



Custom History Search (CI-CHS)

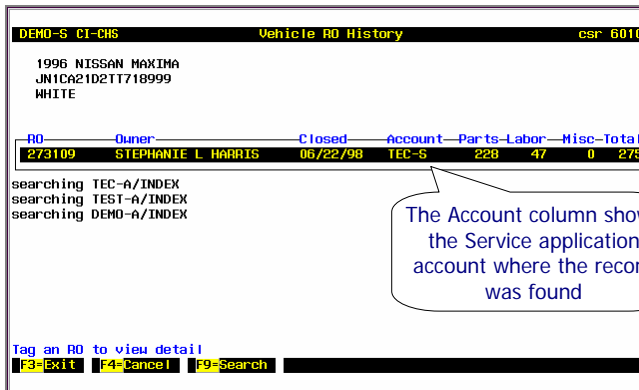
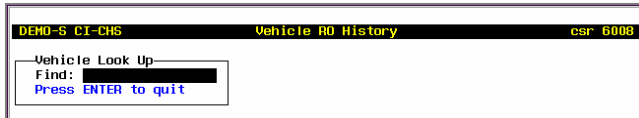
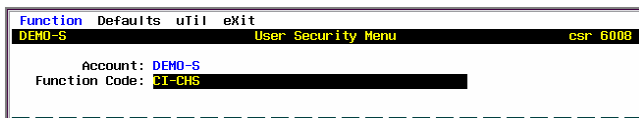


Quick Reference Card

Using Custom History Search for vehicle RO lookups

Custom History Search provides a way to consolidate all the repair order (RO) history for a specified vehicle across multiple Service application accounts, allowing you to review RO history in one convenient search no matter which of your Service departments performed the repair.

- The CI-CHS application is accompanied by a separate setup command that allows you to choose the Service logons that are searched by the Vehicle Lookup feature.
- Custom History Search runs on your Service application account (*name-S*).



Vehicle lookups

The Vehicle Lookup feature in CI-CHS provides customer information, services performed on the vehicle and costs paid, complaint lines, and repair story information.

1. Log on to your Service application.
2. At the Function Code prompt, enter **CI-CHS**.
3. At the Vehicle Lookup prompt, enter a stock number or a partial (8-digit) VIN for the vehicle.
4. The program displays a list of all repair order records found for the vehicle within the set of logons defined in the CI-CHS setup program.

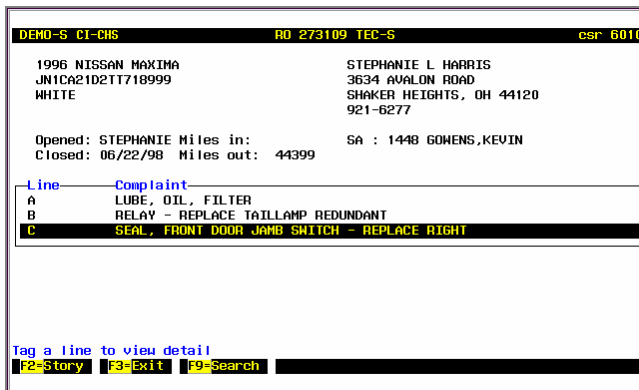
Use the Up and Down arrow keys or the F9=Search command key to select an RO from the list, and then press **Enter**.

Note. If the vehicle is not on file, or the system does not contain any matching RO records for the specified vehicle, the program displays a message. Press F3 to clear the message and return to the Vehicle Lookup prompt.

5. The RO Detail screen shows each line of the selected vehicle repair record, along with detail on the customer, the date and mileage of the repair, and the service advisor's name.

See the following page for additional commands available in this screen.

6. To close the RO, press **F3=Exit**.
7. Press **F3** again to return to the Function Code prompt.



Additional lookup features

From the RO Detail screen for a selected repair, you can use two additional CI-CHS features to view more information about the repair order history.

- In the main RO Detail screen (shown on the previous page), use the Up and Down arrow keys to move to a specific RO line, and then press **Enter** to view the op code detail.

To search for specific text strings within the labor type/op code listing, use the F9=Search command key.

To return to the RO Detail screen, press **F3**.

DEMO-S CI-CHS		RO 273109 TEC-S		csr 6010	
1996 NISSAN MAXIMA JN1CA21D2T1718999 WHITE		STEPHANIE L HARRIS 3634 AVALON ROAD SHAKER HEIGHTS, OH 44120 921-6277			
Opened: STEPHANIE Miles in:		SA : 1448 GOMENS,KEVIN			
Closed: 06/22/98 Miles out: 44399					
Line-Complaint					
◆ A REPLACE ALL 4 TIRES WITH S0P TIRES					
LaborType-OpCode-Description-Labor-Tech					
CP B65 WHEEL/HUBCAP TROUBLE 47.00 417					
Press F3 to exit					
F3=Exit F9=Search					

DEMO-S CI-CHS		RO 92605 DEMO-S		csr 6010	
2001 CHRYSLER 300M 2C3AE66G41H518966 BLACK		ADP,JOE 888 HOLLYWOOD BLVD ROSMELL, GA 30005 (678) 555-1212			
Opened: ADP,JOE Miles in: 19		SA : 19 MESROBIAN,XAVIAR			
Closed: 09/05/01 Miles out: 19					
Line-Ver-Story					
A 1 OIL TO PUNCH OFF OLD BROKEN OIL FILTER - AND INSTALL NEW FILTER AND					
OIL					
B 1 FRAGMENTS OF OLD FILTER FOUND PARTLY BLOCKING DRAIN PLUG					
C 1 STRIPPED OIL PAN DRAIN PLUG - USED LOCK-TITE TO CLOSE					
D 1 OIL PRESSURE TEST REVEALED POSSIBLE PINHOLE LEAK AT REAR MAIN SEAL. SUBLET TO					
ENGINE STEAM CLEANING CONTRACTOR TO CONFIRM DIAGNOSIS					
D 2 VEHICLE RETURNED WITH CLEAN ENGINE BLOCK. REPEAT OIL PRESSURE TEST INDICATED					
POSSIBLE SECOND LEAK					
D 3 REPLACED MAIN SEAL BUSHING. TEST DROVE CAR, NO APPARENT LEAK THIS TIME					
Press F3 to exit					
F3=Exit F9=Search					

- To see the complaint/story for this RO, press **F2=Detail** from the main RO Detail screen.

To search for specific text strings within the story table, use the F9=Search command key.

Press **F3** to return to the RO Detail screen.

Function	Defaults	util	exit
DEMO-S		User Security Menu	
csr 6008			
Account: DEMO-S			
Function Code: CI-CHS-SETUP			

DEMO-S CI-CHS-SETUP		Select Accounts		csr 6010	
Account		Description			
◆ TEC-S		ADP MOTORS SERVICE ACCOUNT			
◆ GCAM-S		REDHALL CALIF SERVICE			
◆ SLS-S		SALES SERVICE ACCOUNT			
◆ TEST-S		SERVICE			
DEMO-S		DEMO SERVICE LOGON			
SB-S		TEST			
Tag the account(s) to include then press F3					
F3=Exit F4=Cancel F9=Search					

Custom History Search setups

Use this procedure to select the Service application accounts that are used by the CI-CHS application during repair order lookups.

- Log on to your Service application.
- At the Function Code prompt, enter **CI-CHS-SETUP**.
- The Select Accounts screen lists the Service accounts installed on your ADP system.
 - Use the Up and Down arrow keys to move through the list, and press **Enter** to mark each account that you want to the Custom History Search application to check during lookups.
 - To find specific text strings in the Accounts listing, use the F9=Search command key.
- After selecting all applicable Service logons, press **F3=Save/Exit** to return to the Function Code prompt.