



Autowork Online Warranty accounts

For version 175



Driving Business Performance

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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.

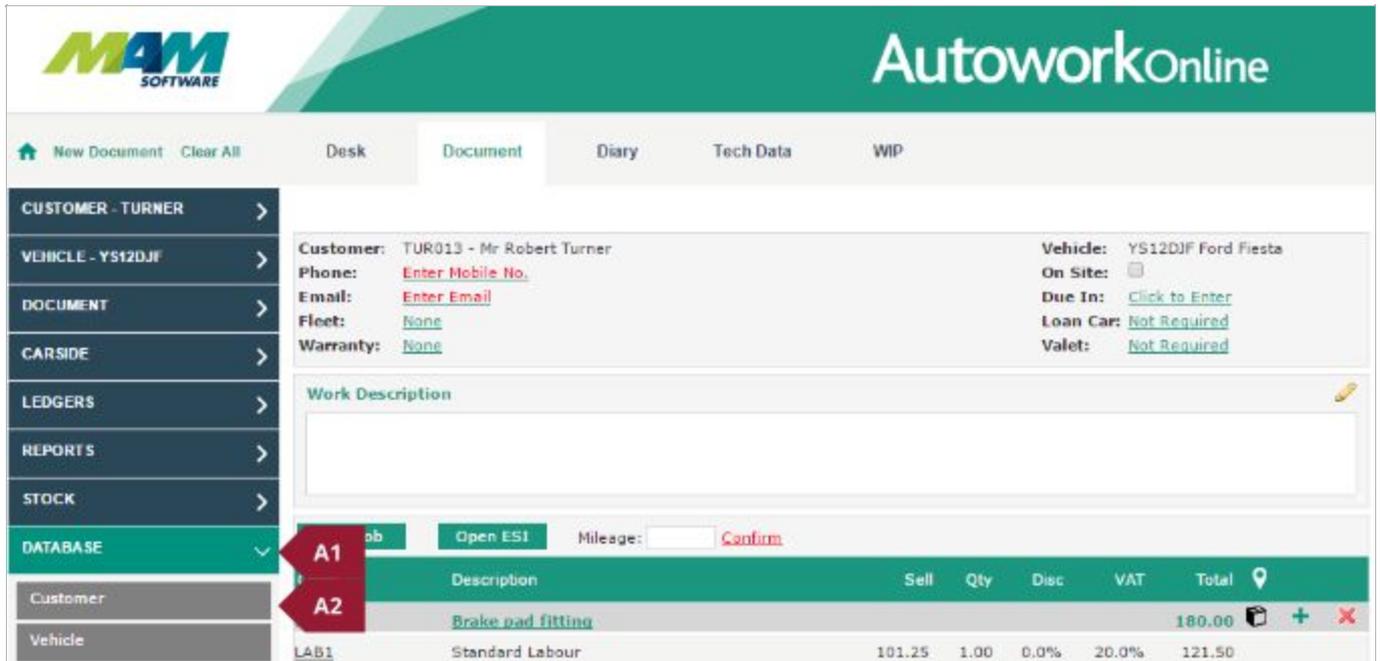
Benefits

- 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

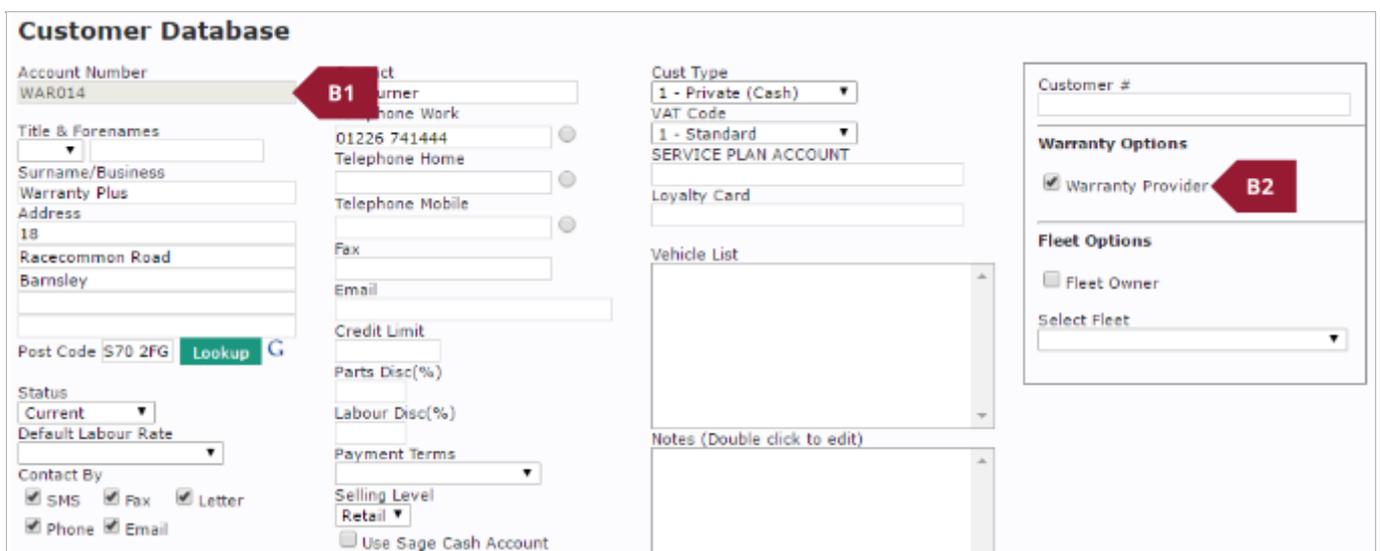
Setting up Warranty accounts

A warranty accounts feature has also been introduced. In the same way 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

Customer: TUR013 - Mr Robert Turner	Vehicle: YS12DJF Ford Fiesta
Phone: Enter Mobile No.	On Site: <input type="checkbox"/>
Email: Enter Email	Due In: Click to Enter
Fleet: FLT001	Loan Car: Not Required
Warranty: None A	Valet: Not Required

This will open a menu allowing the following options:

Warranty Details

C Warranty Provider	<input type="text"/>	B
C Warranty Name	<input type="text"/>	D
Warranty Description	<input type="text"/>	D
E Provider Ref.	<input type="text"/>	F
Customer #	<input type="text"/>	F
G Authorisation	<input type="text" value="Not Submitted"/>	H
Original Shop Code	<input type="text"/>	J
I Original Invoice No.	<input type="text"/>	
Original Invoice Date	<input type="text"/>	
K Original Invoice Mileage	<input type="text"/>	
Notes	<div style="border: 1px solid #ccc; height: 80px;"></div>	L

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 Mileage
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.

Split Invoice

Select 3rd Party: Search New To produce a split invoice, first select your 3rd party (this will be the insurance company for insurance splits). Then select the values you wish to charge to them before adding any excess value.

Claim Ref:

Invoice Date:

Select Net and VAT values to invoice to the 3rd party

Line Details	Net	VAT	P 1	P 2
LAB1 Standard Labour	101.25	20.25	<input type="checkbox"/>	<input type="checkbox"/>
GBP1932AF Brake Pad Set	48.75	9.75	<input type="checkbox"/>	<input type="checkbox"/>
			Select <input type="checkbox"/>	Select <input type="checkbox"/>

P3 Enter Excess value if applicable

P4 Enter Betterment / Customer Contribution if applicable (ex VAT) Include VAT

Select 3rd Party

AAW01
AA Warranty Claims

Net	0.00
VAT	0.00
Total	0.00

Primary Customer

TUR013
Mr Turner

Net	150.00
VAT	30.00
Total	180.00

Click Invoice to create both customer and 3rd party invoices.

Cancel
Invoice
 Consolidate VAT only lines

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