MAM SOFTWARE

Autowork Online
Warranty accounts

For version 175

Driving Business Performance

Contents

Introduction

In Autowork Online version 175, a new feature for **Warranty Accounts** has also been added, this means that a customer account can be flagged as a "warranty provider", this will then be selectable in a similar way to the Fleet Account, to show that a customer's warranty is provided by a particular account.

Benefits

- Simplify workflow - Invoices are automatically split when a warranty job is created

- Reduce errors - Only accounts flagged as a warranty provider can be used for warranty

Setting up Warranty accounts

A warranty accounts feature has also been introduced. In the same was as setting a customer account as a fleet owner, you can now set a customer as a Warranty Provider. You can then flag a job as a 'Warranty' repair and select the provider.

A. Click the **Database** menu (A1), and then the **Customer** sub-menu (A2)
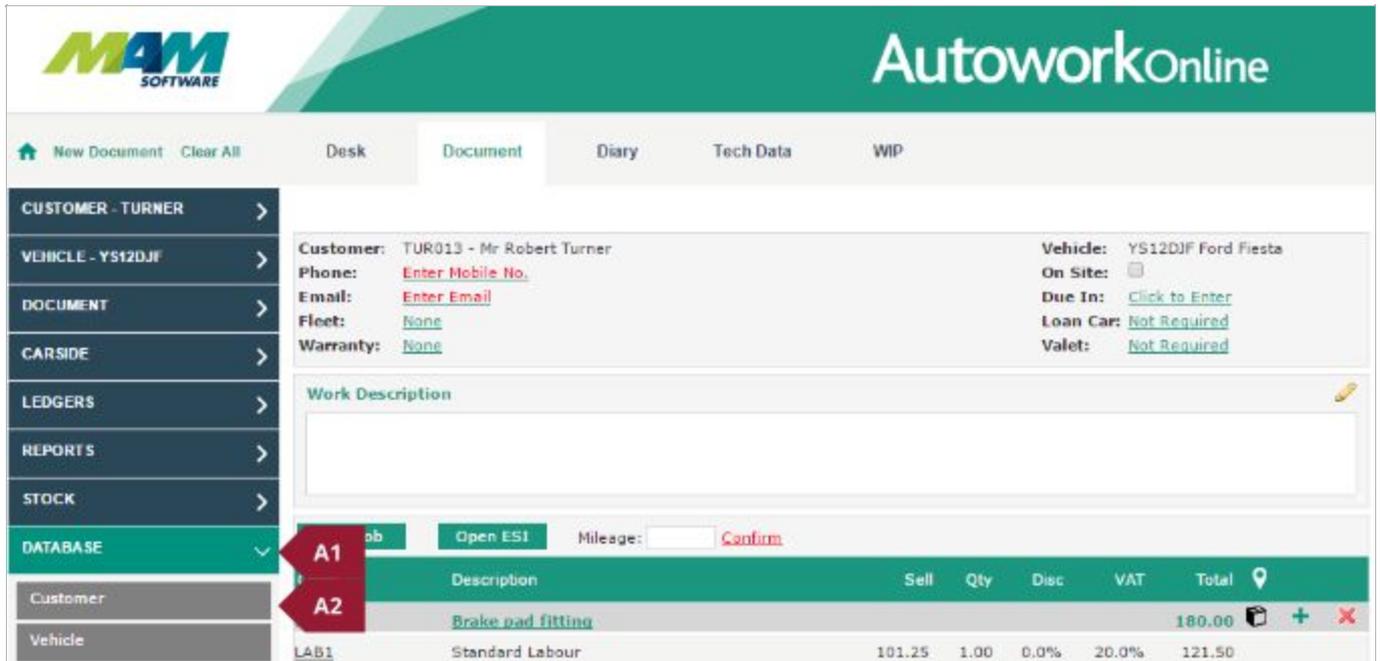
B. Enter the customer you would like to use as the Warranty Provider (B1), then check the **Warranty Provider** checkbox (B2). Click the **Update** button to save changes.
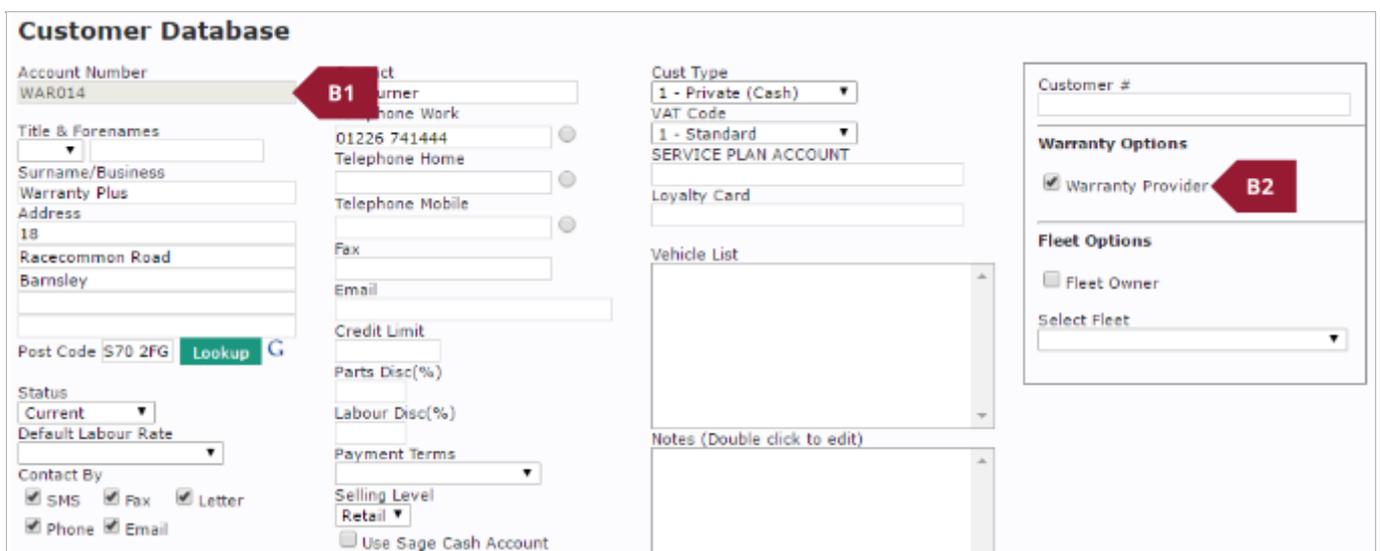
Additional settings

A document can then be flagged as a warranty job using the following process:

A. Click the **Warranty** entry in the customer details section of the Document screen

This will open a menu allowing the following options:

B.	Warranty Provider	H.	Original Shop Code	
C.	Warranty Name	I.	Original Invoice Number	
D.	Warranty Description	J.	Original Invoice Date	
E.	Provider Ref	K.	Original Invoice Milage	
F.	Customer number	L.	Notes	
G.	Authorisation status			

N. Select a Warranty provider and record any details you need to in the fields as appropriate, then click the **Update** button. Build the job as normal.

O. When the **Invoice** button is clicked, a prompt asking if you would like to split the invoice will pop up. If the **Cancel** button is clicked, the invoice will be raised as normal, if the **OK** button is clicked, this will open the **Split Invoice** screen and set the warranty provider as the 3rd party automatically.

P. From here you can select which items to charge to the warranty provider (P1) and (P2) . Set an **excess** (P3) and **Customer Contribution** (P4) if required. Once all the values are correct, clicking the **Invoice** button (P5) will generate two invoices, one for the customer, and another for the warranty provider.