



2015 WinNetStar Training Classes

Internal vs. Customer Service Issues

Software Development-T2
RIMSS Business Systems Technology

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Posting Internal Service Issues

RIMSS WinNetStar | Service Appointments | **New Repair Order** ✕

File Save Save and Close Save and New Print Credit Cards Capture Signature Show Open Documents

General Info | Service Issues | Items | Labor | Notes | Attachments | Print History | Preventative Maintenance | Document Register | Document Register Detail | Order Status Report | Customer Master

Document Type: Repair Order | Doc. #: 0 | Inv. #: 0 | CC Auth. #: | Completion Status: Open

Initiation Date: 2/11/2015 | Customer PO #: | Salesman: CARL ALBOR | Cust. Inv. Status: |

Settlement Date: | Service Writer: DAMEON KINDALL | War. Inv. Status: |

Internal Memo: | Service Type: |

Exp. Start Date: 2/11/2015 8:51 PM | Exp. Comp. Date: 2/12/2015 8:51 PM | Extract Date: 1/1/0001

Printed Memo: |

Customer Name and Address

Name: RIMSS INTERNAL SHOP | Address 1: | Address 2: | City: | State: | Zip Code: | Primary Contact: |

Wholegood Information

WG ID: (23775) | In Service: 12/31/9999 | Make: | Serial #: | Model: | Lic. Plate State: | Description: SHOP CLEANING | Lic. Plate #: | Year: | Fleet Number: | Odometer In: 0.0 | Odometer Out: 0.0 | Hours In: 0.0 | Hours Out: 0.0

Renameable Fields

Renameable Field	Value
RenameableField1	
RenameableField10-Future Use	
RenameableField11-Future Use	
RenameableField12-Future Use	
RenameableField13-Future Use	
RenameableField14-Future Use	
RenameableField15-Future Use	

Hide Customer Information (F9)

F2-Find Customer | F6-Add Wholegood

	Items	Labor	Pre-Tax Subtotal	Tax	Deductible	Total	Taxable	Non-Taxable	Pre-Tax Subtotal
Customer	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Warranty	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Internal	\$24.16	\$264.00	\$288.16	\$0.00	\$0.00	\$288.16	\$0.00	\$0.00	\$0.00
Total	\$24.16	\$264.00	\$288.16	\$0.00	\$0.00	\$288.16	\$0.00	\$0.00	\$0.00

Customer Deposit

Original Deposit	\$0.00
Deposit Applied	\$0.00
Unused Deposit	\$0.00

Subtotal | Tax Group: 1- COUNTY BEXAR | Create Deposit | Return Deposit

Internal Service Issues Types are used for repairs that will NOT be billed to a customer, warranty provider, or other department within the dealership. Typical uses would be come back work or service work on dealership owned vehicles. A repair order will show a total for all the part, labor and miscellaneous charges. However, the posting to general ledger will use the parts average cost and the estimated hourly wage assigned to each technician in their employee master.

Settlement

	Taxable	Non-Tax.	Total
SubTotal	\$0.00	\$0.00	\$0.00
Tax	\$0.00		\$0.00
Total	\$0.00	\$0.00	\$0.00

Settlement Date	2/11/2015		
Cash	\$0.00	Check #	<input type="text"/>
Check	\$0.00	CC Type	<input type="text"/>
Credit Card	\$0.00	Reference	<input type="text"/>
Customer Account	\$0.00	Reference	<input type="text"/>
Contract in Transit	\$0.00		
Customer Deposit	\$0.00		
Other	\$0.00		

Warranty Amount	\$0.00
Internal Amount	\$288.16
Total	\$0.00
Change Due	\$0.00

F8 - Save and Print Receipt

F9 - Cancel

F10 - Capture Electronic Signature

The settlement screen for a repair order with an Internal service issue will show the amount automatically posting the Internal Amount.

RIMSS WinNetStar Service Appointments Transaction Detail Report

Refresh Print Restore Layout Layouts

Location: RIMSS TRACTOR AND EQUIPMENT | RIMSS TRAC... Document Type: Customer Receipt, Finance Charge, ... GL Account Type: BANK, ACCOUNTS RECEIVABLE, W... GL Account: Document Ref ID: 0 Reference: Name:

Period: Today Custom Date Range: From: 2/11/2015 To: 2/11/2015 Fetch

Drag a column header here to group by that column

Is Voiced	Locat... Name	Docum... Refer...	Document ID	Document Date	Document Type	Complete Account Number	Account Description	Name	Referenced Account Description	Amount Debit	Amount Credit	Quantity	Last Modified By	Last Modified Date
			73101											
False	RIMS...	9296	73101	2/11/2015	Service Document	001-2-20601-01	SALES TAX PAYABLE	RIMSS INTERNAL SHOP (2569)	Tax			0.00	carl	2/11/2015
False	RIMS...	9296	73101	2/11/2015	Service Document	001-6-40010-01	INTERNAL CHARGES	RIMSS INTERNAL SHOP (2569)		\$88.26		0.00	carl	2/11/2015
False	RIMS...	9296	73101	2/11/2015	Service Document	001-1-13100-01	ITEM INVENTORY	RIMSS INTERNAL SHOP (2569)	023272-023		\$1.00	-2.00	carl	2/11/2015
False	RIMS...	9296	73101	2/11/2015	Service Document	001-6-56790-03	HAZARDOUS WASTE - RECOVERED	RIMSS INTERNAL SHOP (2569)			\$5.00	0.00	carl	2/11/2015
False	RIMS...	9296	73101	2/11/2015	Service Document	001-1-13100-01	ITEM INVENTORY	RIMSS INTERNAL SHOP (2569)	701-940		\$18.16	-1.00	carl	2/11/2015
False	RIMS...	9296	73101	2/11/2015	Service Document	001-6-51706-03	EMPLOYEE COSTS RECOVERED	RIMSS INTERNAL SHOP (2569)			\$20.50	0.00	carl	2/11/2015
False	RIMS...	9296	73101	2/11/2015	Service Document	001-6-51706-03	EMPLOYEE COSTS RECOVERED	RIMSS INTERNAL SHOP (2569)			\$43.60	0.00	carl	2/11/2015

7 SUM=\$88.26 SUM=\$88.26

[x] [v] [Is Voiced] = 'False' And [Document ID] = '73101' Edit Filter

Reviewing the Transaction Detail report for this Repair Order shows the amount debiting the Internal Charges at only \$88.26. This is due to the average cost of the part involved and the technician's estimated hourly wage multiplied the amount of hours worked on the repair order. Additionally, there is no revenue recorded for this repair order.

Posting Customer Service Issues

RIMSS WinNetStar Service Appointments **New Repair Order**

File Save Save and Close Save and New Print Credit Cards Capture Signature Show Open Documents

General Info Service Issues Items Labor Notes Attachments Print History Preventative Maintenance Document Register Document Register Detail Order Status Report Customer Master

Document Type: Repair Order Doc. #: 0 Inv. #: 0 CC Auth. #: Completion Status: Open

Initiation Date: 2/11/2015 Customer PO #: Salesman: CARL ALBOR Cust. Inv. Status:

Settlement Date: Service Writer: CARL ALBOR War. Inv. Status:

Internal Memo: Service Type:

Exp. Start Date: 2/11/2015 9:13 PM Exp. Comp. Date: 2/12/2015 9:13 PM Extract Date: 1/1/0001

Printed Memo:

Customer Name and Address: Name: RIMSS SALES DEPT Address 1: Address 2: City: State: Zip Code: Primary Contact:

Wholegood Information: WG ID: (22952) 05KK3561 In Service: 12/31/9999 Make: KUBOTA Serial #: 53561 Model: M9960HDL-S Lic. Plate State: Description: KUBOTA M9960HDL-S H Lic. Plate #: ORDER # 0103253726 Year: 2013 Fleet Number: Odometer In: 0.0 Odometer Out: 0.0 Hours In: 0.0 Hours Out: 0.0

Renameable Fields:

Renameable Field	Value
RenameableField1	
RenameableField10-Future Use	
RenameableField11-Future Use	
RenameableField12-Future Use	
RenameableField13-Future Use	
RenameableField14-Future Use	
RenameableField15-Future Use	

Hide Customer Information (F9)

F2-Find Customer F6-Add Wholegood

	Items	Labor	Pre-Tax Subtotal	Tax	Deductible	Total	Taxable	Non-Taxable	Pre-Tax Subtotal
Customer	\$82.96	\$352.00	\$434.96	\$6.63	\$0.00	\$441.59	\$82.96	\$352.00	\$434.96
Warranty	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Internal	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total	\$82.96	\$352.00	\$434.96	\$6.63	\$0.00	\$441.59	\$82.96	\$352.00	\$434.96

Customer Deposit: Original Deposit: \$0.00, Deposit Applied: \$0.00, Unused Deposit: \$0.00

Subtotal Tax Group: 1-COUNTY BEXAR Create Deposit Return Deposit

Creating a repair order for work done internally for units that are for sale can also be done using Customer type line items. The amount of the repair can either be settled to the Customer via an AR charge or the Settle to GL option can also be used to capitalize the dollar amount against the unit that is for sale.

Settlement

	Taxable	Non-Tax.	Total
SubTotal	\$82.96	\$352.00	\$434.96
Tax	\$6.63		\$6.63
Total	\$89.59	\$352.00	\$441.59

Settlement Date	2/11/2015		
Cash	\$0.00	Check #	<input type="text"/>
Check	\$0.00	CC Type	<input type="text"/>
Credit Card	\$0.00	Reference	<input type="text"/>
Customer Account	\$441.59	Reference	<input type="text"/>
Contract in Transit	\$0.00		
Customer Deposit	\$0.00		
Other	\$0.00		

Warranty Amount	\$0.00
Internal Amount	\$0.00
Total	\$441.59
Change Due	\$0.00

F8 - Save and Print Receipt

F9 - Cancel

F10 - Capture Electronic Signature

The default method to settle a repair would debit the AR customer for

Settle To GL

Balance: Settlement Date:

Drag a column header here to group by that column

Account	Amount Debit	Amount Credit	Reference	Memo
001-2-20601-01 (SALES TAX PAYABLE)	\$0.00	\$2.73	Tax	
001-4-30405-03 (SALES: LABOR - TRACTOR SHOP)	\$0.00	\$352.00		
001-5-40405-03 (COGS: LABOR - TRACTOR SHOP)	\$49.05	\$0.00		
001-6-51706-03 (EMPLOYEE COSTS RECOVERED)	\$0.00	\$49.05		
001-4-30205-02 (SALES: PARTS SHOP (TRACTOR))	\$0.00	\$34.07	15831-11090-620	
001-5-40205-02 (COGS: PARTS SHOP (TRACTOR))	\$34.07	\$0.00	15831-11090-620	
001-1-13100-01 (ITEM INVENTORY)	\$0.00	\$34.07	15831-11090-620	
> Double-Click to Select an Account...				

The Settle to GL option allows the user to select an account to settle the amount to. In this case, the user will apply the amount to the wholegood that is on the repair order.

Select GL Account ✕

Drag a column header here to group by that column

Location	Acct. #	Description	Type
RIMSS TRACTOR A...	001-1-10306-01	BANK OF AMERICA	BANK
RIMSS TRACTOR A...	001-1-10700-01	PAYROLL CHECKING	BANK
RIMSS TRACTOR A...	001-1-11100-01	CAPITAL ONE	BANK
RIMSS TRACTOR A...	001-1-11600-01	FINANCE & THRIFT	BANK
RIMSS TRACTOR A...	001-1-11605-01	PETTY CASH	BANK
RIMSS TRACTOR A...	001-1-11606-01	PETTY CASH - PARTS COUNTER DRAWER	BANK
RIMSS TRACTOR A...	001-1-11610-01	UNDEPOSITED FUNDS	BANK
RIMSS TRACTOR A...	001-1-11620-01	CREDIT CARD CLEARING	BANK
RIMSS TRACTOR A...	001-1-12100-01	A/R - TRADE	ACCOUNTS RECEIVABLE
RIMSS TRACTOR A...	001-1-13105-01	DIRTY CORE INVENTORY	ITEM INVENTORY
RIMSS TRACTOR A...	001-1-13140-01	NEW BUS INVENTORY	WHOLEGOODS INVENTORY
RIMSS TRACTOR A...	001-1-13145-01	NEW TRUCK INVENTORY	WHOLEGOODS INVENTORY
> RIMSS TRACTOR A...	001-1-13150-01	NEW EQUIPMENT INVENTORY	WHOLEGOODS INVENTORY
RIMSS TRACTOR A...	001-1-13160-01	USED EQUIPMENT INVENTORY	WHOLEGOODS INVENTORY
RIMSS TRACTOR A...	001-1-12800-01	EMPLOYEE RECEIVABLE	OTHER CURRENT ASSET
RIMSS TRACTOR A...	001-1-14093-01	PARTS SUSPENSE INVENTORY (CPA)	OTHER CURRENT ASSET
RIMSS TRACTOR A...	001-1-14101-01	PREPAID IRS TAXES	OTHER CURRENT ASSET
RIMSS TRACTOR A...	001-1-14102-01	PREPAID STATE TAXES	OTHER CURRENT ASSET
RIMSS TRACTOR A...	001-1-14103-01	PREPAID PROPERTY TAX	OTHER CURRENT ASSET
RIMSS TRACTOR A...	001-1-14104-01	PREPAID OTHER TAXES/LICENSES	OTHER CURRENT ASSET
RIMSS TRACTOR A...	001-1-14105-01	PREPAID INSURANCE	OTHER CURRENT ASSET
RIMSS TRACTOR A...	001-1-14106-01	PREPAID INTEREST	OTHER CURRENT ASSET

Find the Wholegood Inventory account for this unit and double-click.

Wholegoods ✖

System ID: 22491 Stock #: Description: Category: All Group: All Class: All Owner:

Serial #: Sales Status: All Make: All Model: All Rental Status: All New/Used: All Company/Location: All Fetch

Drag a column header here to group by that column

Inactive	System ID	Type	Owner	Sales Status	Description	Stock #	Serial #	Fleet M
False	22491	Sales	RIMSS TRACTOR AND EQUI...	AFS	LAND PRIDE RTR2064 REV TIL...	27L7271	667271	

1

✖ [Inactive] = 'False' Edit Filter

Find the same wholegood that you are currently working on.

Settle To GL

Balance: Settlement Date:

Drag a column header here to group by that column

Account	Amount Debit	Amount Credit	Reference	Memo
001-2-20601-01 (SALES TAX PAYABLE)	\$0.00	\$2.73	Tax	
001-4-30405-03 (SALES: LABOR - TRACTOR SHOP)	\$0.00	\$352.00		
001-5-40405-03 (COGS: LABOR - TRACTOR SHOP)	\$49.05	\$0.00		
001-6-51706-03 (EMPLOYEE COSTS RECOVERED)	\$0.00	\$49.05		
001-4-30205-02 (SALES: PARTS SHOP (TRACTOR))	\$0.00	\$34.07	15831-11090-620	
001-5-40205-02 (COGS: PARTS SHOP (TRACTOR))	\$34.07	\$0.00	15831-11090-620	
001-1-13100-01 (ITEM INVENTORY)	\$0.00	\$34.07	15831-11090-620	
001-1-13150-01 (NEW EQUIPMENT INVENTORY)	\$388.80	\$0.00	(22491) 27LL7271	
> Double-Click to Select an Account...				

By applying the amount against the wholegood, the cost of the unit will increase.

RIMSS WinNetStar Service Appointments Transaction Detail Report

Refresh Print Restore Layout Layouts

Location: RIMSS TRACTOR AND EQUIPMENT | RIMSS TRAC...
 Document Type: Customer Receipt, Finance Charge, ...
 GL Account Type: BANK, ACCOUNTS RECEIVABLE, W...
 GL Account: ...
 Document Ref ID: ...
 Reference: ...
 Name: ...

Period: Today
 Custom Date Range: From: 2/11/2015 To: 2/11/2015 Fetch

Drag a column header here to group by that column

Is Voided	Locat... Name	Docum... Refer...	Document ID	Document Date	Document Type	Complete Account Number	Account Description	Name	Referenced Account Description	Amount Debit	Amount Credit	Quantity	Last Modified By	Last Modified Date
			52300											
>	False	RIMS...	8132	52300	2/11/2015	Service Document	001-5-40405-03	COGS: LABOR - TRACTOR SHOP	RIMSS SALES DEPT (2570)	\$49.05		0.00	carl	2/11/2015
	False	RIMS...	8132	52300	2/11/2015	Service Document	001-5-40205-02	COGS: PARTS SHOP (TRACTOR)	RIMSS SALES DEPT (2570)	\$34.07		1.00	carl	2/11/2015
	False	RIMS...	8132	52300	2/11/2015	Service Document	001-6-51706-03	EMPLOYEE COSTS RECOVERED	RIMSS SALES DEPT (2570)		\$49.05	0.00	carl	2/11/2015
	False	RIMS...	8132	52300	2/11/2015	Service Document	001-1-13100-01	ITEM INVENTORY	RIMSS SALES DEPT (2570)		\$34.07	-1.00	carl	2/11/2015
	False	RIMS...	8132	52300	2/11/2015	Service Document	001-1-13150-01	NEW EQUIPMENT INVENTORY	RIMSS SALES DEPT (2570)	\$388.80		0.00	carl	2/11/2015
	False	RIMS...	8132	52300	2/11/2015	Service Document	001-2-20601-01	SALES TAX PAYABLE	RIMSS SALES DEPT (2570)		\$2.73	0.00	carl	2/11/2015
	False	RIMS...	8132	52300	2/11/2015	Service Document	001-4-30405-03	SALES: LABOR - TRACTOR SHOP	RIMSS SALES DEPT (2570)		\$352.00	0.00	carl	2/11/2015
	False	RIMS...	8132	52300	2/11/2015	Service Document	001-4-30205-02	SALES: PARTS SHOP (TRACTOR)	RIMSS SALES DEPT (2570)	\$34.07		0.00	carl	2/11/2015

8 SUM=\$471.92 SUM=\$471.92

[x] [v] [Is Voided] = 'False' And [Document ID] = '52300' Edit Filter

Reviewing the Transaction Detail report for this Repair Order shows the amount debiting the New Equipment Inventory for \$352.00 for this wholegood. Additionally, there is revenue and cost of goods sold for the parts and labor. Parts and Labor can be sold at cost or at some markup to the Sales Department.