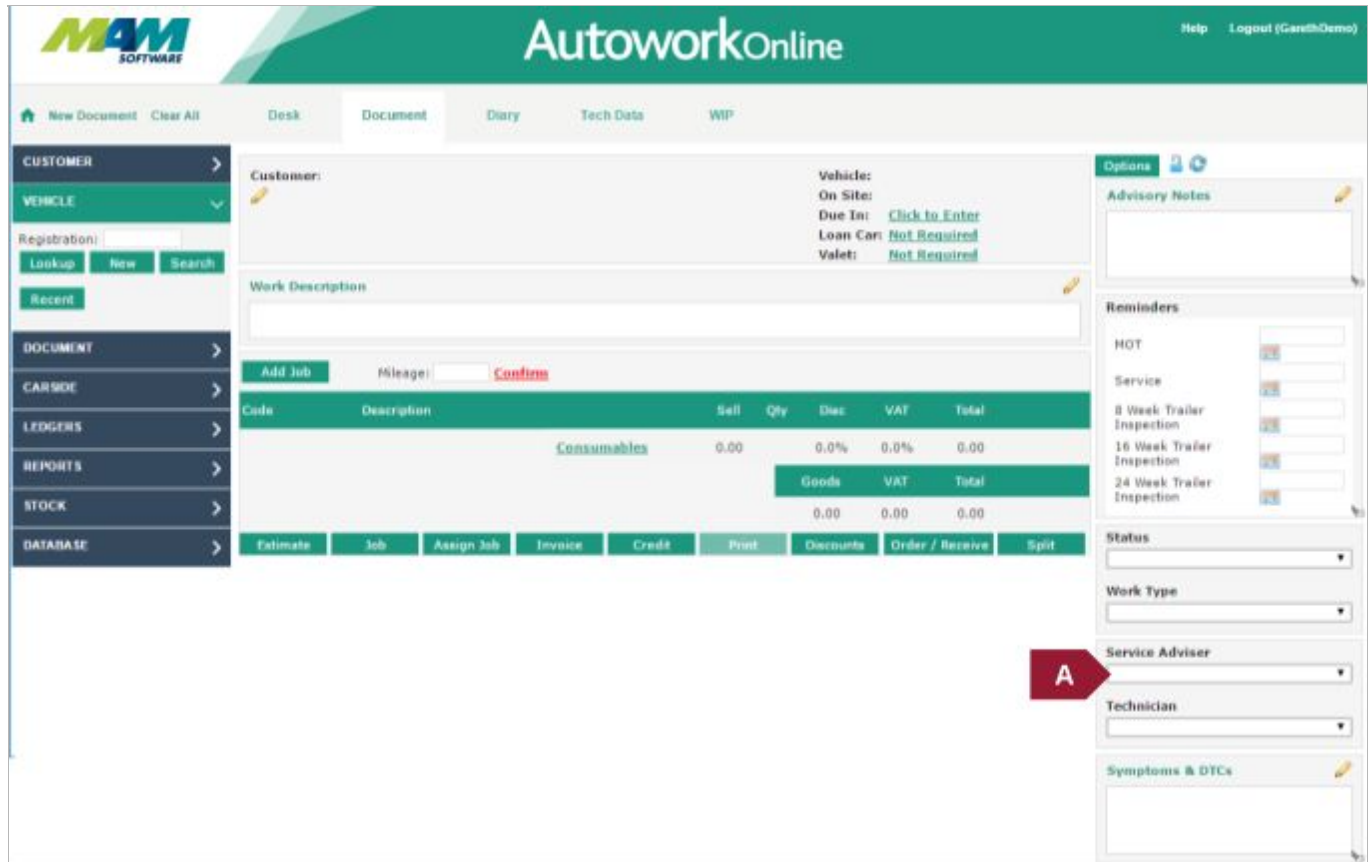


The 'Refund Confirmation' dialog box is shown. It contains the text: 'Are you sure you want to refund the payment for -140.40 made on 22/04/2016 Y/N?'. At the bottom, there are two buttons: 'Yes' and 'No'. A red arrow labeled 'F1' points to the 'Yes' button, and another red arrow labeled 'F2' points to the 'No' button.

The payment will now be refunded, and the invoice marked as unpaid.

Service adviser

It is now possible to specify a member of staff as a "Service Adviser" from the Document screen. To set a Service Adviser against a document, simply select the member of staff from the **Service Adviser** drop down menu (A).

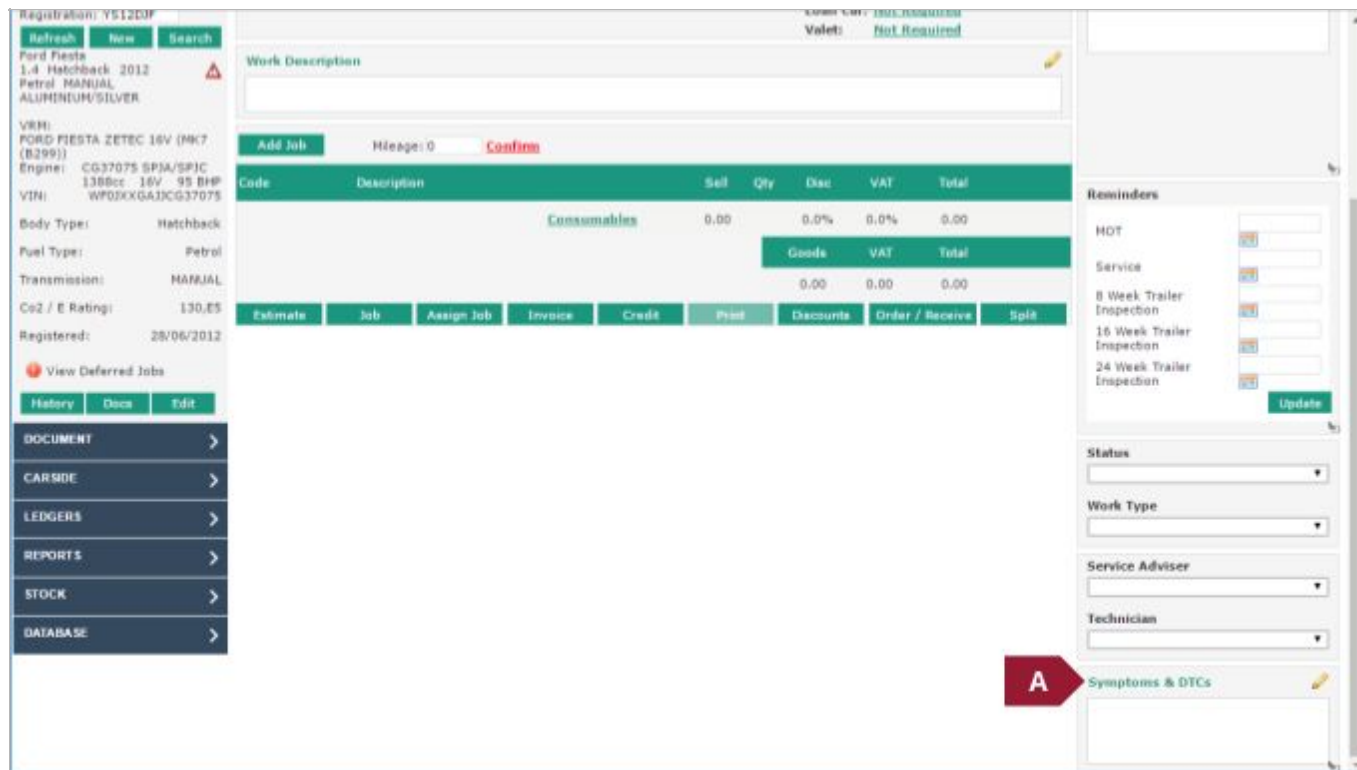


The screenshot shows the AutoworkOnline interface. The top navigation bar includes 'New Document', 'Clear All', 'Desk', 'Document', 'Diary', 'Tech Data', and 'WIP'. The left sidebar contains a menu with 'CUSTOMER', 'VEHICLE', 'DOCUMENT', 'CAR/IOE', 'LEDGERS', 'REPORTS', 'STOCK', and 'DATABASE'. The main area displays a 'Document' form with fields for 'Customer', 'Vehicle', 'On Site', 'Due In', 'Loan Car', and 'Valet'. Below these is a 'Work Description' field and an 'Add Job' button. A table shows 'Consumables' and 'Goods' with columns for 'Sell', 'Qty', 'Disc', 'VAT', and 'Total'. The bottom of the form has buttons for 'Estimate', 'Job', 'Assign Job', 'Invoice', 'Credit', 'Print', 'Discounts', 'Order / Receive', and 'Split'. On the right, there are sections for 'Options', 'Advisory Notes', 'Reminders', 'Status', 'Work Type', 'Service Adviser', 'Technician', and 'Symptoms & DTCs'. A red arrow labeled 'A' points to the 'Service Adviser' dropdown menu.

Diagnostic trouble codes (DTC)

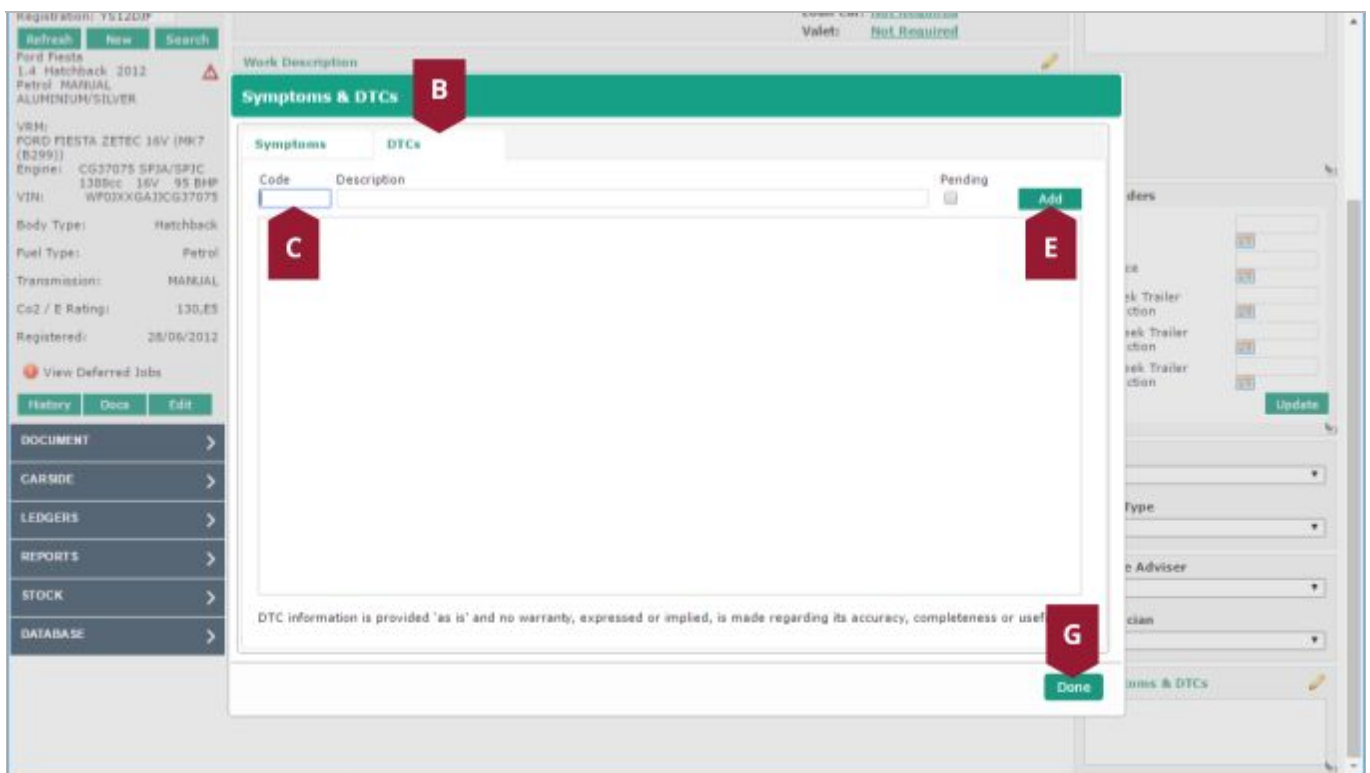
A new tab has been added to the Symptoms section of the Document screen, this can be used to search for manufacturers' Diagnostic Trouble Codes (DTCs). The feature is used as follows;

- A. Click the **Symptoms & DTCs** link, **please note** that you may need to scroll down slightly.



The screenshot displays the MAM SOFTWARE interface. On the left, a sidebar contains a menu with options: DOCUMENT, CARSIDE, LEDGERS, REPORTS, STOCK, and DATABASE. The main area shows a 'Work Description' section with a table for 'Consumables' and 'Goods'. The table has columns for Code, Description, Sell, Qty, Disc, VAT, and Total. Below the table are buttons for Estimate, Job, Assign Job, Invoice, Credit, Print, Discounts, Order / Receive, and Split. On the right, there are sections for Reminders (HOT, Service, 8 Week Trailer Inspection, 16 Week Trailer Inspection, 24 Week Trailer Inspection) and Status (Status, Work Type, Service Adviser, Technician). A red arrow labeled 'A' points to the 'Symptoms & DTCs' link in the bottom right corner.

- B. Click the **DTCs** tab
- C. Enter the DTC code from your fault code reading device into the **Code** text field
- D. Press Tab to display the description of the DTC if it is held on our database. If the code is invalid, the text "Code not recognised will" show
- E. Click the **Add** button to add the code to the document
- F. Optionally, repeat steps C and D for additional codes
- G. Click the **Done** button to return to the document screen



Registration: YS120P

Refresh New Search

Work Description

Valet: Not Required

Symptoms & DTCs

Symptoms DTCs

Code	Description	Pending
<input type="text"/>		<input type="checkbox"/>

Add

Done

DTC information is provided 'as is' and no warranty, expressed or implied, is made regarding its accuracy, completeness or use.

DOCUMENT >

CAR SIDE >

LEDGERS >

REPORTS >

STOCK >

DATABASE >

View Deferred Jobs

History Docs Edit

Update

Type

Adviser

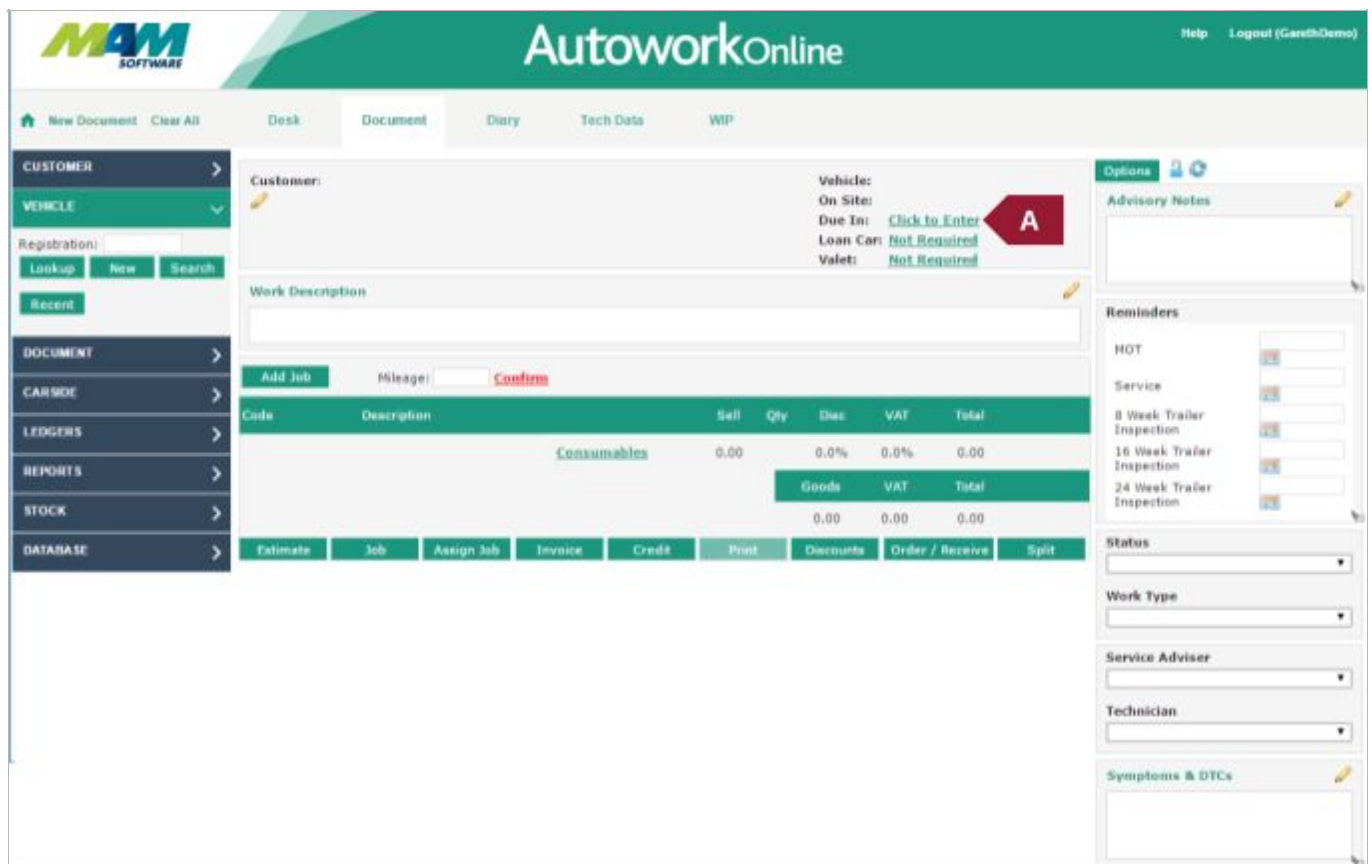
ician

Symptoms & DTCs

Vehicle book in

A new feature has been added to the Document tab to allow the user to book the date that a vehicle is due to arrive on site. **Please note**, this does not book the vehicle in on the diary. The process of booking in a vehicle is as follows:

- A. From the **Document** tab, click the **Click to Enter** link to the right of the **Due In** heading. If the vehicle has already been booked in, click the link showing the date and time it is booked in, this will display the same options, and allow the date/time to be changed.

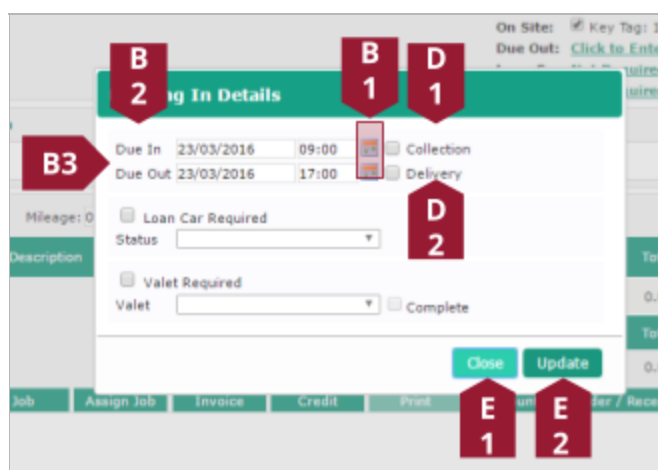


The screenshot shows the AutoworkOnline software interface. The top navigation bar includes the MAM SOFTWARE logo, the title 'AutoworkOnline', and links for 'Help' and 'Logout (GarethDemo)'. Below this is a secondary navigation bar with tabs: 'New Document', 'Clear All', 'Desk', 'Document' (selected), 'Diary', 'Tech Data', and 'WIP'.

The main content area is divided into several sections:

- CUSTOMER** and **VEHICLE** dropdown menus on the left sidebar.
- Registration** section with 'Lookup', 'New', 'Search', and 'Recent' buttons.
- DOCUMENT** section with a list of options: 'Estimate', 'Job', 'Assign Job', 'Invoice', 'Credit', 'Print', 'Discounts', 'Order / Receive', and 'Split'.
- Work Description** section with an 'Add Job' button and a 'Mileage' input field.
- Vehicle Information** section on the right, including 'On Site', 'Due In' (with a 'Click to Enter' link and a red 'A' icon), 'Loan Car' (Not Required), and 'Valet' (Not Required).
- Table** with columns: Code, Description, Sell, Qty, Desc, VAT, Total. It shows a row for 'Consumables' with values 0.00, 0.0%, 0.0%, and 0.00. Below this is a sub-table for 'Goods' with columns 'VAT' and 'Total', showing 0.00 and 0.00.
- Reminders** section on the right, listing 'HOT', 'Service', '8 Week Trailer Inspection', '16 Week Trailer Inspection', and '24 Week Trailer Inspection' with corresponding input fields.
- Status** dropdown menu.
- Work Type** dropdown menu.
- Service Adviser** dropdown menu.
- Technician** dropdown menu.
- Symptoms & DTCs** section with a text input field.

- B. Enter a date and time for when the vehicle is due in and out, this can be done by clicking the **Calendar** buttons (B1), or by entering the date/time into the **Due In** (B2) and **Due Out** (B3) date and time fields
- C. *Optionally, enter details for Loan Car and Valeting, see the [Loan car](#), and [Valeting](#) sections of this document for further information*
- D. *Optionally, flag the vehicle for **collection** or **delivery** by checking the required checkboxes (D1 and D2)*
- E. Click the **Update** (E1) button when you are happy with your entries, or the **Close** (E2) button if you would like to cancel



The screenshot shows the 'Job In Details' form in the MAM Software interface. The form is titled 'Job In Details' and contains several fields and checkboxes. Callout boxes are placed over the form to indicate specific actions:

- B1**: Points to the 'Calendar' icon next to the 'Due In' field.
- B2**: Points to the 'Due In' date and time field.
- B3**: Points to the 'Due Out' date and time field.
- D1**: Points to the 'Collection' checkbox.
- D2**: Points to the 'Delivery' checkbox.
- E1**: Points to the 'Update' button.
- E2**: Points to the 'Close' button.

The form includes the following fields and options:

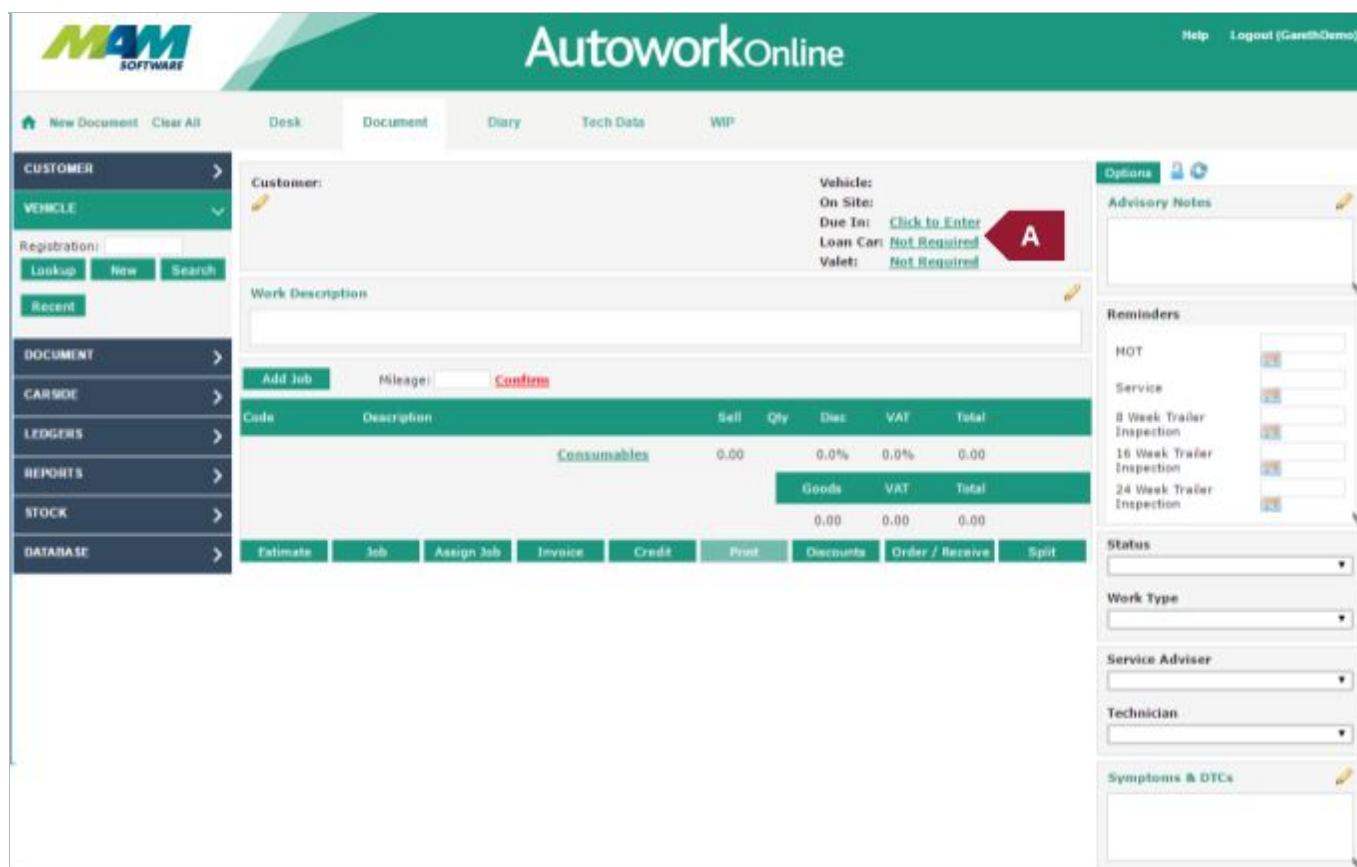
- Due In**: 23/03/2016 09:00
- Due Out**: 23/03/2016 17:00
- Collection**: ☐
- Delivery**: ☐
- Loan Car Required**: ☐ Status:
- Valet Required**: ☐ Valet: ☐ Complete

At the bottom of the form, there are two buttons: 'Close' and 'Update'.

Loan car

It is now possible to state that a customer has been loaned a car while theirs is on site. A loan car can be added to a document using the following process:

- A. From the **Document** tab, click the **Not Required** link to the right of the **Loan Car** heading. If there is already a loan car on the document, the loan car status will display instead of "Not Required".

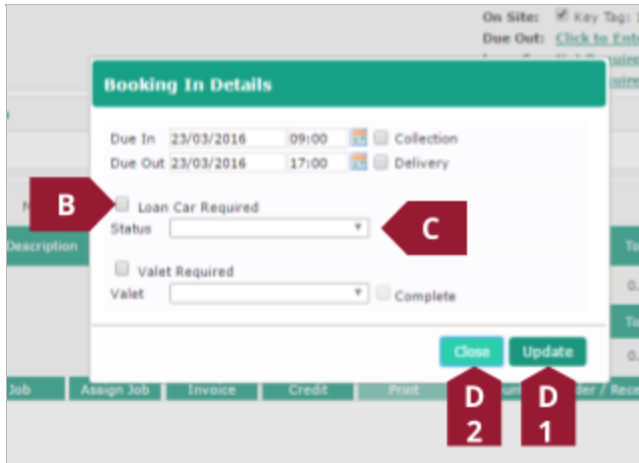


The screenshot shows the AutoworkOnline interface. The top navigation bar includes the MAM SOFTWARE logo, the title "AutoworkOnline", and links for "Help" and "Logout (Careth/Demo)". Below this is a secondary navigation bar with tabs: "New Document", "Clear All", "Desk", "Document" (selected), "Diary", "Tech Data", and "WIP".

The main content area is divided into several sections:

- CUSTOMER:** A sidebar on the left with expandable sections for CUSTOMER, VEHICLE, DOCUMENT, CAR SIDE, LEDGERS, REPORTS, STOCK, and DATABASE.
- Vehicle Information:** Fields for "Customer:", "Vehicle:", "On Site:", "Due In:", "Loan Car:", and "Valet:". The "Loan Car:" field is highlighted with a red arrow labeled "A" and shows the status "Not Required".
- Work Description:** A text area for describing the work.
- Table:** A table with columns: Code, Description, Sell, Qty, Disc, VAT, Total. It contains a row for "Consumables" with values 0.00, 0.0%, 0.0%, and 0.00. Below this is a summary row for "Goods" with VAT and Total values.
- Buttons:** "Add Job", "Mileage:", "Confirm", and a row of buttons: "Estimate", "Job", "Assign Job", "Invoice", "Credit", "Print", "Discounts", "Order / Receive", "Split".
- Right Sidebar:** Contains sections for "Options", "Advisory Notes", "Reminders" (with a list of reminders like "8 Week Trailer Inspection"), "Status", "Work Type", "Service Adviser", "Technician", and "Symptoms & DTCs".

- B. Check the **Loan Car Required** checkbox
- C. Select an option from the **Status** dropdown menu
- D. Click the **Update** button (D1) when you are happy with your entries, or the **Close** button (D2) if you would like to cancel



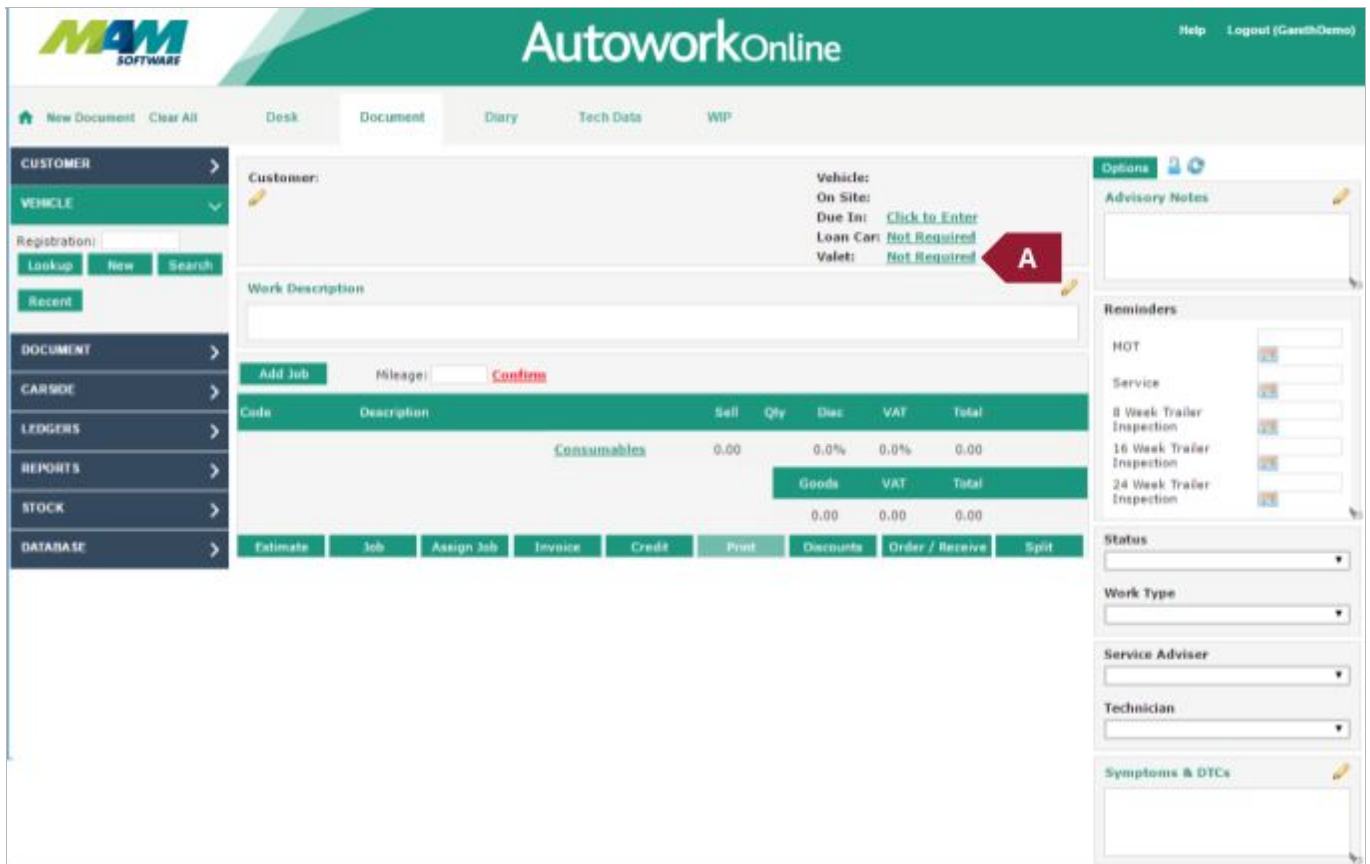
The screenshot shows a 'Booking In Details' form with the following fields and callouts:

- Due In:** 23/03/2016 09:00
- Due Out:** 23/03/2016 17:00
- Collection:** ☐
- Delivery:** ☐
- Loan Car Required:** ☒ (Callout B points to this checkbox)
- Status:** (Callout C points to this dropdown menu)
- Valet Required:** ☐
- Valet:**
- Complete:** ☐
- Close:** Button (Callout D2 points to this button)
- Update:** Button (Callout D1 points to this button)

Valeting

A new option has been added to the **Document** tab, which allows the user to add a valeting option against the customer's vehicle. This is carried out as follows:

- A. From the **Document** tab, click the **Not Required** link to the right of the **Valet** heading. If there is already a valeting option on the document, the valeting option will display instead of "Not Required".

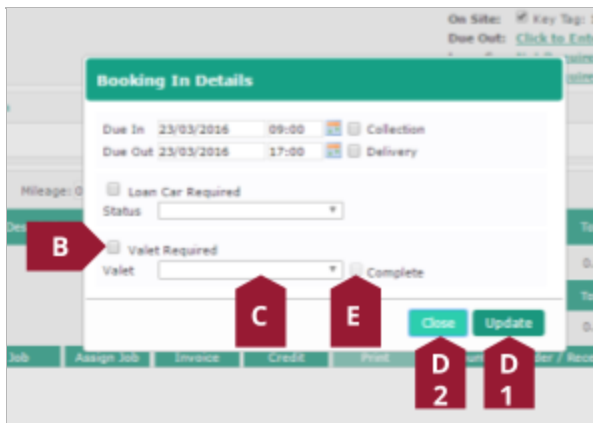


The screenshot shows the AutoworkOnline software interface. The top navigation bar includes the MAM SOFTWARE logo, the title "AutoworkOnline", and links for "Help" and "Logout (Careth/Demo)". Below this is a secondary navigation bar with tabs: "New Document", "Clear All", "Desk", "Document" (selected), "Diary", "Tech Data", and "WIP".

The main interface is divided into several sections:

- Left Sidebar:** A vertical menu with expandable sections: CUSTOMER, VEHICLE, DOCUMENT, CAR SIDE, LEDGERS, REPORTS, STOCK, and DATABASE.
- Customer Information:** Fields for "Customer:", "Vehicle:", "On Site:", "Due In:", "Loan Car:", and "Valet:". The "Valet:" field is currently set to "Not Required" and is highlighted with a red arrow labeled 'A'.
- Work Description:** A text area for describing the work.
- Table:** A table with columns: Code, Description, Sell, Qty, Disc, VAT, and Total. It contains a row for "Consumables" and a summary row for "Goods".
- Right Sidebar:** Contains several sections: "Options" (with a plus icon), "Advisory Notes" (with a plus icon), "Reminders" (listing "NOT", "Service", "8 Week Trailer Inspection", "16 Week Trailer Inspection", and "24 Week Trailer Inspection"), "Status" (a dropdown menu), "Work Type" (a dropdown menu), "Service Adviser" (a dropdown menu), "Technician" (a dropdown menu), and "Symptoms & DTCs" (with a plus icon).

- B. Check the **Valet Required** checkbox
- C. Select an option from the **Valet** dropdown menu
- D. Click the **Update** button (D1) when you are happy with your entries, or the **Close** button (D2) if you would like to cancel
- E. When you would like to note that the valet has been completed, open the **valeting** options screen using the instructions in step A, then check the **Complete** checkbox. Confirm the changes as in step D



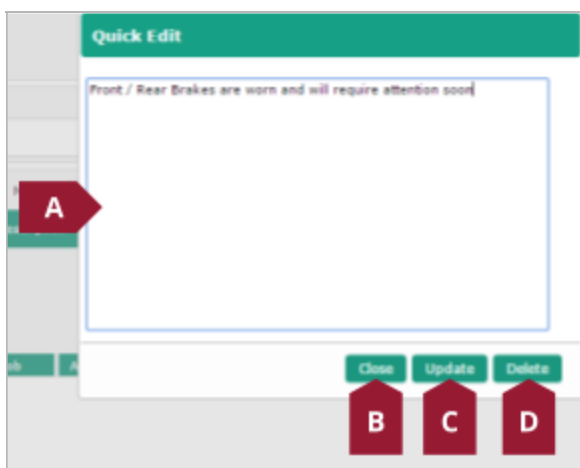
The screenshot shows the 'Booking In Details' form. Annotations include:

- B**: Points to the 'Valet Required' checkbox.
- C**: Points to the 'Valet' dropdown menu.
- E**: Points to the 'Complete' checkbox.
- D2**: Points to the 'Close' button.
- D1**: Points to the 'Update' button.

Quick edit

In the new version of Autowork, it is now possible to quickly edit several of the fields within the **Document** tab. These are: **Symptoms**, **Work Description**, and **Advisory Notes**.

To edit the fields, simply click their current setting. The **Quick Edit** window will pop up, where the contents of the field (A) can be modified. Clicking the **Close** (B) button will close the window, discarding the changes. Clicking the **Update** button (C) will change the field on the document. Clicking the **Delete** button (D) will clear the contents of the field.



The screenshot shows the 'Quick Edit' window. Annotations include:

- A**: Points to the text input field containing 'Front / Rear Brakes are worn and will require attention soon'.
- B**: Points to the 'Close' button.
- C**: Points to the 'Update' button.
- D**: Points to the 'Delete' button.

Technician efficiency and costs

The new **Technician Efficiency** feature allows you to quickly and easily log and report on your technicians' timekeeping performance and profit margins.

Please note: If the Technician Cost facility is enabled, the technicians' hourly rates will be visible to all users in multiple areas of Autowork Online.

In order to use the Technician efficiency and costs feature, you will need to enable the appropriate options. This is done by carrying out the following process:

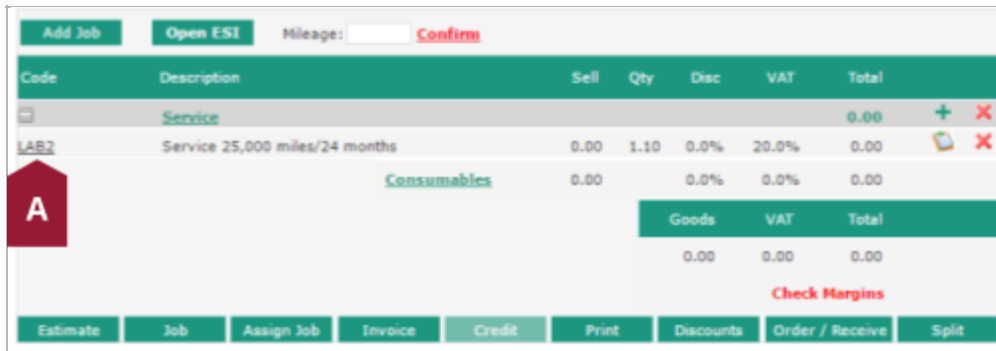
- A. Click the **Database** menu
- B. Select the **Codes** sub-menu
- C. Click the **Technicians** link
- D. Under the **Time & Cost Tracking** heading, check the **Enable Technician Cost**, and/or **Enable Time Tracking** checkboxes as required
- E. *Optionally, check the **Enforce Time Tracking Password Check** checkbox (E1), and then enter a password into the **Password** text field (E2) if you would like technicians to enter a password when logging a time sheet*
- F. *Optionally, if you checked the **Enable Technician Cost** option above, click the **Edit** button (F1) against a technician, enter an hourly cost for the technician into the **Hourly Cost** text field (F2), and then click the **Update** button (F3). Repeat this step for other technicians*
- G. Click the **Update** button to save the changes



Logging technicians' costs

In order for the technician cost tracking to work, you will need to specify a technician for each task. The process to do this is as follows:

- A. From the **Document** tab, click a current labour item on the job

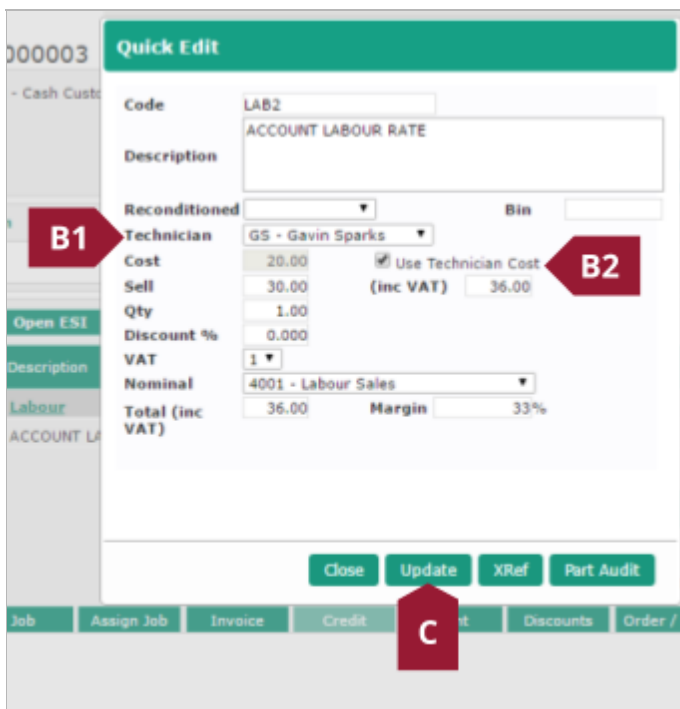


Code	Description	Sell	Qty	Disc	VAT	Total
LAB2	Service 25,000 miles/24 months	0.00	1.10	0.0%	20.0%	0.00
	Consumables	0.00		0.0%	0.0%	0.00
	Goods					
	VAT					
	Total					

Check Margins

Estimate Job Assign Job Invoice Credit Print Discounts Order / Receive Split

- B. From the **Quick Edit** screen, select a technician from the **Technician** drop down menu (B1), and check the **Use Technician Cost** checkbox (B2). The previously set technician's cost will be automatically set against the labour item.
- C. Click the **Update** button to save the changes, and click the **Update Job** button on the document screen.



000003

Cash Cust

Quick Edit

Code LAB2

Description ACCOUNT LABOUR RATE

Reconditioned Bin

Technician GS - Gavin Sparks

Cost 20.00

Sell 30.00

Qty 1.00

Discount % 0.000

VAT 1

Nominal 4001 - Labour Sales

Total (inc VAT) 36.00

Margin 33%

Use Technician Cost (inc VAT) 36.00

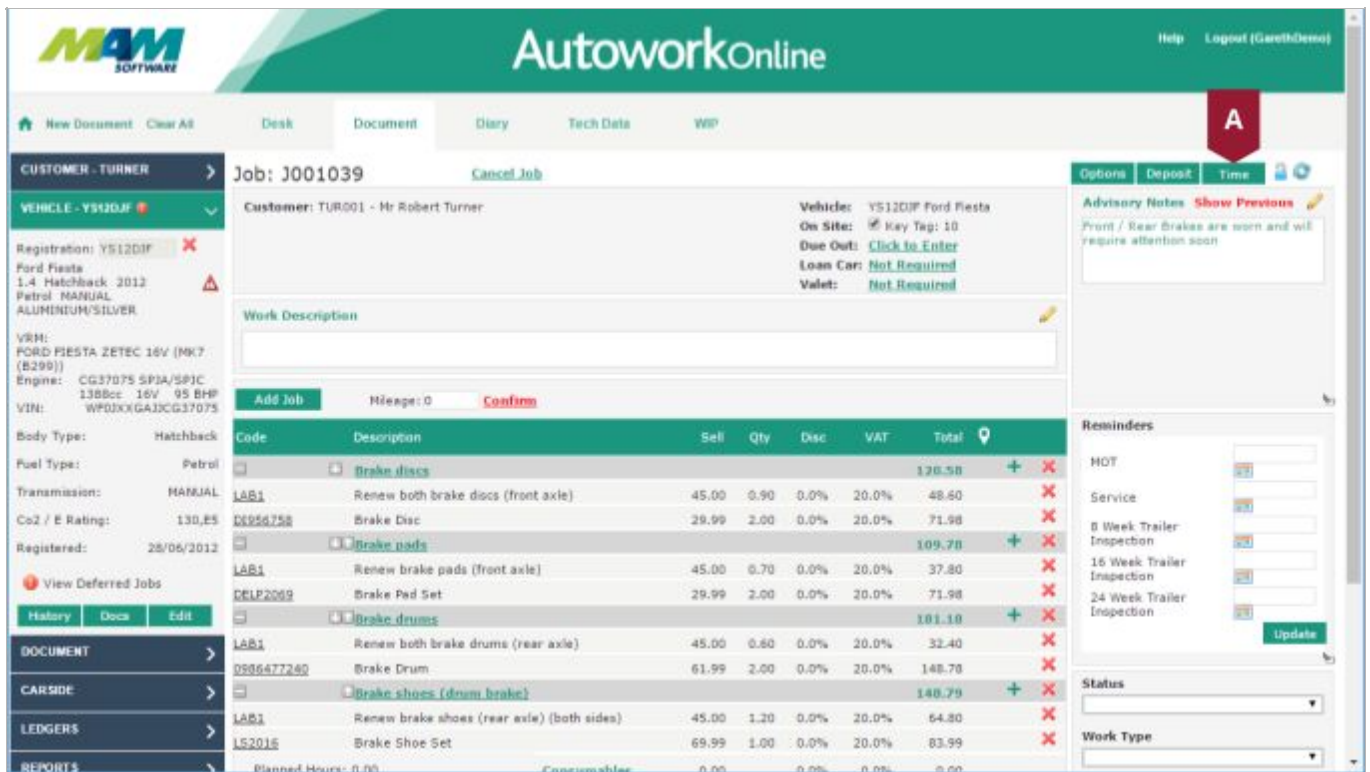
Close Update XRef Part Audit

Job Assign Job Invoice Credit Print Discounts Order /

Logging timesheets

A Technician is able to easily log the time it took versus the quoted time for each particular labour item. This is done using the following process:

- A. From the main **Document** tab, click the **Time** button (**note** that this will not appear until a job is created).



AutoworkOnline

Help Logout (GarethDennis)

New Document Clear All Desk Document Diary Tech Data WIP

CUSTOMER - TURNER Job: J001039 Cancel Job

VEHICLE - YS120JF

Registration: YS120JF
Ford Fiesta
1.4 Hatchback 2012
Petrol MANUAL
ALUMINIUM/SILVER

VRM: FORD FIESTA ZETEC 16V (MK7 (B299))
Engine: CG37075 SP3A/SP3C
1388cc 16V 95 BHP
VIN: WFOJXXGAJ3CG37075

Body Type: Hatchback
Fuel Type: Petrol
Transmission: MANUAL
Co2 / E Rating: 130, E5
Registered: 26/06/2012

View Deferred Jobs

History Docs Edit

DOCUMENT
CARSIDE
LEDGERS
REPORTS

Customer: TUR001 - Mr Robert Turner

Vehicle: YS120JF Ford Fiesta
On Site: ☒ Key Tag: 10
Due Out: [Click to Enter](#)
Loan Car: [Not Required](#)
Valet: [Not Required](#)

Work Description

Add Job Mileage: 0 Confirm

Code	Description	Sell	Qty	Disc	VAT	Total	
Brake discs							
LAB1	Renew both brake discs (front axle)	45.00	0.90	0.0%	20.0%	48.60	+
DEP56758	Brake Disc	29.99	2.00	0.0%	20.0%	71.98	+
Brake pads							
LAB1	Renew brake pads (front axle)	45.00	0.70	0.0%	20.0%	37.80	+
DEP2009	Brake Pad Set	29.99	2.00	0.0%	20.0%	71.98	+
Brake drums							
LAB1	Renew both brake drums (rear axle)	45.00	0.60	0.0%	20.0%	32.40	+
0986477240	Brake Drum	61.99	2.00	0.0%	20.0%	148.78	+
Brake shoes (drum brake)							
LAB1	Renew brake shoes (rear axle) (both sides)	45.00	1.20	0.0%	20.0%	64.80	+
LS2016	Brake Shoe Set	69.99	1.00	0.0%	20.0%	83.99	+
Planned Hours: 0.00		Consumables:		0.00	0.0%	0.00	

Options Deposit Time

Advisory Notes Show Previous

Front / Rear Brakes are worn and will require attention soon

Reminders

HOT

Service

8 Week Trailer Inspection

16 Week Trailer Inspection

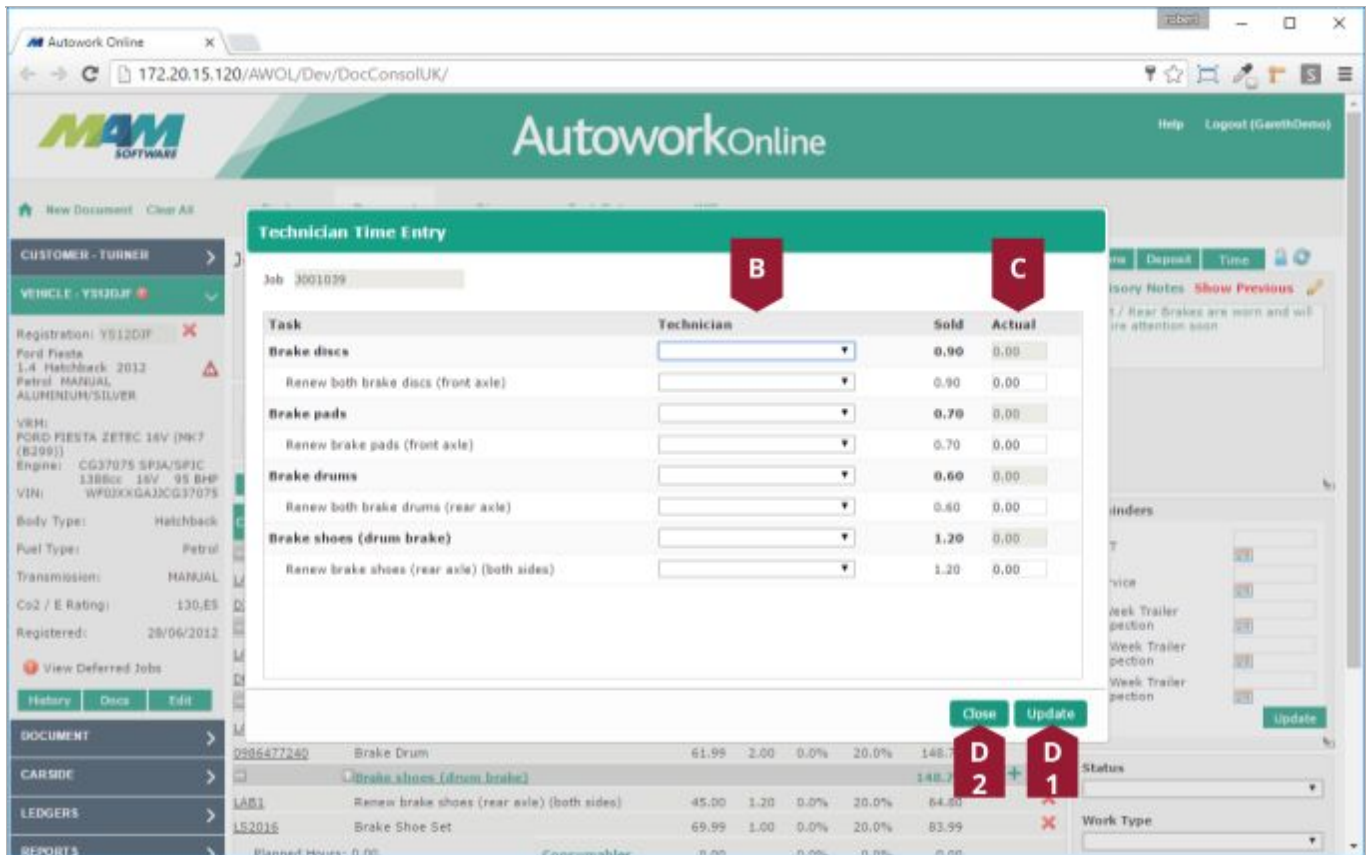
24 Week Trailer Inspection

Update

Status

Work Type

- B. Select the correct technician for each particular task in the relevant **Technician** dropdown menu
- C. Enter the time taken for each task into the relevant **Actual** text field
- D. Click the **Update** button (D1) to confirm the changes, or the **Close** button (D2) to reject them



Technician Time Entry

Job: 3001039

Task	Technician	Sold	Actual
Brake discs		0.90	0.00
Renew both brake discs (front axle)		0.90	0.00
Brake pads		0.70	0.00
Renew brake pads (front axle)		0.70	0.00
Brake drums		0.60	0.00
Renew both brake drums (rear axle)		0.60	0.00
Brake shoes (drum brake)		1.20	0.00
Renew brake shoes (rear axle) (both sides)		1.20	0.00

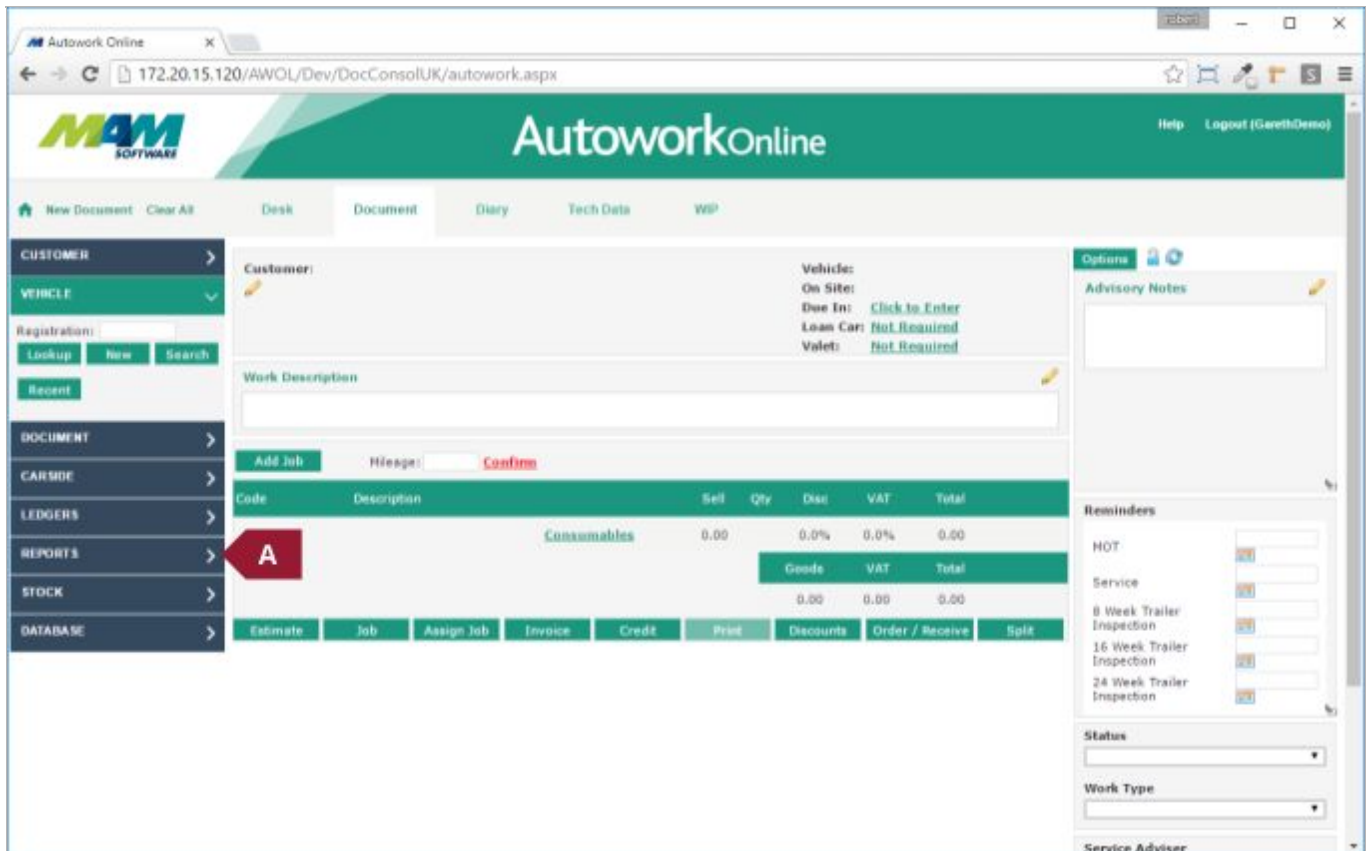
Close (D2) Update (D1)

Please note: You will not be able to report upon the above times until the job is invoiced.

Reporting on efficiency and margins

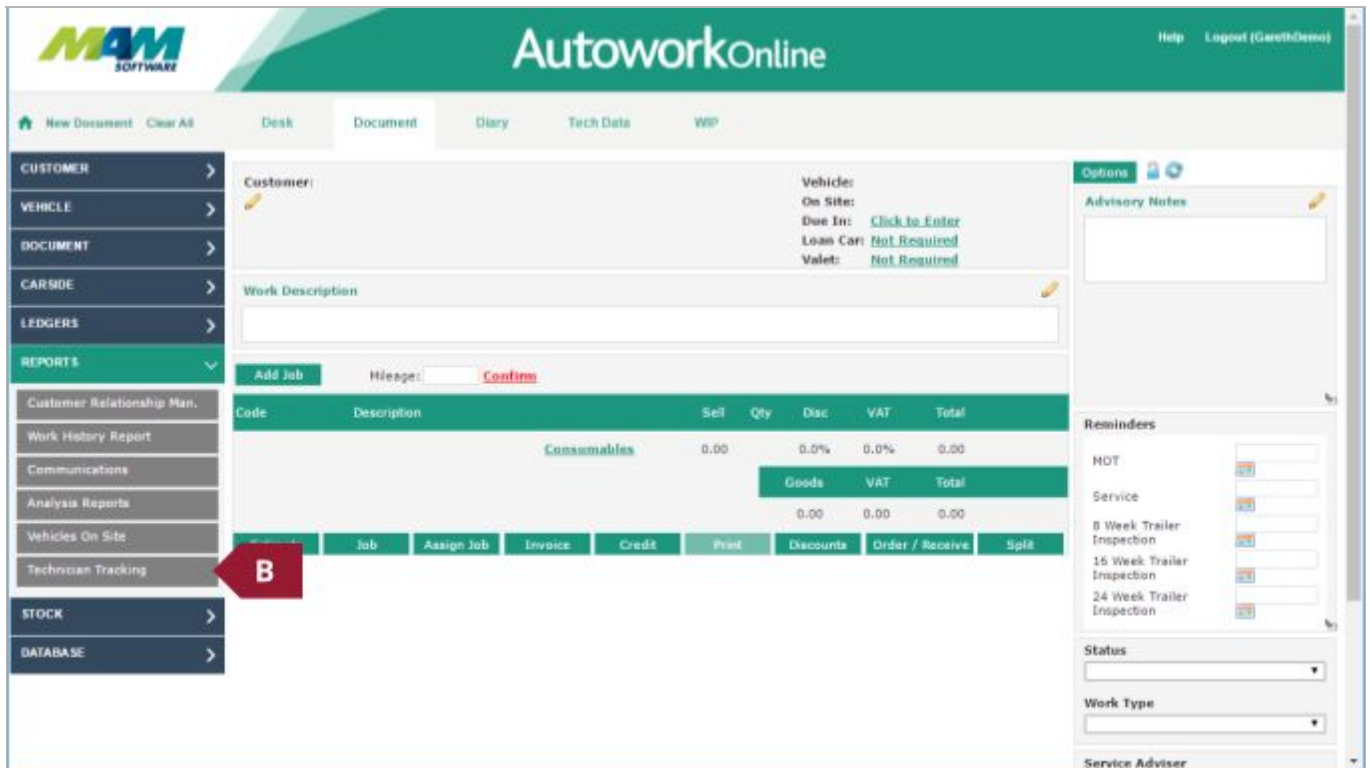
The new efficiency feature also includes comprehensive reporting features, allowing the user to report on a particular technician's statistics. The process is described below:

- A. Click the **Reports** menu button



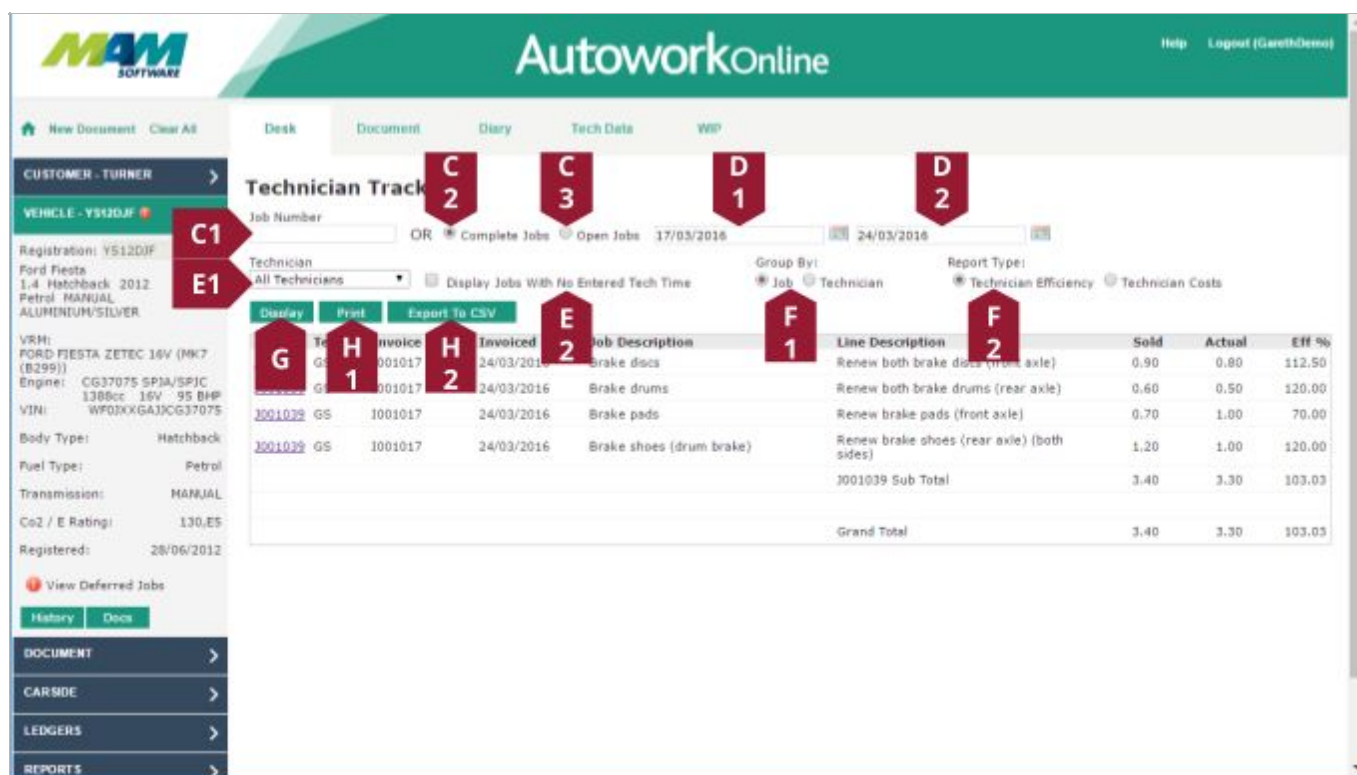
The screenshot shows the AutoworkOnline web application. The left sidebar menu has the following items: CUSTOMER, VEHICLE, DOCUMENT, CARSD, LEDGERS, REPORTS, STOCK, and DATABASE. The 'REPORTS' item is highlighted with a red arrow and a red box containing the letter 'A'. The main content area displays a form for creating a new job. It includes fields for Customer, Vehicle, Work Description, and a table for Consumables. The table has columns for Code, Description, Sell, Qty, Disc, VAT, and Total. The table is currently empty. The right sidebar contains sections for Advisory Notes, Reminders, Status, Work Type, and Service Adviser.

B. Select the menu option for **Technician Tracking**



The screenshot shows the AutoworkOnline software interface. The left sidebar contains a menu with the following options: CUSTOMER, VEHICLE, DOCUMENT, CARSIDE, LEDGERS, REPORTS, Customer Relationship Man., Work History Report, Communications, Analysis Reports, Vehicles On Site, Technician Tracking, STOCK, and DATABASE. The 'Technician Tracking' option is highlighted with a red arrow and the letter 'B'. The main area displays a form for creating a new job, with fields for Customer, Vehicle, and Work Description. The bottom of the main area shows a table with columns for Code, Description, Sell, Qty, Disc, VAT, and Total. The right sidebar contains sections for Options, Advisory Notes, Reminders, Status, Work Type, and Service Adviser.

- C. Enter a job number into the **Job Number** text field (C1), OR select either the **Completed Jobs** (C2) or **Open Jobs** radio button (C3) to report on a particular job, or all completed/open jobs respectively.
- D. Set a start and end date in the **Start** (D1) and **End** (D2) text fields to set a date range to report on, or leave them both blank to show all items.
- E. Select a technician to report on from the **Technician** dropdown menu (E1), and check the **Display Jobs With No Entered Tech Time** checkbox (E2) if you would like to show jobs with no timesheets entered against them.
- F. Set the **Group By** radio buttons (F1) to either **Job** or **Technician** to group the report output by job or technician respectively. The **Report Type** radio buttons (F2) can be set to export a report containing **Technician Efficiency** (shows quoted time versus actual time, and gives a percentage), and **Technician Costs** (show profit margins).
- G. Click the **Display** button to display the results on screen.
- H. Optionally, click the **Print** button (H1) to print the report, or the **Export To CSV** button (H2) to export it.



The screenshot shows the 'Technician Track' interface in AutoworkOnline. The interface includes a sidebar with navigation options like 'New Document', 'Clear All', 'Desk', 'Document', 'Diary', 'Tech Data', and 'WIP'. The main area displays a table of job records with columns for 'Job Number', 'Technician', 'Invoice', 'Invoiced', 'Job Description', 'Line Description', 'Sold', 'Actual', and 'Eff %'. Annotations C1 through H2 are placed over various UI elements: C1 points to the 'Job Number' field, C2 and C3 point to the 'Complete Jobs' and 'Open Jobs' radio buttons, D1 and D2 point to the 'Start' and 'End' date fields, E1 points to the 'Technician' dropdown, E2 points to the 'Display Jobs With No Entered Tech Time' checkbox, F1 points to the 'Group By' radio buttons, F2 points to the 'Report Type' radio buttons, G points to the 'Display' button, H1 points to the 'Print' button, and H2 points to the 'Export To CSV' button.

Job Number	Technician	Invoice	Invoiced	Job Description	Line Description	Sold	Actual	Eff %
1001017	GS	1001017	24/03/2016	Brake discs	Renew both brake discs (front axle)	0.90	0.80	112.50
1001017	GS	1001017	24/03/2016	Brake drums	Renew both brake drums (rear axle)	0.60	0.50	120.00
1001017	GS	1001017	24/03/2016	Brake pads	Renew brake pads (front axle)	0.70	1.00	70.00
1001017	GS	1001017	24/03/2016	Brake shoes (drum brake)	Renew brake shoes (rear axle) (both sides)	1.20	1.00	120.00
1001039 Sub Total						3.40	3.30	103.03
Grand Total						3.40	3.30	103.03

Work in progress (WIP) tab

A new WIP tab has been added to the main Autowork Online tab bar, the new tab displays the current status of documents, and allows it to be easily changed. The WIP screen is covered in more detail in the separate Autowork Online - Work in progress (WIP) setup guide and Autowork Online - Work in progress (WIP) user guide documents.