



Autowork Online  
Technician efficiency  
and costs



**Driving Business Performance**

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### Introduction

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

### Benefits

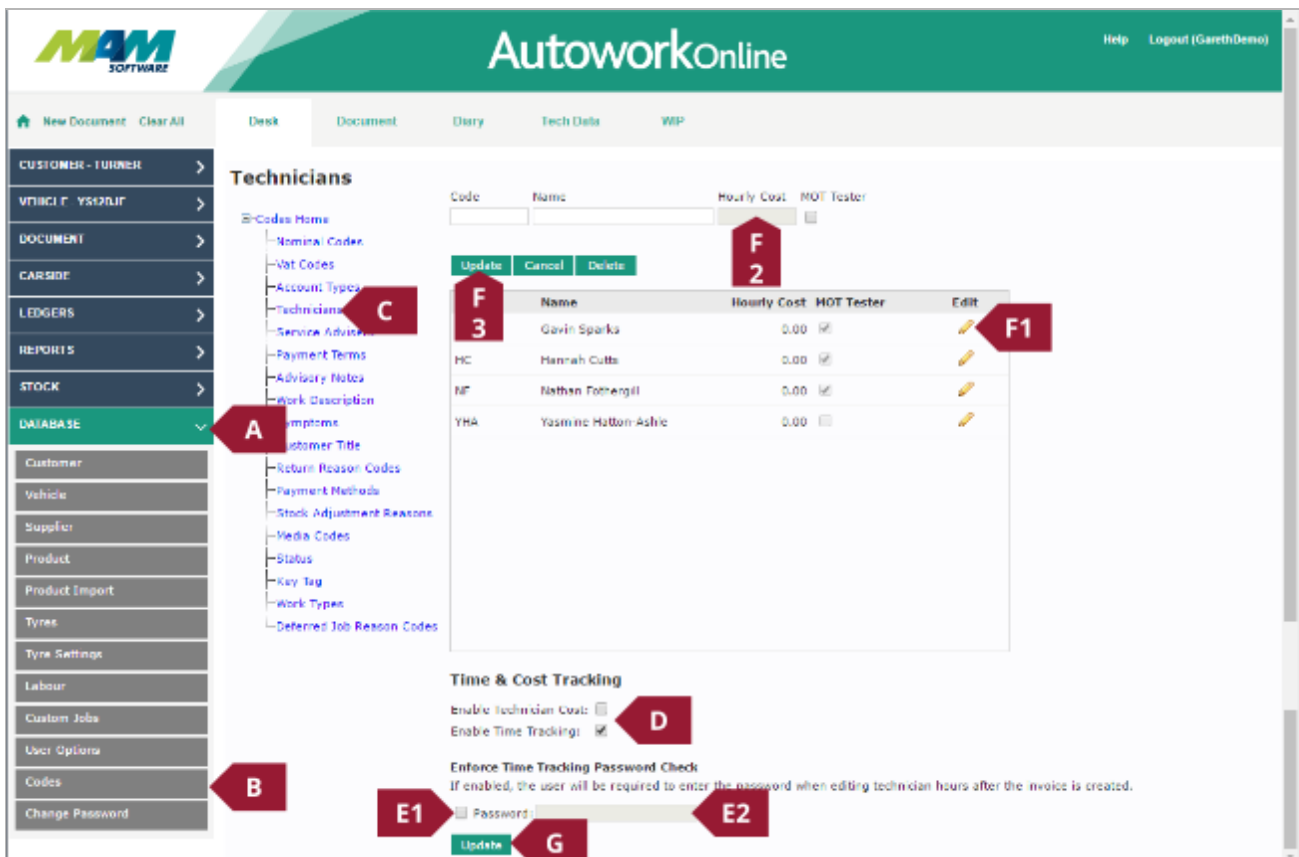
- Analyse efficiency – identify your staff's strengths and weaknesses, easily note where improvement can be made
- improve profits – recognise high margin jobs, and where margins can be improved

## Setting up Technician efficiency and costs

**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



The screenshot shows the 'Autoworkonline' interface. The sidebar menu on the left has 'DATABASE' selected, with 'Codes' highlighted. The main area shows a 'Technicians' table with columns for Code, Name, Hourly Cost, MOT Tester, and Edit. Below the table is the 'Time & Cost Tracking' section with checkboxes for 'Enable Technician Cost' and 'Enable Time Tracking', and a section for 'Enforce Time Tracking Password Check' with a 'Password' field and an 'Update' button.

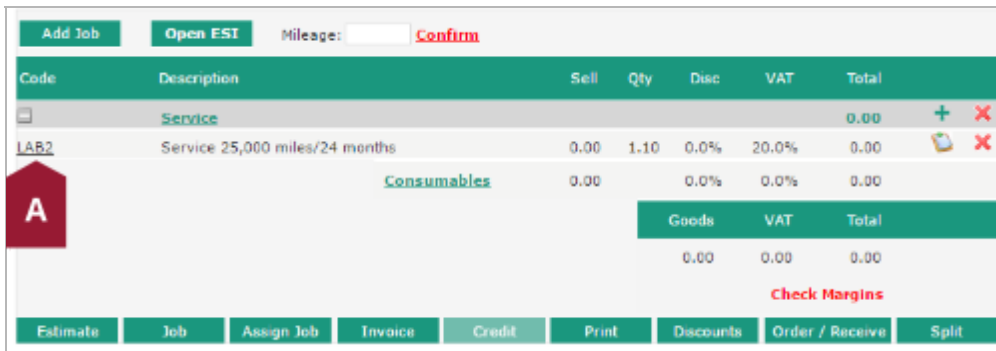
| Code | Name                 | Hourly Cost | MOT Tester                          | Edit |
|------|----------------------|-------------|-------------------------------------|------|
|      |                      |             |                                     |      |
|      | Gavin Sparks         | 0.00        | <input checked="" type="checkbox"/> |      |
| HC   | Hannah Cuthbert      | 0.00        | <input checked="" type="checkbox"/> |      |
| HF   | Nathan Fothergill    | 0.00        | <input checked="" type="checkbox"/> |      |
| YHA  | Yasmine Hutton-Aslie | 0.00        | <input type="checkbox"/>            |      |

## Using Technician efficiency and costs

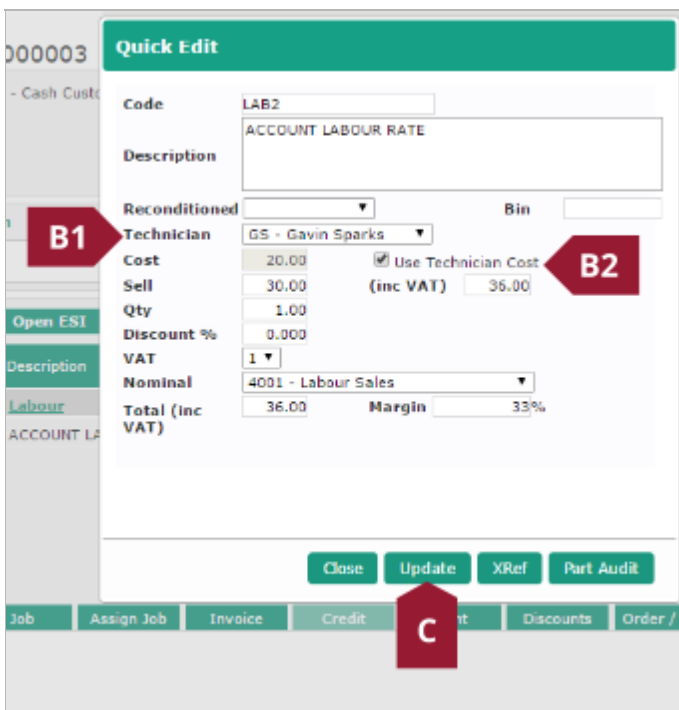
### Logging technicians' costs

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



- 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.



## 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).

The screenshot displays the 'AutoworkOnline' interface. The main content area shows a job entry for 'Job: J001039' for a 'Ford Fiesta' (Vehicle: YS120JF). The job description table lists various brake-related services with their respective costs and VAT.

| Code       | Description                                | Sell   | Qty  | Disc | VAT   | Total  |   |
|------------|--|--------|------|------|-------|--------|---|
|            | Brake discs                                |        |      |      |       | 120.58 | + |
| LAB1       | Renew both brake discs (front axle)        | -45.00 | 0.50 | 0.0% | 20.0% | 45.00  | X |
| 04356758   | Brake Disc                                 | 29.99  | 2.00 | 0.0% | 20.0% | 71.98  | X |
|            | Brake pads                                 |        |      |      |       | 109.78 | + |
| LAB1       | Renew brake pads (front axle)              | -45.00 | 0.70 | 0.0% | 20.0% | 37.50  | X |
| DEL2069    | Brake Pad Set                              | 29.99  | 2.00 | 0.0% | 20.0% | 71.98  | X |
|            | Brake drums                                |        |      |      |       | 181.18 | + |
| LAB1       | Renew both brake drums (rear axle)         | -45.00 | 0.50 | 0.0% | 20.0% | 37.40  | X |
| 0386877240 | Brake Drum                                 | 61.99  | 2.00 | 0.0% | 20.0% | 148.78 | X |
|            | Brake shoes (from brakes)                  |        |      |      |       | 148.79 | + |
| LAB1       | Renew brake shoes (rear axle) (both sides) | -45.00 | 1.20 | 0.0% | 20.0% | 64.80  | X |
| 152016     | Brake Shoe Set                             | 69.99  | 1.00 | 0.0% | 20.0% | 83.99  | X |
|            | Planned Hours: 0.00                        |        |      |      |       | 0.00   |   |
|            | Consumables                                | 0.00   |      | 0.0% | 0.0%  | 0.00   |   |



- 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: 0001038

| Task                                       | Technician | Sold | Actual |
|--|------------|------|--------|
| <b>Brake discs</b>                         |            | 0.40 | 0.00   |
| Renew both brake discs (front axle)        |            | 0.00 | 0.00   |
| <b>Brake pads</b>                          |            | 0.70 | 0.00   |
| Renew brake pads (front axle)              |            | 0.70 | 0.00   |
| <b>Brake drums</b>                         |            | 0.60 | 0.00   |
| Renew both brake drums (rear axle)         |            | 0.60 | 0.00   |
| <b>Brake shoes (drum brake)</b>            |            | 1.20 | 0.00   |
| Renew brake shoes (rear axle) (both sides) |            | 1.20 | 0.00   |

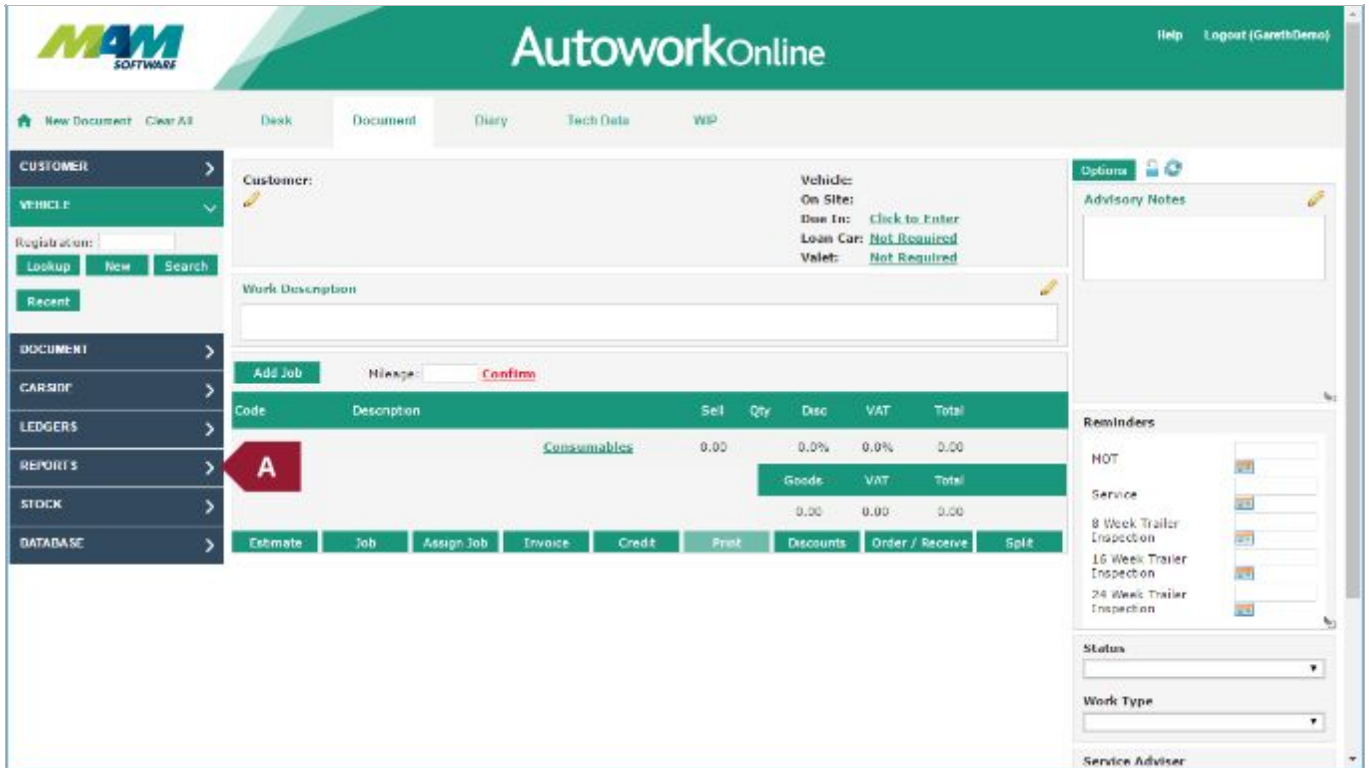
Buttons: Close (D2), Update (D1)

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

## Reporting on efficiency and margins

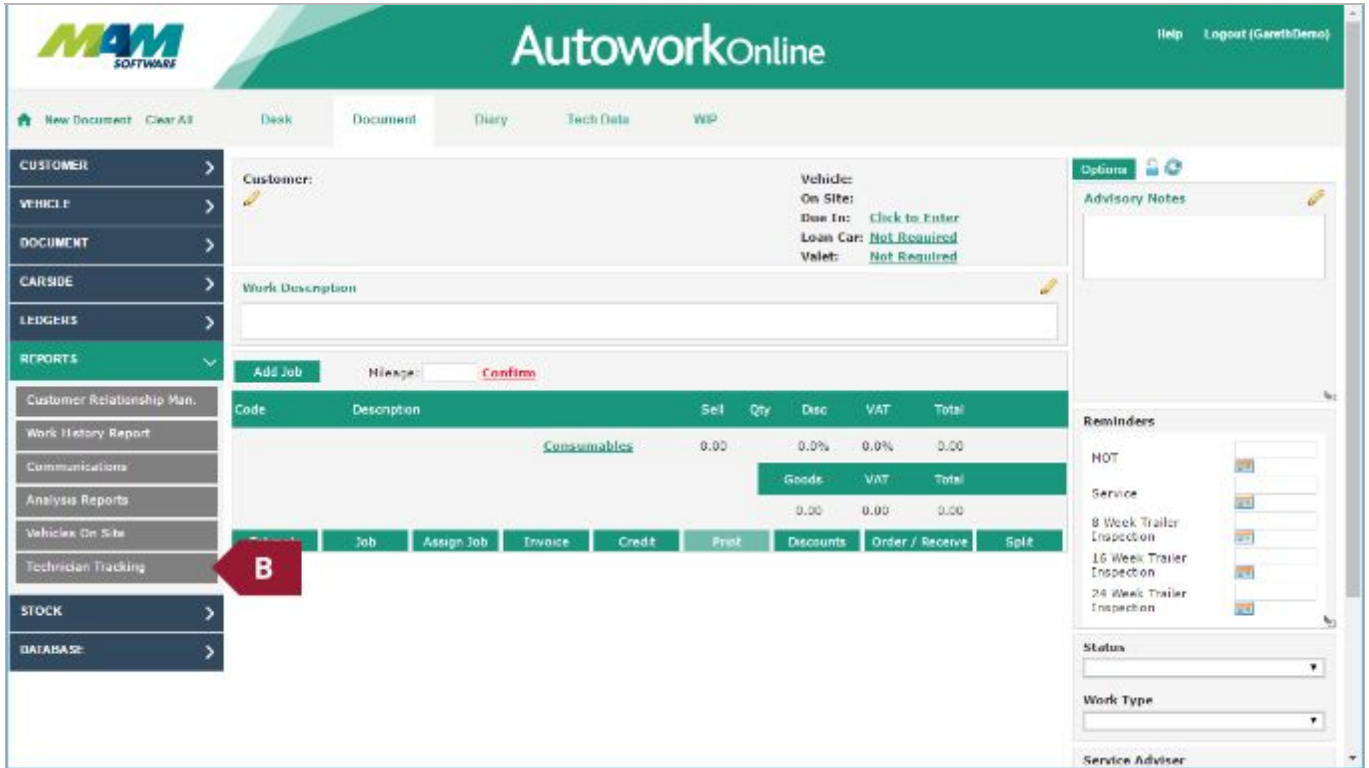
The new efficiency feature also includes comprehensive reporting features, allowing the user to report on a particular technician's statistics. The process is described below:

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



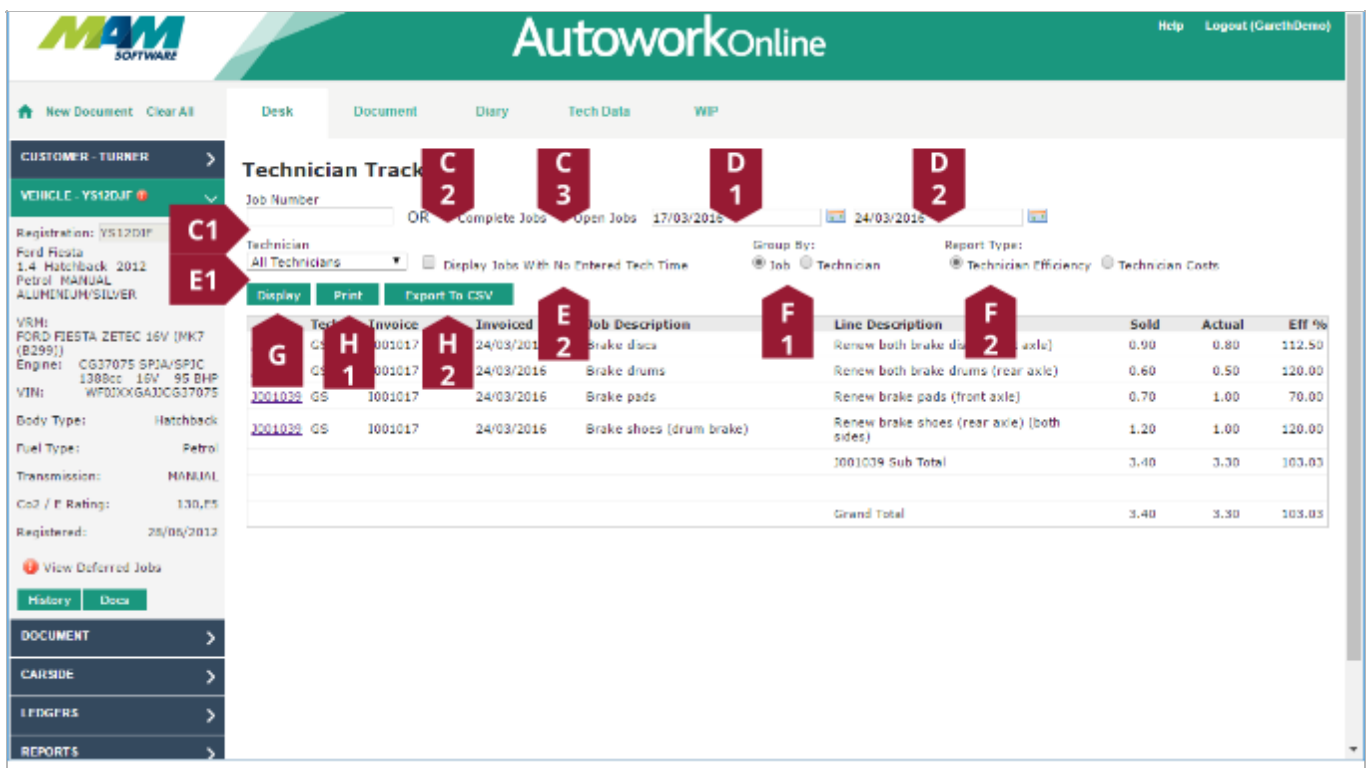


B. Select the menu option for **Technician Tracking**



The screenshot shows the AutoworkOnline web application interface. The top navigation bar includes the MAM SOFTWARE logo, the title 'AutoworkOnline', and user options 'Help' and 'Logout (GarethDemo)'. Below this is a secondary navigation bar with tabs: 'New Document', 'Clear All', 'Desk', 'Document', 'Diary', 'Tech Data', and 'WP'. A left-hand sidebar contains a menu with categories: CUSTOMER, VEHICLE, DOCUMENT, CARSIDE, LEDGERS, REPORTS, STOCK, and DATABASE. The 'REPORTS' category is expanded, showing options like 'Customer Relationship Man.', 'Work History Report', 'Communications', 'Analysis Reports', 'Vehicles On Site', and 'Technician Tracking'. A red arrow points to the 'Technician Tracking' option, which is labeled with a white letter 'B' on a red background. The main content area displays a form for a job entry, including fields for 'Customer:', 'Vehicle:', 'On Site:', 'Due In:', 'Loan Car:', and 'Vale:', along with a 'Work Description' field and an 'Add Job' button. A table below shows a summary of costs, including 'Consumables' and 'Goods'. On the right side, there are panels for 'Advisory Notes', 'Reminders' (with a list of inspection types like '8 Week Trailer Inspection'), '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*



**AutoworkOnline**

Help Logout (GarthDemo)

New Document Clear All Desk Document Diary Tech Data WP

CUSTOMER - TURNER >

VEHICLE - Y512DJF >

Registration: Y512DJF C1

Ford Fiesta 1.4 Hatchback 2012 E1

Petrol MANUAL ALUMINIUM/SILVER

VRM: PORD FIESTA ZETEC 16V (MK7 (B299))

Engine: CG37075 SP1A/SP1C 1388cc 15V 95 BHP

VIN: WF00XGGAJDCG37075

Body Type: Hatchback

Fuel Type: Petrol

Transmission: MANUAL

Co2 / E Rating: 130, E5

Registered: 28/05/2012

View Deferred Jobs

History Docs

DOCUMENT >

CARSIDE >

EDGEERS >

REPORTS >

**Technician Track**

Job Number OR Complete Jobs C2 Open Jobs C3 17/03/2016 D1 24/03/2016 D2

Technician All Technicians E1

Display Jobs With No Entered Tech Time E2

Group By:  Job F1  Technician

Report Type:  Technician Efficiency F2  Technician Costs

Display G Print H1 Export To CSV H2

| Technician         | Invoice    | Invoiced   | Job Description          | Line Description                           | Sold | Actual | Eff %  |
|--------------------|------------|------------|--------------------------|--|------|--------|--------|
| GS 1001017         | 24/03/2016 | 24/03/2016 | Brake discs              | Renew both brake discs (rear axle)         | 0.90 | 0.80   | 112.50 |
| GS 1001017         | 24/03/2016 | 24/03/2016 | Brake drums              | Renew both brake drums (rear axle)         | 0.60 | 0.50   | 120.00 |
| 1001038 GS 1001017 | 24/03/2016 | 24/03/2016 | Brake pads               | Renew brake pads (front axle)              | 0.70 | 1.00   | 70.00  |
| 1001038 GS 1001017 | 24/03/2016 | 24/03/2016 | Brake shoes (drum brake) | Renew brake shoes (rear axle) (both sides) | 1.20 | 1.00   | 120.00 |
| 1001038 Sub Total  |            |            |                          |  | 3.40 | 3.30   | 103.03 |
| Grand Total        |            |            |                          |  | 3.40 | 3.30   | 103.03 |