

Service Contract Closing Process

Notes in the Ro

Enter the ext warranty information on the line or in the feedback section. The list below is whats needed.

- Company name
- Phone Number
- Claim Number
- Fax or email for claim submission.

Taxes and Shop Supplies

Most extended warranties do not pay tax or shop supplies. Ask the company while on the phone. Taxes and Shop Supplies can be removed in the display totals screen. Click shop supplies to change shop supplies. Click taxes button to change taxes. In the taxes screen click JOB to choose which line to remove taxes from, and then choose the drop down for parts and labor.

Repair Order Totals				
Customer	BELOTTE, PAUL THOMAS	352-410-4895	RO #	60115219
Service Group*	OTHER MAKES			
	Cust Pay	Warranty	Internal	Serv Contr
Labor	135.00			
Parts	138.95			
Deductible				
Sublet				
Shop Supplies*	8.10			
Hazardous Materials				
Paint & Materials				
Misc. Charges and Fees				
Total Charges	282.05			
Sales Tax	19.74			
Special Order Deposit				
Policy Adjustment				
Discount				
Total Due	301.79			

Description			
JOB*	ALL	ALL JOBS	
Tax Group	FL TAX	NISSAN	
▼ Labor			Cust Pay 9.45
▼ Parts			9.73
▼ Deductible			
▼ Sublet			
▼ Shop Supplies			.56
▼ Hazardous Materials			
▼ Paint & Materials			
▼ Misc. Charges and Fees			
Tax1:	FL SALES TAX		16.92
Tax2:	COUNTY TAX		2.82
Tax3:			
Tax4:			
Sales Tax Total			19.74

Ok	Line Totals	Next Appointment	Fees	Taxes	Cancel
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Deductible

If the customer has a deductible follow these steps.

1. Make the ticket equal the total of the claim before the ded.
2. Add op code DED. This will bill the taxes for the ded. Put SC next to the line to close it. The tax will be listed under Misc charges and fees and will be the amount for a \$100 ded if more is needed see manager.
3. Go to steps for cashier screen. After the amount the ext wty company is paying the amount left behind should be the amount owed by the customer including the taxes for the ded.

Cashier Screen

To show the amount the extended warranty is paying on the customers copy, enter 90 on the main RO screen. Hit Enter to go pass the display totals screen and go to the cashier screen. Put SC for the payment method and change the amount to what the extended warranty company is paying. Hit Enter **ONCE**. **DO NOT PUT ANYTHING IN THE CONTROL NUMBER SECTION THIS IS NOT FOR YOU**. Dealertrack will fill the slot with the correct information. Then click Cancel to back out to the main ro screen.

Customer TEN BRINK, TRAVIS

Close Date	05/29/19	Warranty Total	724.72
Total Due	172.76		
RO#	60114641		

Opt	Payment Method	Amount
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Payment Method*	Amount	Control#	Account
SC Service Contrct	172.76		220C

Ok Close Date Cancel