HillMaster-SRV User's manual

Version 4.10

Garage (Workshop) Management Module

HillMark Ethiopia
Private Limited Company

2019

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1 Introduction

HillMaster-SRV is a member of HillMaster-ERP business software that is used for managing garage (Workshop) operations of a business organization. It can be used with other HillMaster-ERP modules in an integrated scenario. Specifically, the HillMaster-POS accredited by ERCA is used in a fully integrated environment with the HillMaster-SRV.

Recommenced System requirements for Server

- Processor: Intel® Xeon® processor E5-2600 v4 product family
- Operating System: Microsoft® Windows Server® 2008 R2 and above
- Availability: ECC memory, Hot-plug hard drives, Hot-plug redundant cooling, Hot-plug redundant power, iDRAC8, Internal Dual SD Module, Single Device Data Correction (SDDC)
  Spare Rank, Tool-less chassis, Support for high availability clustering and virtualization
  Proactive systems management alerts, iDRAC8 with Lifecycle Controller
- Chipset: Intel C610 series chipset
- Communications: Dual-port 1GB NIC
- Drive Bays: Internal hard drive bay and hot-plug backplane: Up to 8 x 3.5” **HDD**: SAS, SATA, Near-line SAS **SSD**: SAS, SATA
- Embedded Hypervisor (Optional)
- Optional supported hypervisors: Microsoft® Windows Server® 2012, with Hyper-V® Citrix® XenServer® VMware® vSphere® ESXiTM
- Memory: 32GB
- Network Controller: 2 x 1Gb
- RAID Controllers: Internal: PERC S130, ERC H330, PERC H730, PERC H730P ;
- Storage: 4 x 500GB Hot Plug SAS Hard Drives;

Recommended System requirements for Workstations

- Operating system: Windows 10 Pro 64
- Processor family: 8th Generation Intel® Core™ i7 processor
- Processor: Intel® Core™ i7 8700K with Intel® UHD Graphics 630
- Number of processors: 1
- Memory: 8 GB
- Memory Slots: 4 DIMM
- Storage: Internal drive bays - Two 3.5"; Two M.2 NVME 2280 SSD
- External drive bays: Two 5.25"

- Internal drive: 256 GB SATA SSD
- Additional storage: HP SD 4 Media Card Reader
- Storage controller: Integrated SATA
- Optical drive: HP Slim DVD-Writer
- Display and Graphics: Integrated
- Compatible displays: 17” Flat Screen
- Communications: LAN Integrated Intel® I219-LM PCIe® GbE
- Audio: Internal mono speaker
- Bundles: Keyboard, USB Optical Mouse

UPS

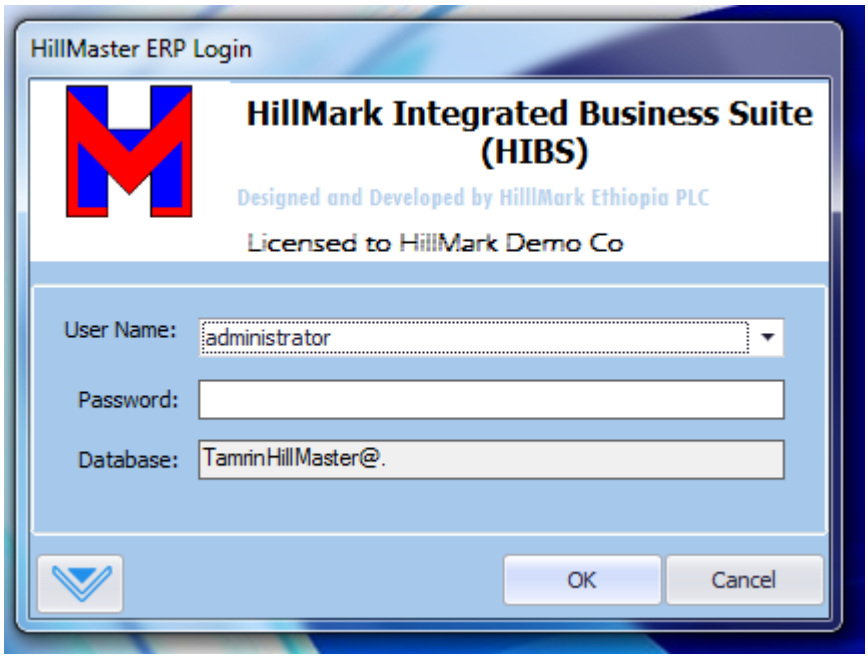
- Uninteruptable Power Suply Unit for Server 2.2KVA

Laserjet Printer:

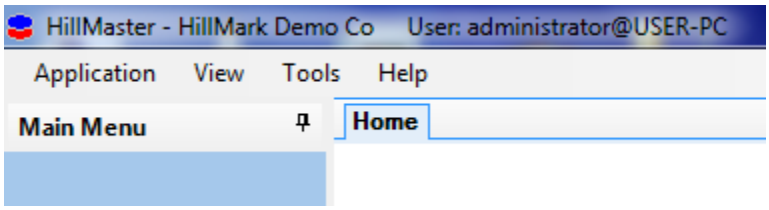
- Minimum of one Laserjet printer for each site location

2 Getting Started

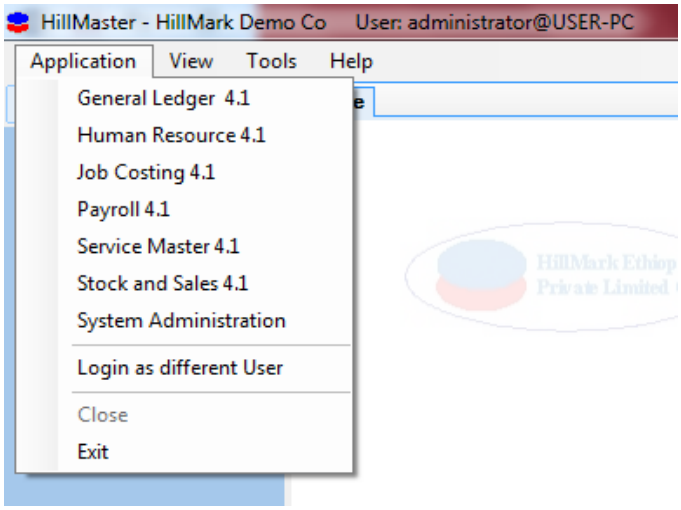
The installation of the application should be performed by a trained system administrator or HillMark Ethiopia. All HillMaster-ERP modules installed on the server for a client uses one login. After login with valid user name and password, the user can then select the specific module determined by the access privilege granted to him or her.



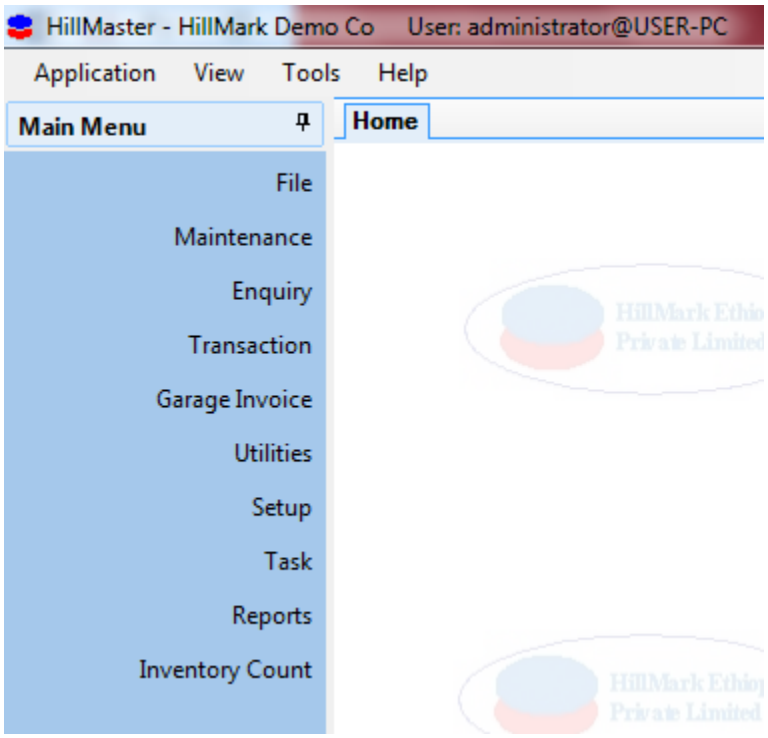
After login, the user should:



- Click on the “Application” and all the HillMaster-ERP modules installed will be listed;
- The user gets the fillowing page showing the list of installed modules;
- Click on the “Service Master 4.1” for HillMaster-SRV;



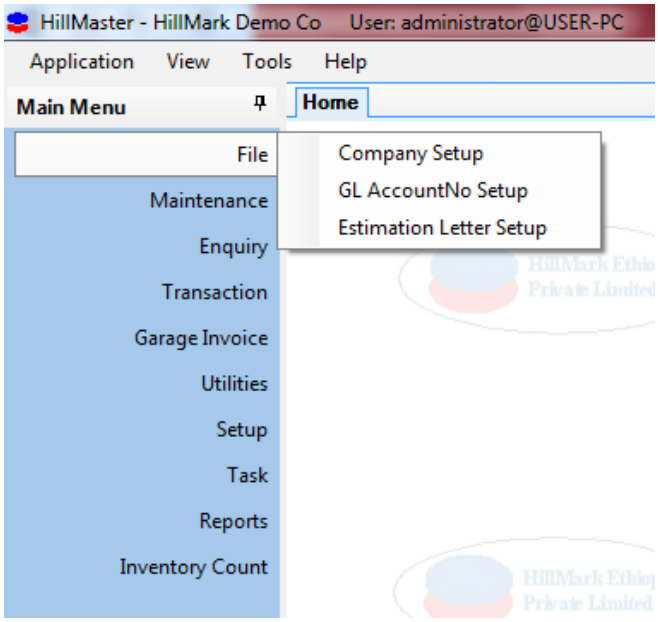
Clicking on "Service Master 4.1" should render the following Main Menu lists



A main menu component may give sub menus and you should click on the component that is relevant for your operation.

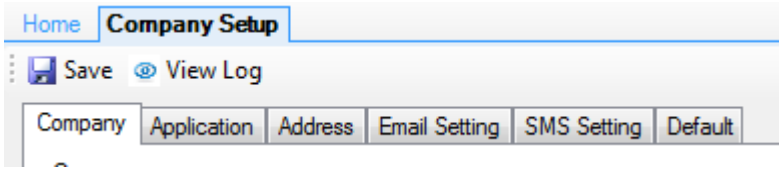
3 File Menu

The file menu contains three sub menu components for setting up company information, General Ledger account numbers and garage estimation letter setups.

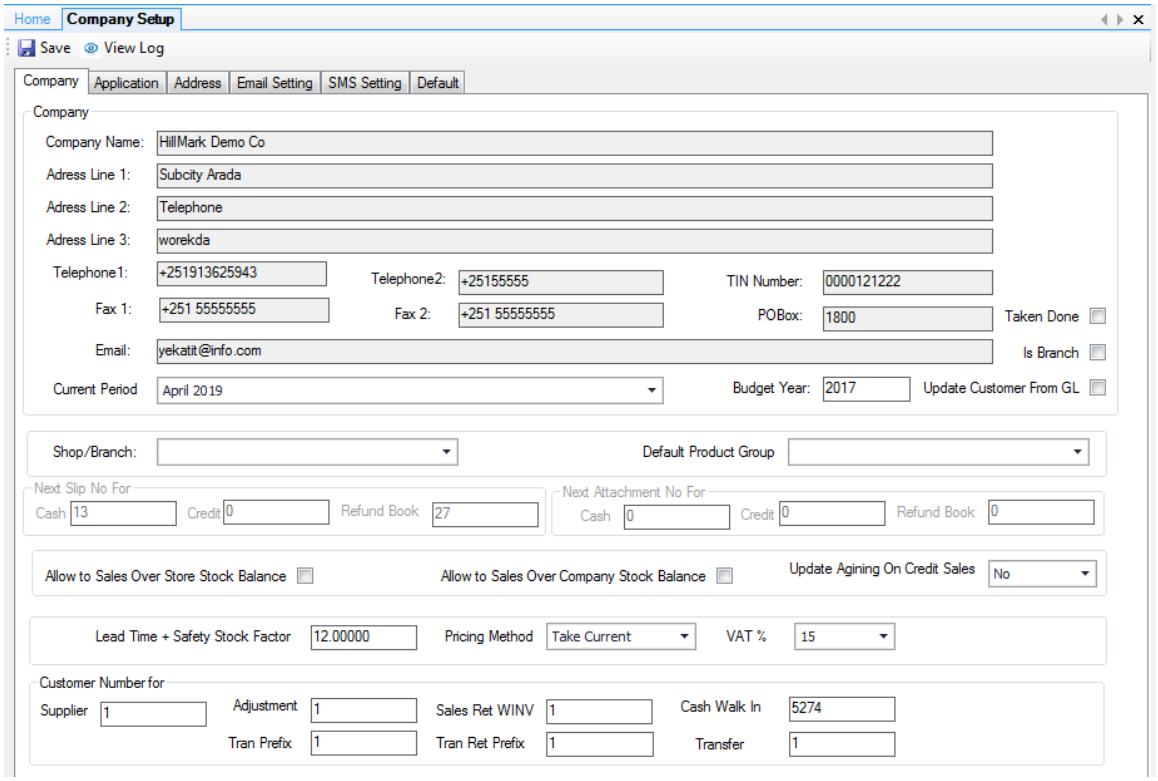


3.1 Company Setup

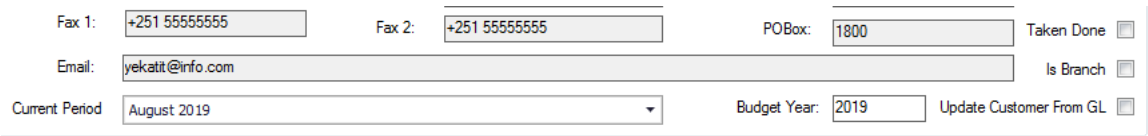
The company setup page contains different tabs. Some of the data values are automatically pulled from the System Administration module and will not allow you to change them within this module. The different tabs should be filled with relevant values for the system to properly behave when performing operations that use these values.



Company Tab:



On this page, you may update and save the following non read only fields:



Current Period: Select the current period (month) from the list and save

Budget Year: Select the current budget year from the list and save

Taken Done: If the conversion data has been imported, this will automatically be ticked.

Is Branch: If this implementation is on a branch site, this check box will be tiched.

Update customer from GL: If this is checked, then new customer creation can only be performed on the General Ledger module and will be linked to this service module to update customers automatically.

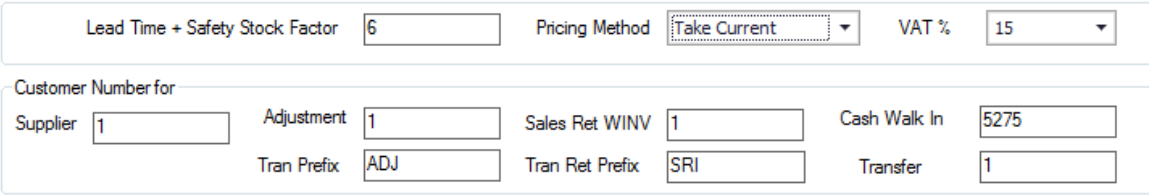
Shop/Branch: This where you select the location of your operation from the available lists.

Default product group: This is where you select the default product group to automatically appear for the selected Shop/Branch location.

Allow to sell over branch stock balance: If not ticked, the system will restrict you to sell only balances available in your Shop store.

Allow to sell over company stock balance: If not ticked, the system will restrict you to sell only balances available in your Company store balance.

Update aging on Credit sales: If "Yes" the system will automatically updates the aging on the general ledger for credit sales.



Lead time + safty stock factor: The number of months required as a lead time for stock replenishment.

Pricing method: Select one from the list of pricing methods used by the company. These pricing methods should first be setup by a user that has the right to do this.

VAT: Set VAT percentage applicable. This is normally 15%

Customer number supplier: Specify the starting number to be used by the system for Supplier number.

Adjustment number: Specify the starting number to be used by the sytem for adjustments

Adjustment transaction prefix: Specify the prefix to be used for adjustment transactions

Sales return with invoice number: Specify the starting number to be used by the sytem for Sales return invoice.

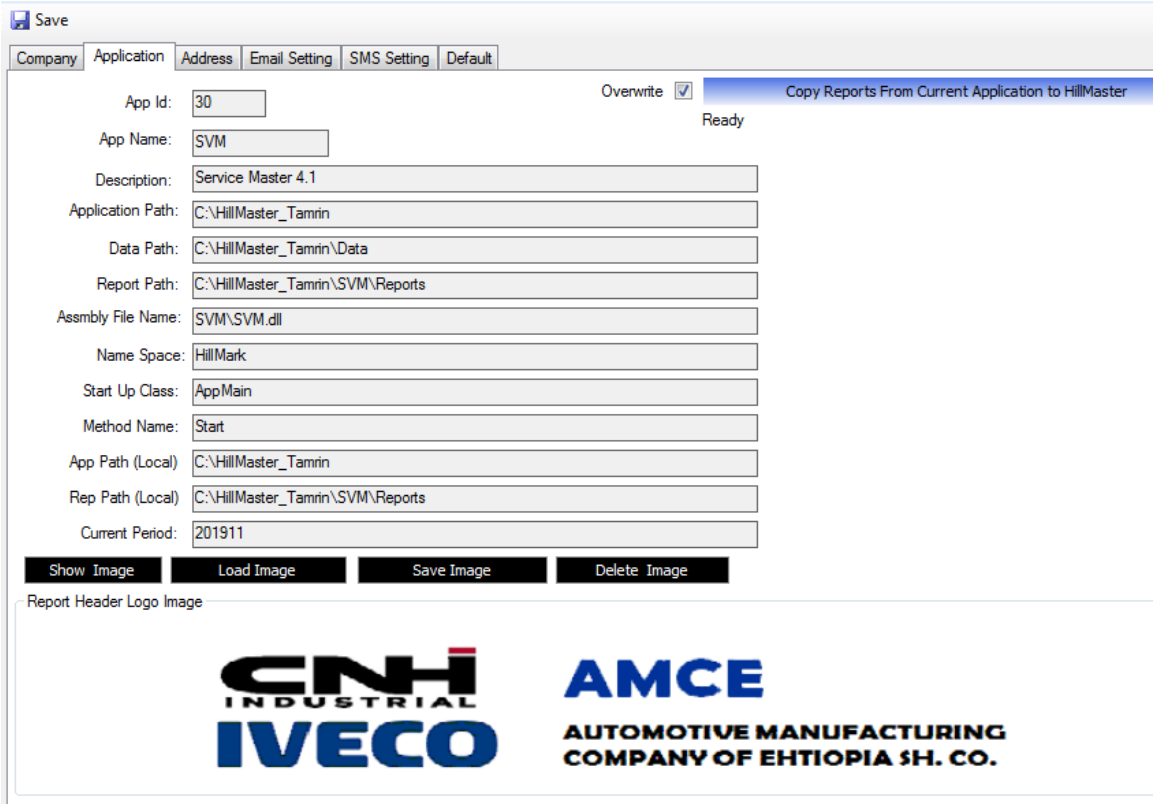
Sales return transaction prefix: Specify the prefix to be used for sales return transactions

Cash walkin customer number: Specify the starting number to be used by the sytem for walkin customers

Transfer: Specify the starting number to be used by the sytem for Transfers

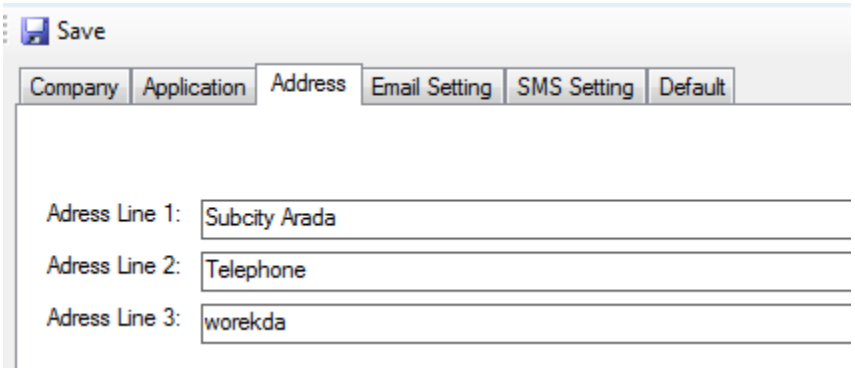
Application Tab:

In this tab, the system displays names and paths to the different data of the application and database. The image you see at the bottom appears in the show image and will appear on the report headers.



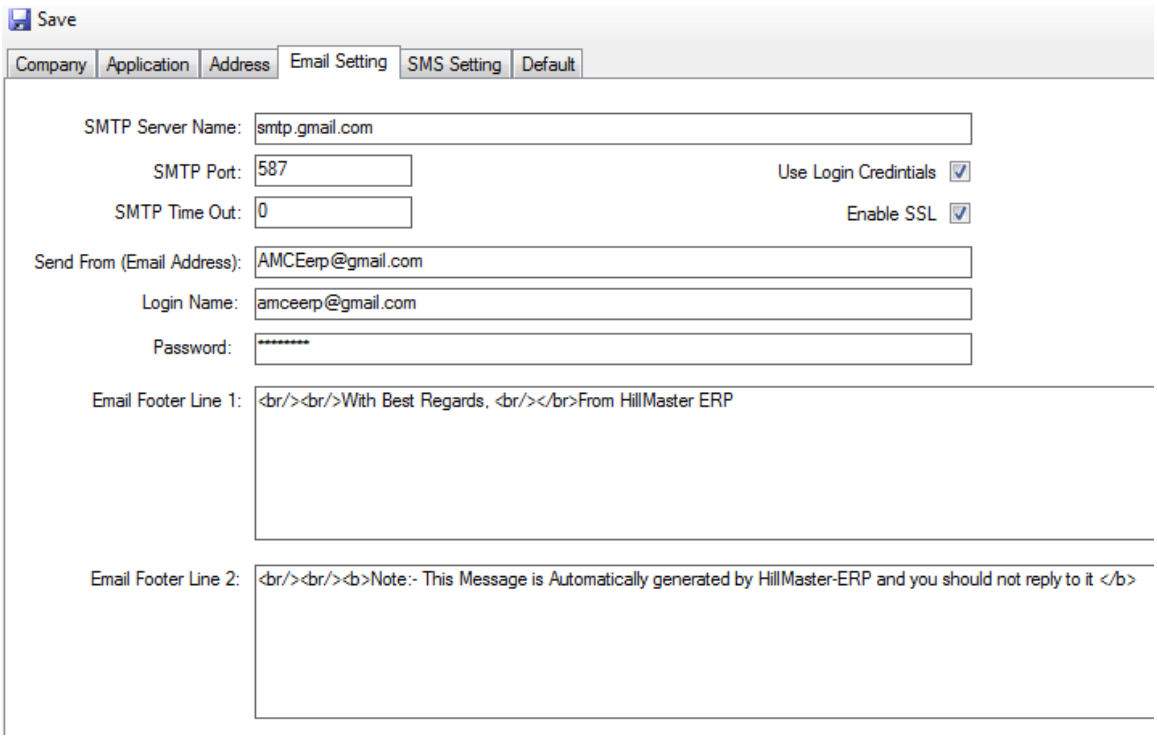
You can delete this image and replace it by another image to be used as a logo. To do this you need to load the new image and then save image.

Address Tab:



Specify values that describ your company address in the 3 line fields provided.

Email Setting Tab:



This should be filled by the system administrator. It is used for setting up commercial messages or other relevant informations that should appear in the footer of the automatic email messages generated and sent by the system.

SMS Setting Tab:

This should be filled by the system administrator. It is used for setting up commercial messages or other relevant informations that should appear in the footer of the automatic SMS messages generated and sent by the system.

Save

Company | Application | Address | Email Setting | SMS Setting | Default

Message Server Type	ActiveXpert
MS SQL Server Name:	.
SQL Server User Id:	sa
Password:	
Database Name:	messages
Sender Number:	+251911202955
Footer Line 1:	
Footer Line 2:	
Footer Line 3:	----------
Footer Line 4:	DMS From HillMark Ethiopa PLC
Footer Line 5:	Payment should be in CPO,CHEQUE or Cash

Default Tab:

This page is used for defining prefixes, next starting numbers, maximum length of the reference number excluding prefixes for selected transaction types. Option to append current budget year and current month to the end of the transactions specified can be enabled by ticking the check box.

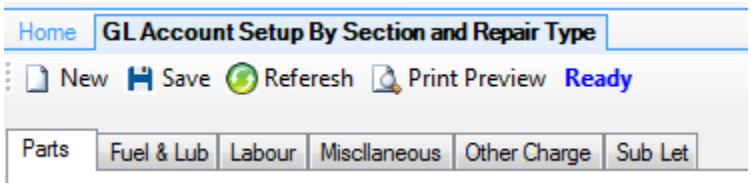
Company | Application | Address | Email Setting | SMS Setting | Default

Current Reference No Setup

	Prefix	Next No	Max Length	Inc Yr	Inc Mth
Cash Sales Order No.:	CS	143	4	☑	☑
Credit Sales Order No.:	CR	1	4	☑	☑
Proforma Invoice No.:	PR	1	4	☑	☑
Refund/Credit Note No.:	RB	1	4	☑	☑

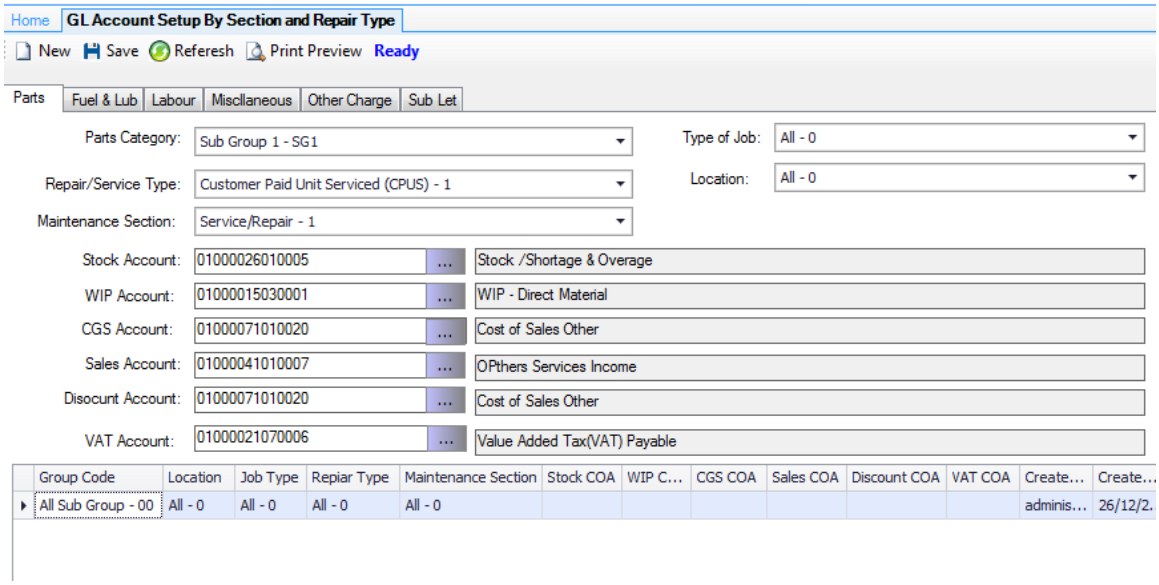
3.2 GL Accounts setup

This page covers setup data organized in to the following tabs. Each tab should be setup with relevant data.



3.2.1 Parts tab:

Setup of fields defined here involves selection of relevant value from the selection lists. These selection lists should therefore be setup in the proper section of the installation.



Parts category: Parts are setup in to main and sub groups in the HillMaster-COSS module to which this service module is linked. You Selects the main or sub group of parts stock for hich you shall setup the associated accounts for segrigating parts used for garage service.

Repair service type: The available service types setup in the "Maintenance" menu of this module and will be listed here. You should select and setup accounts for each repair or service types.

Section: Available sections in the garage shall be setup in the "Setup" menu of this module will be listed here. You should select and setup accounts for each maintenance section.

Type of job: Available job types in the garage shall be setup in the "Maintenance" menu of this module and will be listed here. You should select and setup accounts for each maintenance section

Location: Available garage locations are setup in the global parameter and will be listed here. You should select and setup accounts for each locations.

Stock account: These are accounts maintained in the COA by finance. Appropriate account should be selected and maitained preferably by finance user.

WIP Account: These are accounts maintained in the COA by finance. Appropriate account should be selected and maitained preferably by finance user.

CGS account: These are accounts maintained in the COA by finance. Appropriate account should be selected and maitained preferably by finance user.

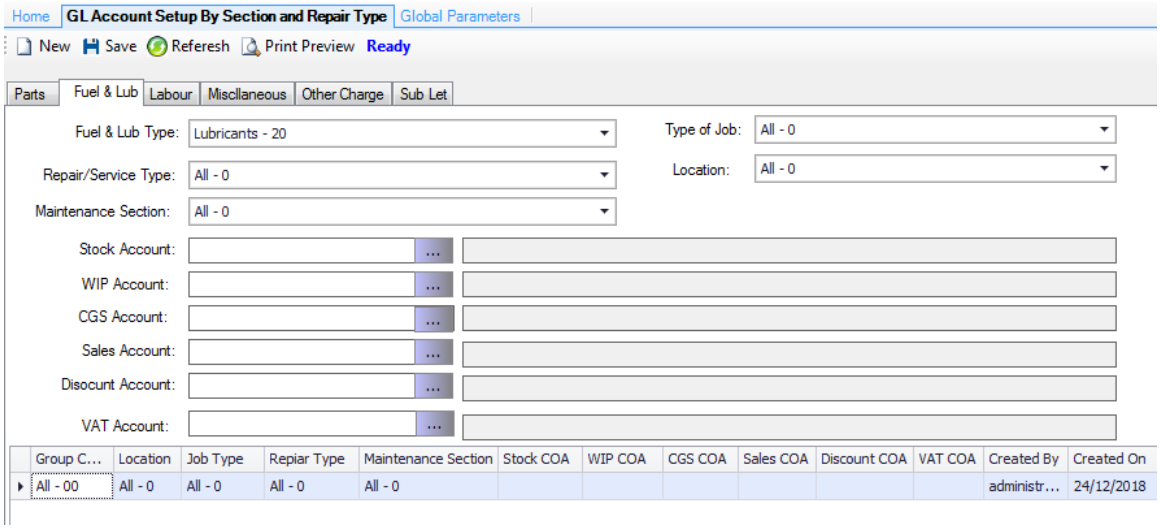
Sales account: These are accounts maintained in the COA by finance. Appropriate account should be selected and maitained preferably by finance user.

Discount account: These are accounts maintained in the COA by finance. Appropriate account should be selected and maitained preferably by finance user.

VAT account: These are accounts maintained in the COA by finance. Appropriate account should be selected and maitained preferably by finance user.

3.2.2 Fuel & Lubricants:

Setup of fields defined here involves selection of relevant value from the selection lists. These selection lists should therefore be setup in the proper section of the installation.



Fuel & Lub type: Fuel & Lub types are setup in to the Maintenance part of this module and is listed here. You should select and maintain the associated accounts for segrigating fuel & lub used for garage services.

Repair service type: The available service types setup in the "Maintenance" menu of this module and will be listed here. You should select and setup accounts for each repair or service types.

Section: Available sections in the garage shall be setup in the "Setup" menu of this module will be listed here. You should select and setup accounts for each maintenance section.

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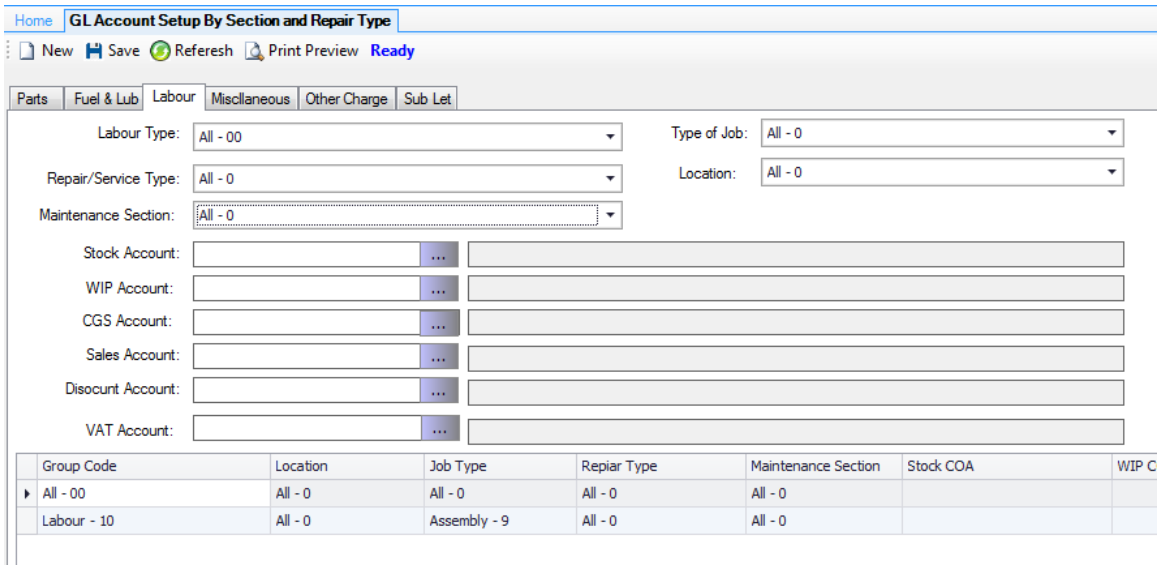
VAT account: These are accounts maintained in the COA by finance. Appropriate account should be selected and maitained preferably by finance user.

3.2.3 Labor:

Setup of fields defined here involves selection of relevant value from the selection lists. These selection lists should therefore be setup in the proper section of the installation.



Labor type: Labor types are setup in the Maintenance part of this module and are listed here. You should select and maintain the associated accounts for segrigating labor types used for garage services.

Repair service type: The available service types setup in the "Maintenance" menu of this module and will be listed here. You should select and setup accounts for each repair or service types.

Section: Available sections in the garage shall be setup in the "Setup" menu of this module will be listed here. You should select and setup accounts for each maintenance section.

Type of job: Available job types in the garage shall be setup in the "Maintenance" menu of this module and will be listed here. You should select and setup accounts for each maintenance section

Location: Available garage locations are setup in the global parameter and will be listed here. You should select and setup accounts for each locations.

Stock account: These are accounts maintained in the COA by finance. Appropriate account should be selected and maitained preferably by finance user.

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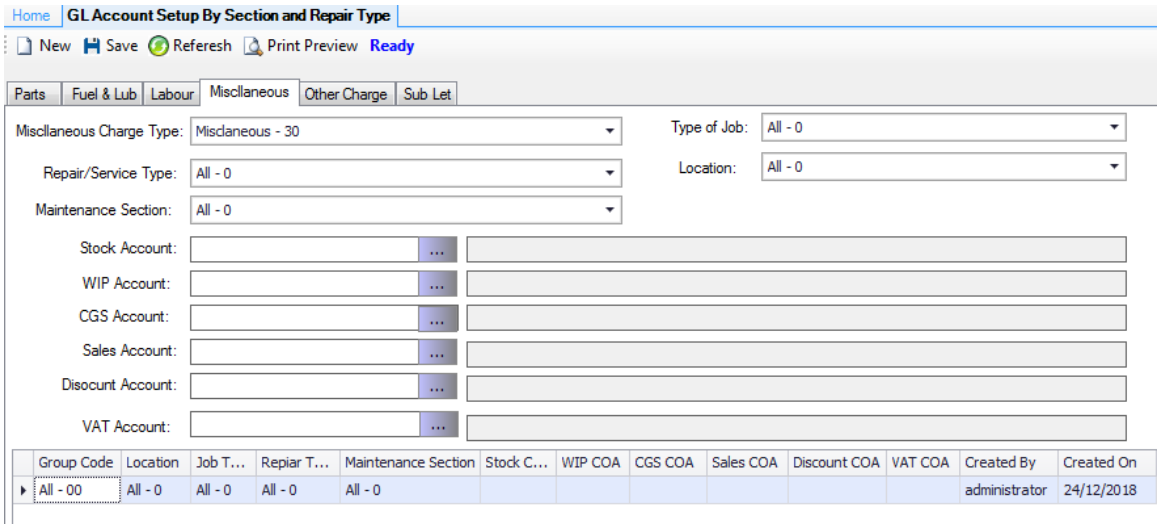
VAT account: These are accounts maintained in the COA by finance. Appropriate account should be selected and maitained preferably by finance user.

3.2.4 Miscelaneous:

Setup of fields defined here involves selection of relevant value from the selection lists. These selection lists should therefore be setup in the proper section of the installation.



Miscelaneous charge types: These types are setup in the Maintenance part of this module and are listed here. You should select and maintain the associated accounts for segrigating miscelaneous charge types used for garage services.

Repair service type: The available service types setup in the "Maintenance" menu of this module and will be listed here. You should select and setup accounts for each repair or service types.

Section: Available sections in the garage shall be setup in the "Setup" menu of this module will be listed here. You should select and setup accounts for each maintenance section.

Type of job: Available job types in the garage shall be setup in the "Maintenance" menu of this module and will be listed here. You should select and setup accounts for each maintenance section

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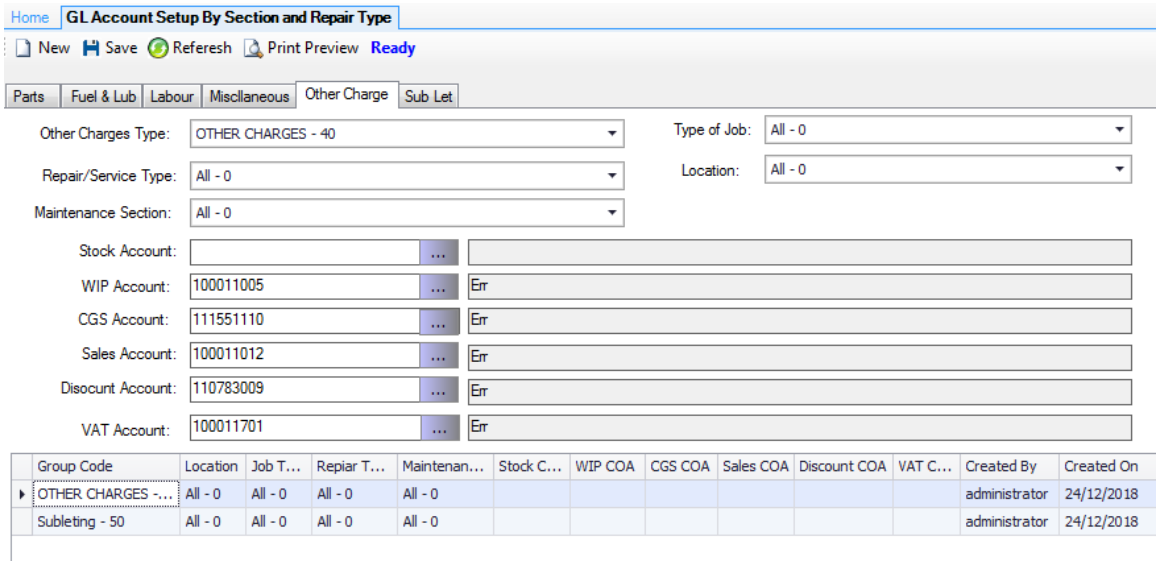
VAT account: These are accounts maintained in the COA by finance. Appropriate account should be selected and maitained preferably by finance user.

3.2.5 Other charges:

Setup of fields defined here involves selection of relevant value from the selection lists. These selection lists should be setup in the proper section of the installation first.



Other charge types: These types are setup in the Maintenance part of this module and are listed here. You should select and maintain the associated accounts for segrigating miscelaneous charge types used for garage services.

Repair service type: The available service types setup in the "Maintenance" menu of this module and will be listed here. You should select and setup accounts for each repair or service types.

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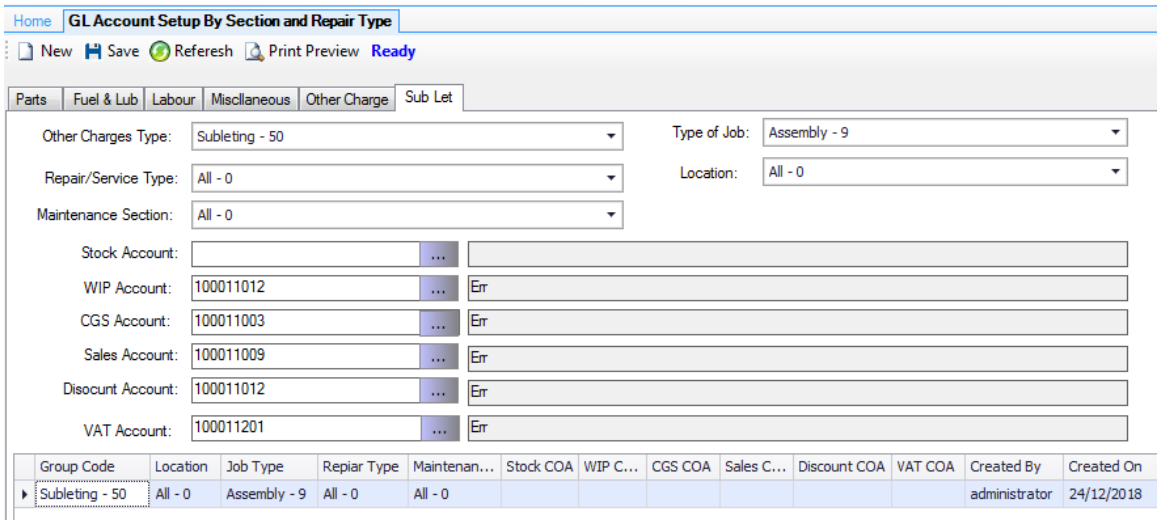
VAT account: These are accounts maintained in the COA by finance. Appropriate account should be selected and maitained preferably by finance user.

3.2.6 Sublet works:

Setup of fields defined here involves selection of relevant value from the selection lists. These selection lists should therefore be setup in the proper section of the installation.



Other charge types: These types are setup in the Maintenance part of this module and are listed here. You should select and maintain the associated accounts for segrigating charges for sub let works used for garage services.

Repair service type: The available service types setup in the "Maintenance" menu of this module and will be listed here. You should select and setup accounts for each repair or service types.

Section: Available sections in the garage shall be setup in the "Setup" menu of this module will be listed here. You should select and setup accounts for each maintenance section.

Type of job: Available job types in the garage shall be setup in the "Maintenance" menu of this module and will be listed here. You should select and setup accounts for each maintenance section

Location: Available garage locations are setup in the global parameter and will be listed here. You should select and setup accounts for each locations.

Stock account: These are accounts maintained in the COA by finance. Appropriate account should be selected and maitained preferably by finance user.

WIP Account: These are accounts maintained in the COA by finance. Appropriate account should be selected and maitained preferably by finance user.

CGS account: These are accounts maintained in the COA by finance. Appropriate account should be selected and maitained preferably by finance user.

Sales account: These are accounts maintained in the COA by finance. Appropriate account should be selected and maitained preferably by finance user.

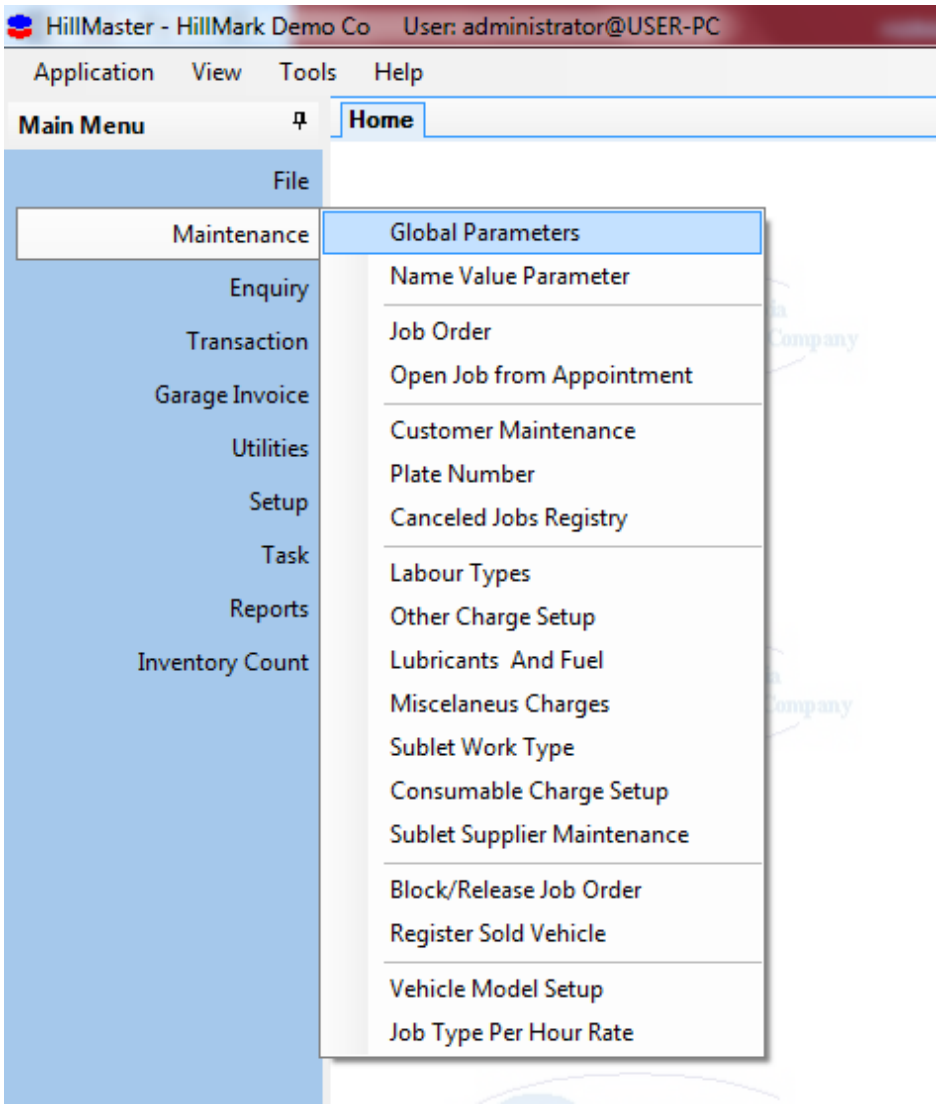
Discount account: These are accounts maintained in the COA by finance. Appropriate account should be selected and maitained preferably by finance user.

VAT account: These are accounts maintained in the COA by finance. Appropriate account should be selected and maitained preferably by finance user.

3.3 Letter or Memo template setup

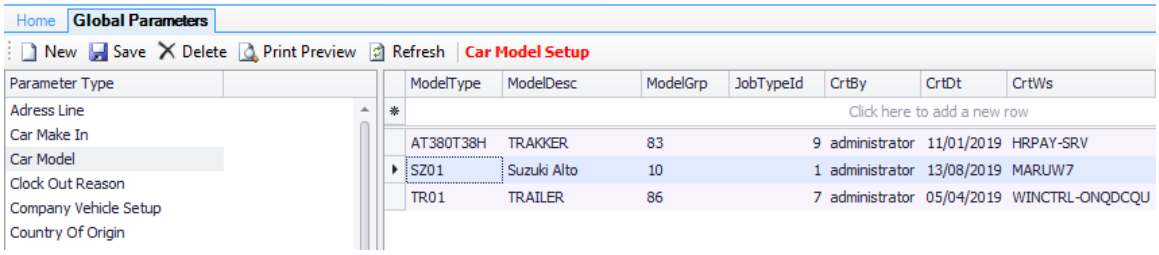
This setup should be performed only be technical user or the professional HillMaster-ERP implementer. Therefore, it is purposely omited in the description of this user's manual.

4 Maintenance menu



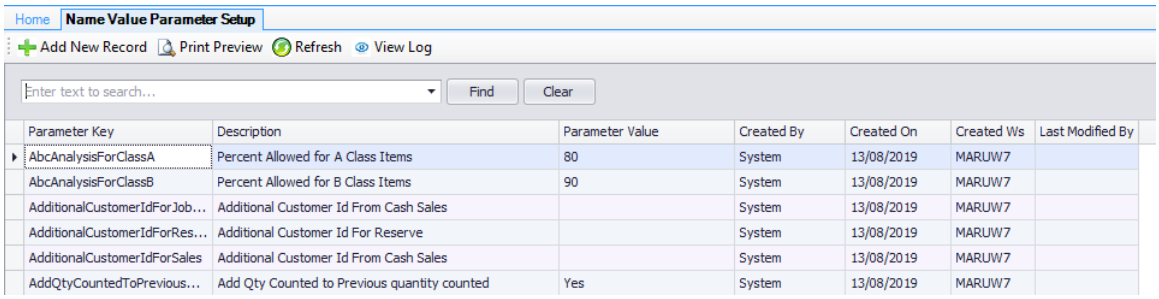
4.1 Global parameter

The global parameter page is used for setting up different lookup values. These lookup values will appear in different parts of the system as a selection list. New values for specified parameters are created and maintained here. The table below for example shows different values for Car model. New models can be added here.



4.2 Name value parameter

Name value parameter page is used to define the different values that a given parameter can assume. A user should not change the values once it is setup without the consent of the system implementer.



Among important parameters for garage service business are the following since they are required for opening job order cards:

Repair / Service type:	This setup is performd within the Maintenace menu of this system. Each service type should be created with identifying Id, description, rate applicable if supplied by your company, rate applied if supplied by other company, and the likes.
Garage invoice types:	Garage invoice types are created in the global parameter setup contained in the maintenance menu. This includes Cash, Credit or Internal units.
Vehicle Make-in:	Vehicle make-in data is created in the global parameter setup contained in the maintenance menu. When you open a new job, this data is available as a selection. If not created first it will not appear in the selection list and should be created first to open the job card. This includes Cash, Credit or Internal units.

Model types:

This setup is performd within the Maintenace menu of this system. Each Vehicle model

No	Model	Description	Model Group	Job Type
1	AT380T38H	TRAKKER	Iveco Trakker - 83	9 - Assembly
2	CB01	CARGO BODY	Iveco Trakker CB - 84	5 - Cargo Body Manufacturing
3	F651LM	Toyota	Toyota Passenger Vehicles - 10	0 - All
4	PA01	PAINTING	Iveco Trakker PA - 85	6 - Painting
5	R01	Repair For All Model	Iveco Trakker TR - 86	1 - Auto Service
6	SZ01	Suzuki Alto	Toyota Passenger Vehicles - 10	1 - Auto Service
7	SZ02	WHAT IS UP	Toyota Passenger Vehicles - 10	
8	TR01	TRAILER	Iveco Trakker TR - 86	7 - Trailer

type should be created with identifying code, description, model group and job types applicable to the created model type.

Garage locations:

Garage locations, if your company has different locations, are created in the global parameter setup contained in the maintenance menu. The locations setup here will appear as a selection list when opening job cards.

Types of Jobs:

The different types of jobs performed in your company's garage should be created in the maintenance menu of the system. When you open a new job, this data is available as a selection. If not created first it will not appear in the selection list and should be created first to open the job card.

Repair sections:

This setup is performd within the Maintenace menu -> model setup -> repair section tab of this system.

Model Group | Model | Repair Section | Maintenance Section

No	Section Id	Section Name	Job Type Id
1	1	Service/Repair	0 - All
2	2	Body/Paint	0 - All
3	3	Cargo Body	5 - Cargo Body M...
4	4	Painting	6 - Painting
5	5	Trailer	7 - Trailer
6	9	NS	0 - All
7	99	Assembly	9 - Assembly

Each maintenance section should be created with identifying code, section name and job types performed in the created section.

Vehicle classes:

Setup this data with-in the global parameter of the maintenance menu.

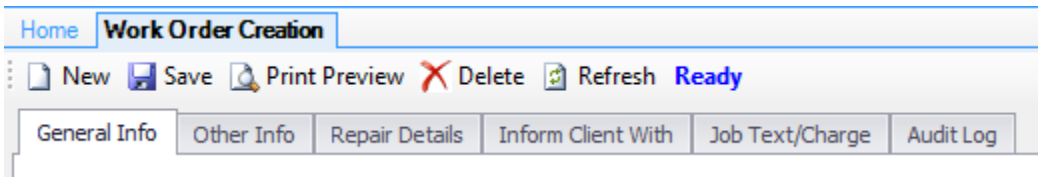
Job card receiver:

Setup this from the global parameter of the maintenance menu

IdNo	FullName
1	Shimelis
2	Daniel
3	Huluwork

4.3 Job Order

New job orders are opened from this page. The page has different tabs for maintaining general information, other information, repair details, informing client, job text and audit log for each job that is created on the system. Click on the proper tab and record the data required in the appropriate fields. The general info tab and job text/charge tab must be filled for any new job.

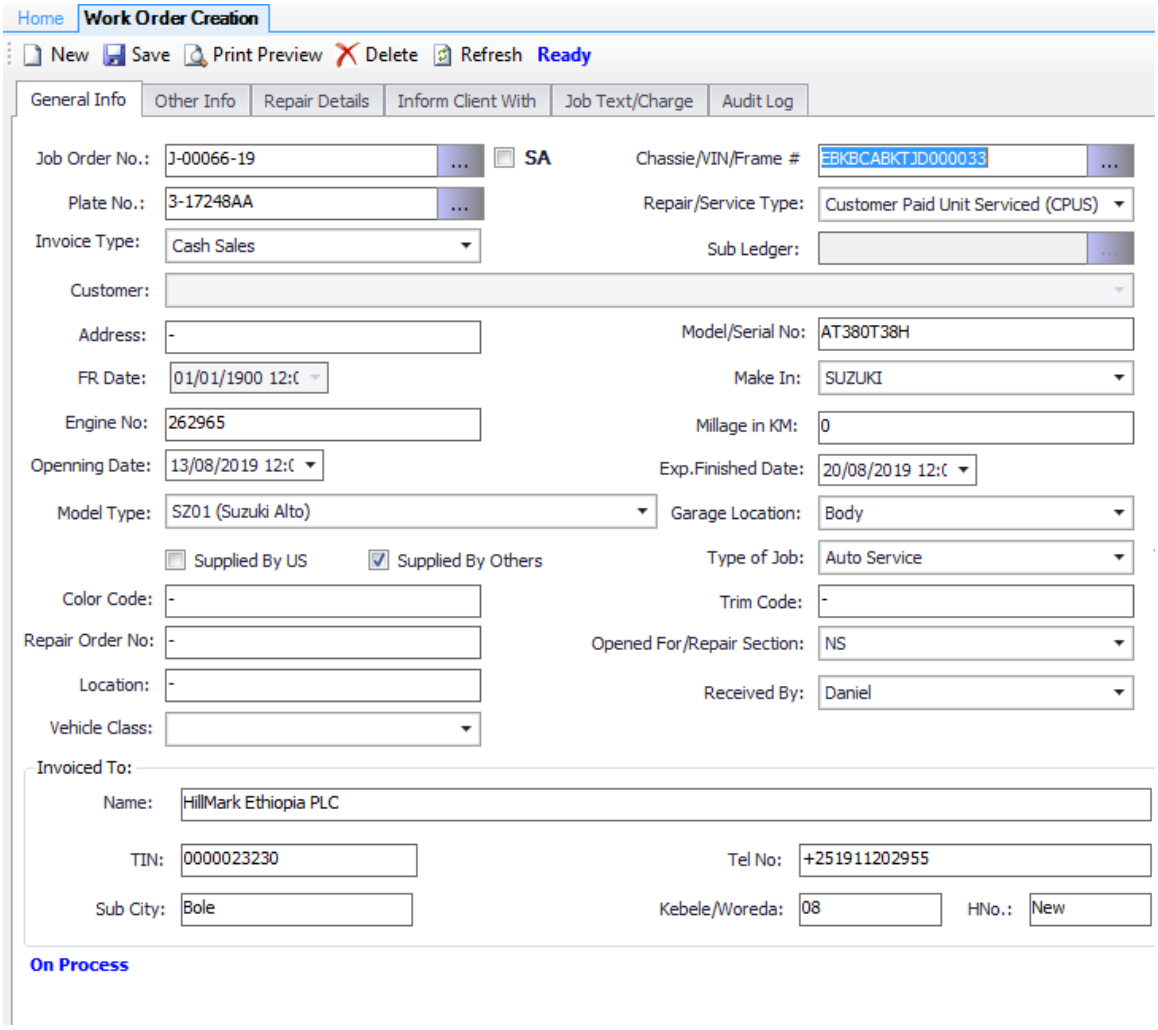


Note: Opening of Job Order for vehicle plate numbers or customers included in the blocked list is not possible. It should be first released from the block list.

General information tab:

This page is used for maintaining general information for the job opened. To open new Job order do the following:

- Click on "Refresh" to clear data fields;
- Click on "New" and the system will assign a new Job order number;
- Chassis number: Type in the Chassis number of the vehicle.
- Plate number: Type in the plate number of the vehicle.
- Repair/Service type: Select the repair or service type from the selection list. These repair or service types should be maintained in to the system to be listed here.
- Invoice type: Select if the payment for the job is to be made in cash or on credit.
- Sub ledger: If the invoice type is "Credit" the customer name and sub ledger should be selected from the list. It is not required if invoice type is cash.
- Customer: If the invoice type is "Credit" the customer name and sub ledger should be selected from the list. It is not required if invoice type is cash.
- Address: Type customer address
- Model/Serial number: Type in the model number of the vehicle.
- FR Date:
- Make: Type the make of the Vehicle
- Engine Number: Type in the Engine number of the vehicle.
- Millage in KM: Type in the Kilometer reading
- Opening date: Type in the opening date. The system will automatically take current date if not selected.
- Expected finish date: Type in the expected finish date. The system will automatically take current date if not selected.
- Model type: Choose from the selection list of available model types. If new, it should be created first.



- Garage location: Select the location at which the job is opened from the selection list
- Supplied by Us or Others: Indicate by ticking the check box to mark if the vehicle is supplied by your company or others.
- Type of job: Select the service type from the selection list. If new, it should be created first.
- Color code: This data is required for Auto Assembly line setup. You fill in the color code of the vehicle to be assembled or just put "-"for other operations.
- Trim code: This data is required for Auto Assembly line setup. You fill in relevant data of the vehicle to be assembled or just put "-"for other operations.
- Repair order number: This data is required for Auto Assembly line setup. You fill in the relevant data of the vehicle to be assembled or just put "-" for other operations.
- Opened for repair section: This data is required for Auto Assembly line setup. You fill in the relevant data of the vehicle to be assembled or just put "-" for other operations.
- Location: This data is required for Auto Assembly line setup. You fill in the relevant data of the vehicle to be assembled or just put "-" for other operations.
- Received by: Type the staff that has received the vehicle from the customer.
- Invoice to Name: If the invoice type selected for this job is "Cash" the customer name, TIN, sub city, Woreda, Telephone number and House number should be specified here as this data will appear in the invoice.

- Invoice to TIN: If the invoice type selected for this job is "Cash" the customer name, TIN, sub city, Woreda, Telephone number and House number should be specified here as this data will appear in the invoice.
- Invoice to telephone: If the invoice type selected for this job is "Cash" the customer name, TIN, sub city, Woreda, Telephone number and House number should be specified here as this data will appear in the invoice.
- Invoice to sub city: If the invoice type selected for this job is "Cash" the customer name, TIN, sub city, Woreda, Telephone number and House number should be specified here as this data will appear in the invoice.
- Invoice to Woreda: If the invoice type selected for this job is "Cash" the customer name, TIN, sub city, Woreda, Telephone number and House number should be specified here as this data will appear in the invoice.
- Invoice to House number: If the invoice type selected for this job is "Cash" the customer name, TIN, sub city, Woreda, Telephone number and House number should be specified here as this data will appear in the invoice.

Other information:

This page is not applicable to this version of the system.

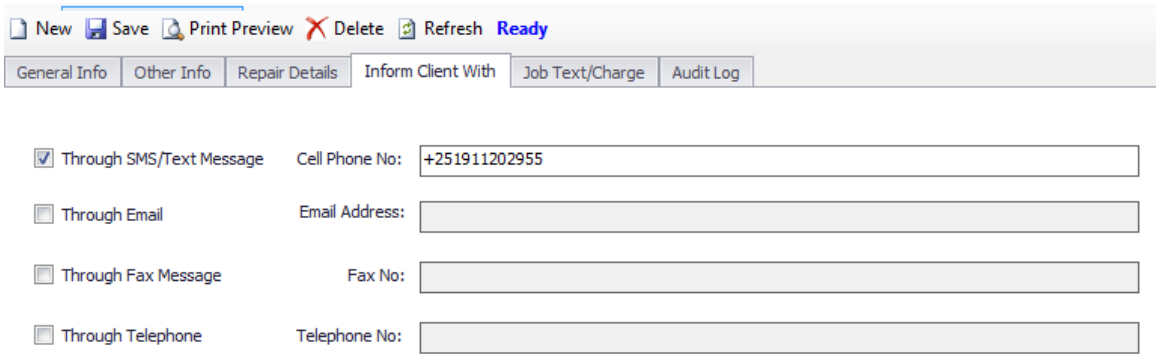
Repair details:

This page is not applicable to this version of the system.

Informing client:

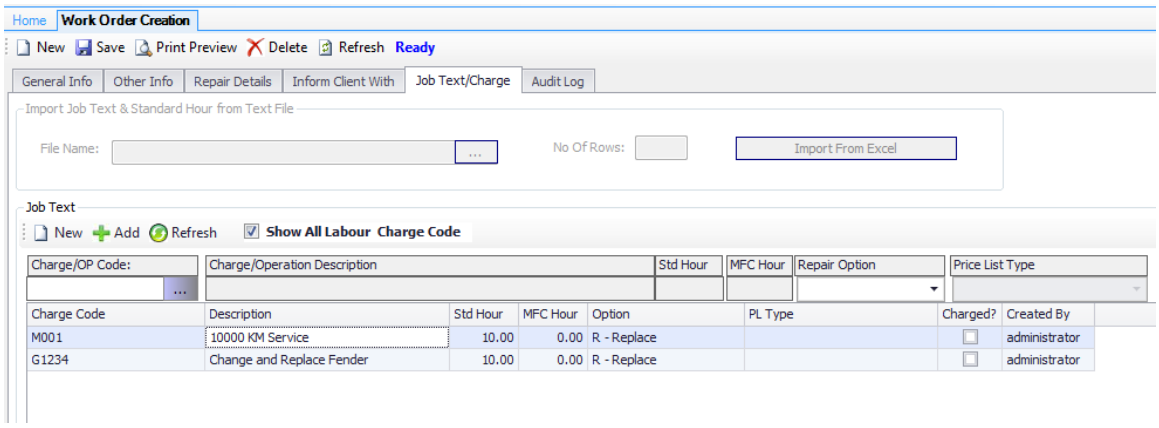
This page is used to setup the method by which the client is contacted or notified on completion of the job.

- Tick the selected check box and capture the address and then save your data



Job text tab:

This page is used to list and save all the jobs to be performed on the job opened by labor code. Each labor code represents a job text which means task to be performed. Only labor codes that are set for the model will be available for selection in the list.

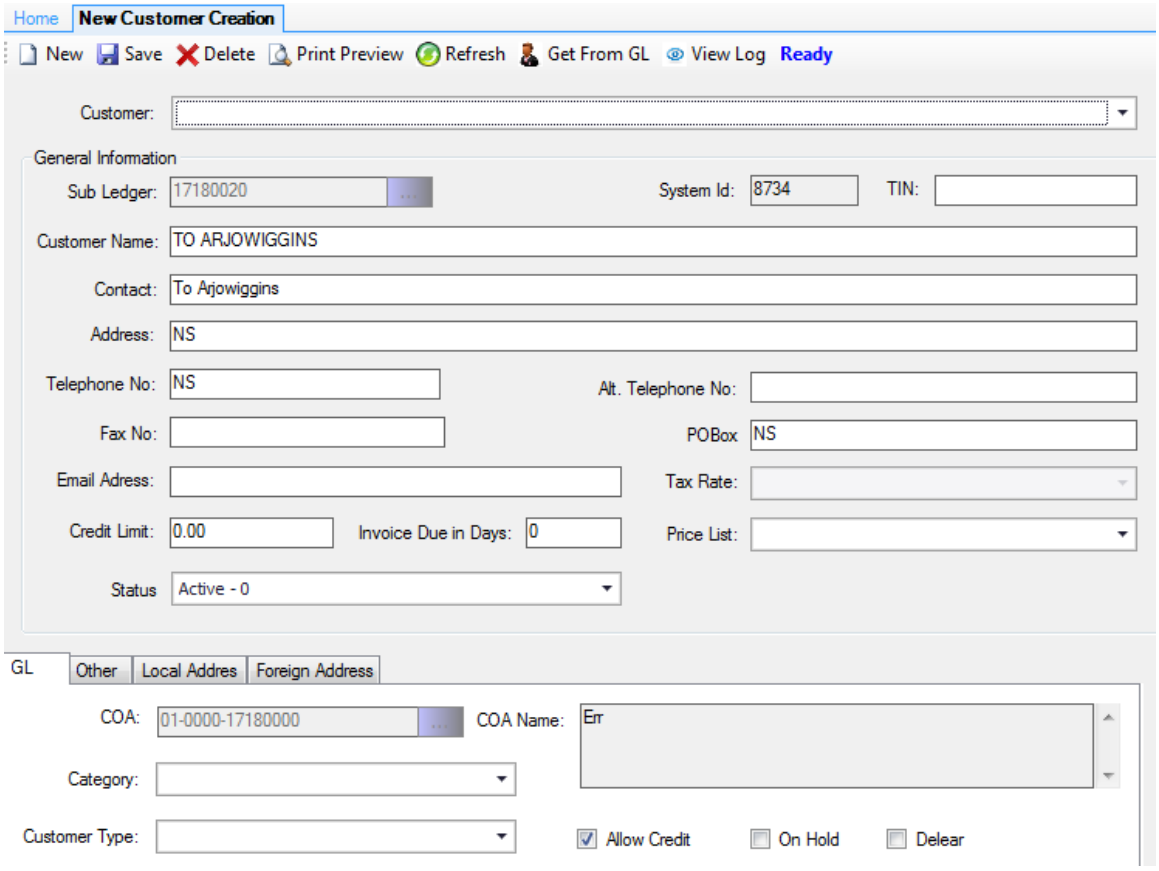


- Select the charge code and click on enter;
- Click on "Add" button to add to the job text;

Audit log tab:

This page is used to review all actions performed for this job by authorized user.

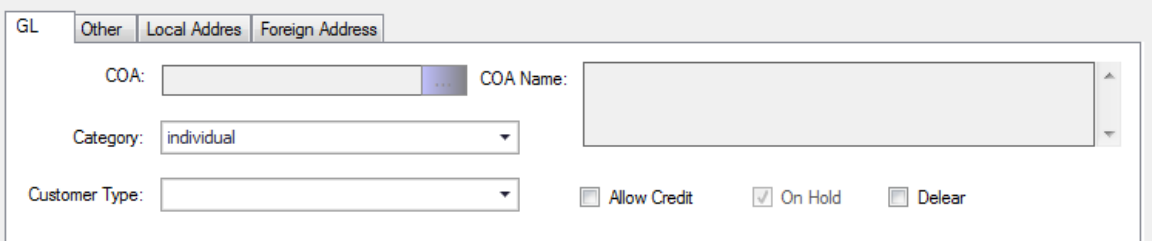
4.4 Customer Maintenance



Customers are created in the general ledger module and pulled to the service module. This page is used only if the HillMaster-COGL is not implemented.

- Click on the "Refresh" button to clear data from the fields;
- Click on "New" to create a new customer;
- Fill the fields in the general information section with relevant data as follows:
- Sub ledger number: type the sub ledger number applicable to this customer in the COA;
- TIN: type the customer TIN number, should be 10 or 13 digits;
- Customer name: Name of the customer;
- Contact: type the name of contact person in the company;
- Address: fill the address fields with relevant data;
- Price list: Select the price type that is used for the created customer;

The bottom part of the page is where you setup the GL account numbers and other data for this customer:

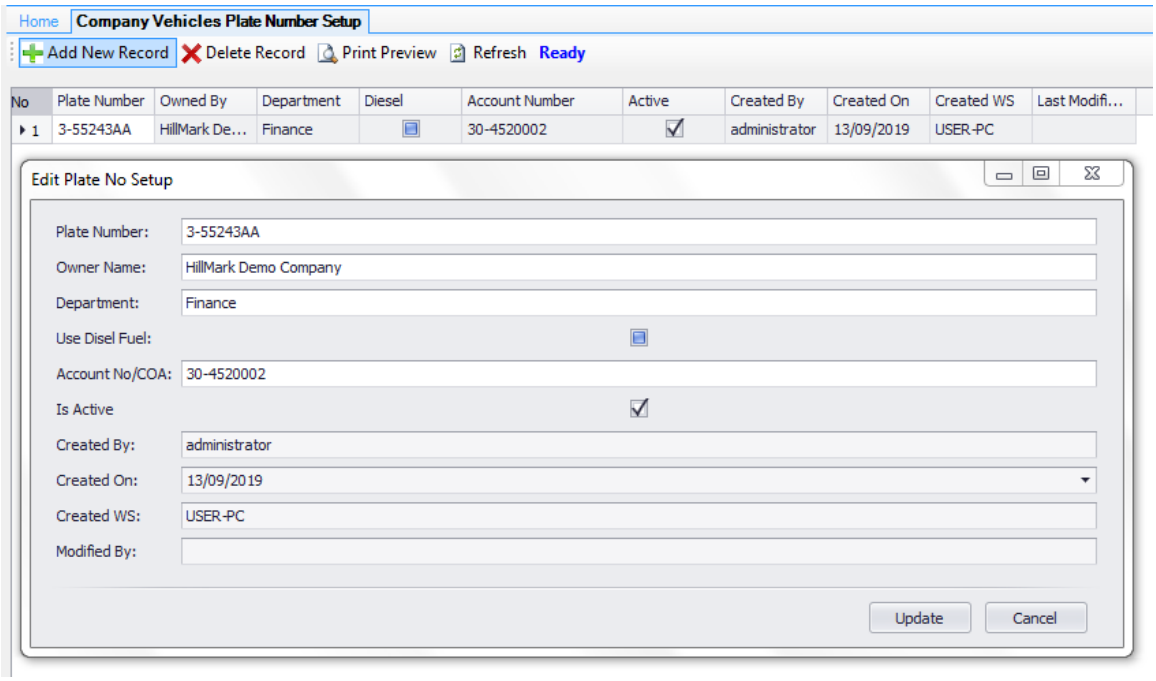


- GL Tab: Setup account numbers in the COA for this customer including customer type and whether credit is allowed or not.
- Other info tab: Specify the specific address details for the customer created
- Local Address: For customer based in Ethiopia
- Foreign address: If the customer is based outside of Ethiopia

4.5 Plate number maintenance

This page is used to record vehicles that belong to the company. These vehicles are treated as internal owned by the company for which standard invoices may not be printed like that of external customers and treatment of costs of spare parts issued to jobs and labor costs for internal vehicles can be different.

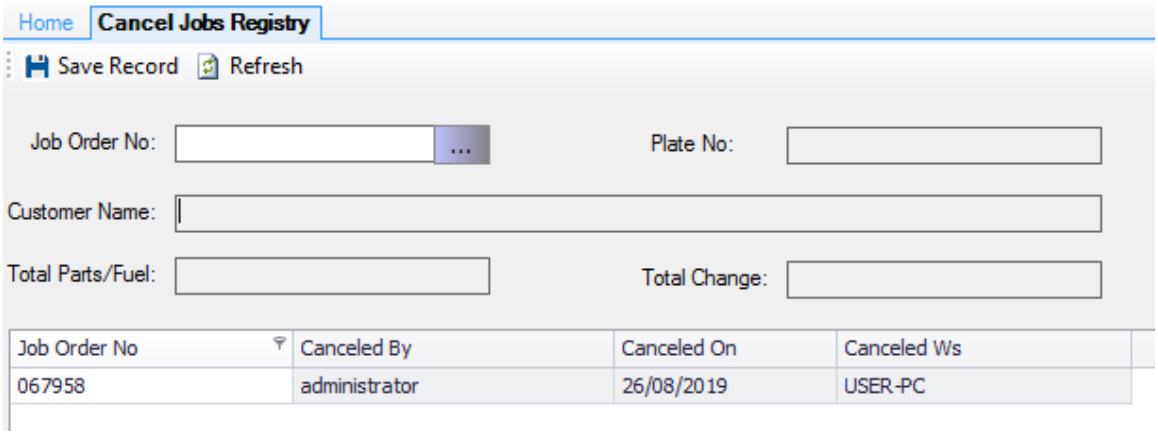
- Click on "Add New" record;



- Fillin the plat number;
- Fillin the Owner name. Normally this is company Name of Employee working for the company;
- Type the Department name,
- Tick in the check box if the vehicle uses deseil fuel;
- Specify valid account number for the department to which the vehicle belongs;
- Finally click on update;

4.6 Cancelled Jobs registry

This page is used for registering cancelled jobs for different reasons. The job should be closed for registering them as cancelled jobs.

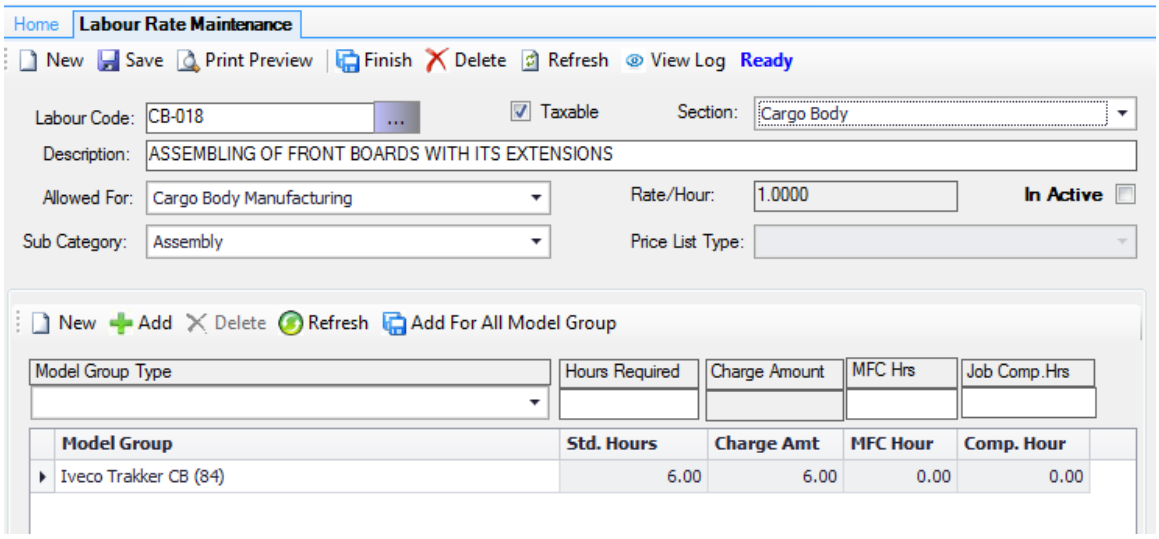


- Select the job order number to register as cancelled from the list;

- Click on save record. The record will appear the grid

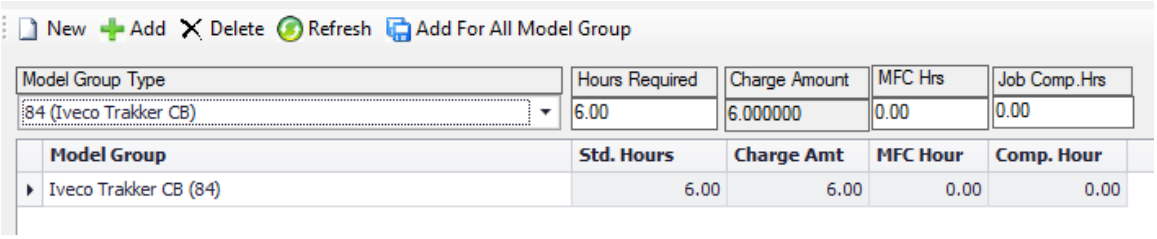
4.7 Labor types

This page has two parts. The first part is used to maintain the different labor types also called Operation Codes with relevant details.



- Labor code: Assign a code to the labor type or operation code you create;
- Taxable: Tick the check box if the labor type is subject to VAT tax;
- Select the section to which this labor type is applicable or used;
- Description: Type description for the created labor code;
- Allowed for: Select the operation for which this labor type can be applied;
- Sub category: Select the sub category of the labor type created;
- Rate/Hour: Specify the per hour rate for charging to jobs;

The second part is where you assign the labor code to the different model groups maintained in the system already.

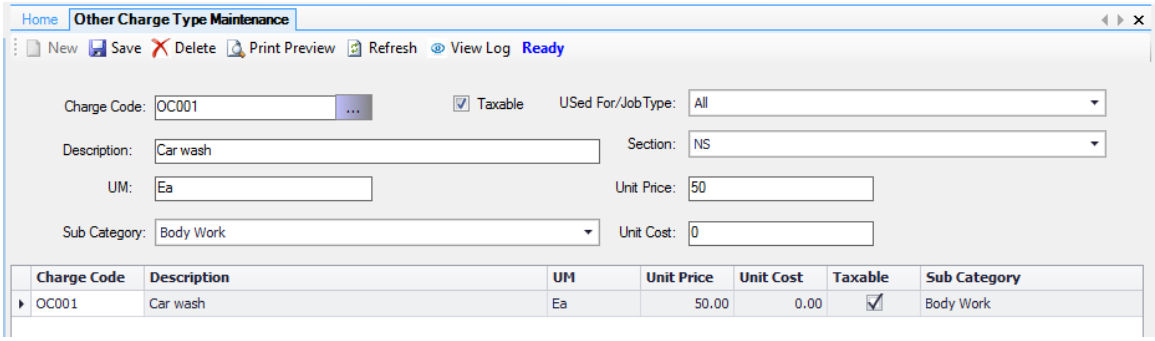


- You can select the Model group from the selection list and then specify the Hours required which will be used for billing the job and then click on "Add" button;
- If this labor code is applicable to model groups, then specify the hours required and then click on "Add for all model group" button;

4.8 Other charges setup

This page is used for creating charges that may be treated as other charges.

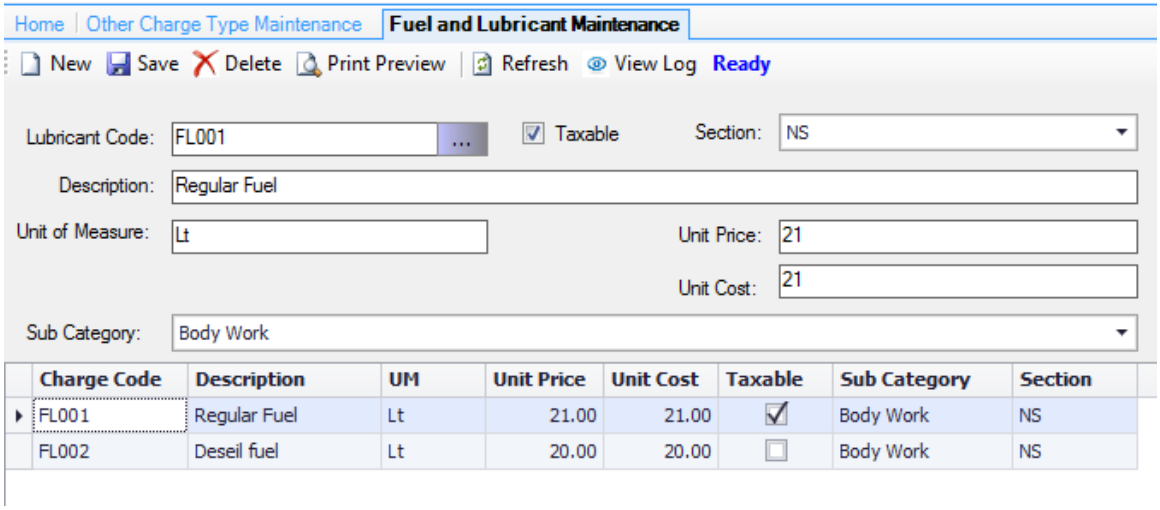
- Click on "New"
- Assign Charge Code for the charge type to be created;
- Tick if it is taxable. Normally all charge types are taxable;



- Specify the Job type for which this charge type is applicable;
- Type the description for the charge type for the created charge code;
- Select the section that is relevant for this charge type if specified;
- Specify the unit of measure, unit price and unit costs for the created charge type;
- Select the sub category applicable for this charge code;
- Click on "Save" button when you are done and the charge code you created will appear in the grid.

4.9 Fuel & lubricants

This page is used for creating fuel and lubricants that may be used for the job during maintenance operation in terms of code and description with associated unit price and unit cost.

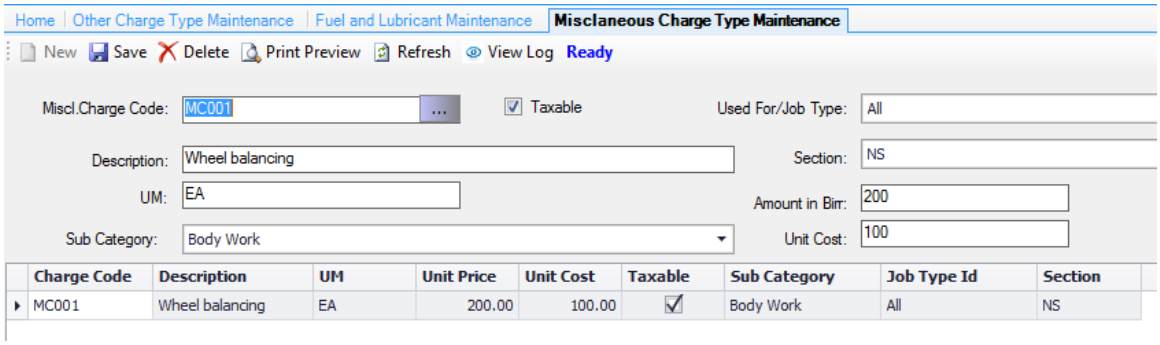


- Click on "Refresh" button
- Click on "New" button;
- Assign a code to the fuel; or lubricant item you want to create;
- Tick in the check box if it taxable item;
- Select the section to which this code may be applicable;

- Type the description of the lubricant or fuel you are creating;
- Specify the unit of measure;
- Specify the unit price per unit of measure specified;
- Specify the unit cost per unit of measure specified;
- Save your entry and the item created will be added to the grid;

4.10 Miscellaneous charge types

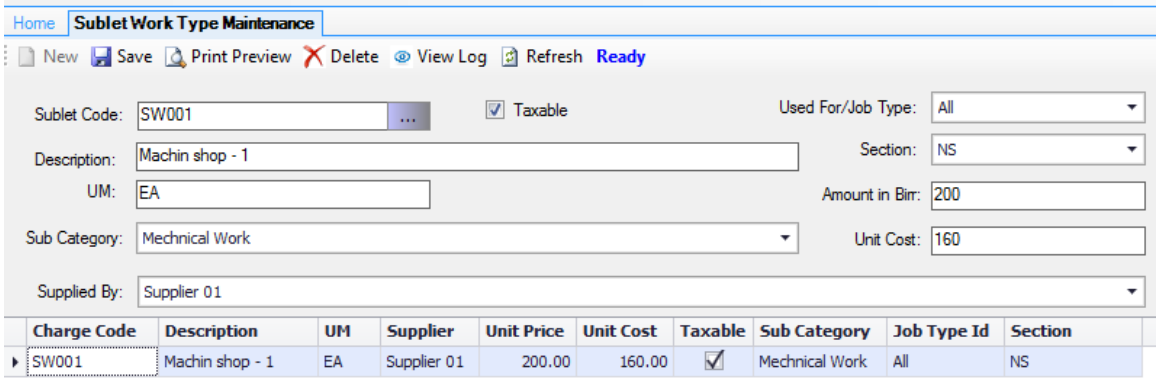
This page is used for creating the different miscellaneous charge types used for the maintenance operation in terms of code and description with associated unit price and unit cost.



- Click on "Refresh" button
- Click on "New" button;
- Assign a code to the miscellaneous charge item you want to create;
- Tick in the check box if it taxable item;
- Select the job type to which this code may be applicable;
- Select the section applicable to this charge code;
- Type the description of the lubricant or fuel you are creating;
- Specify the unit of measure;
- Specify the unit price per unit of measure specified;
- Specify the unit cost per unit of measure specified;
- Select the sub category to which this charge type is applicable;
- Save your entry and the item created will be added to the grid;

4.11 Sublet work type maintenance

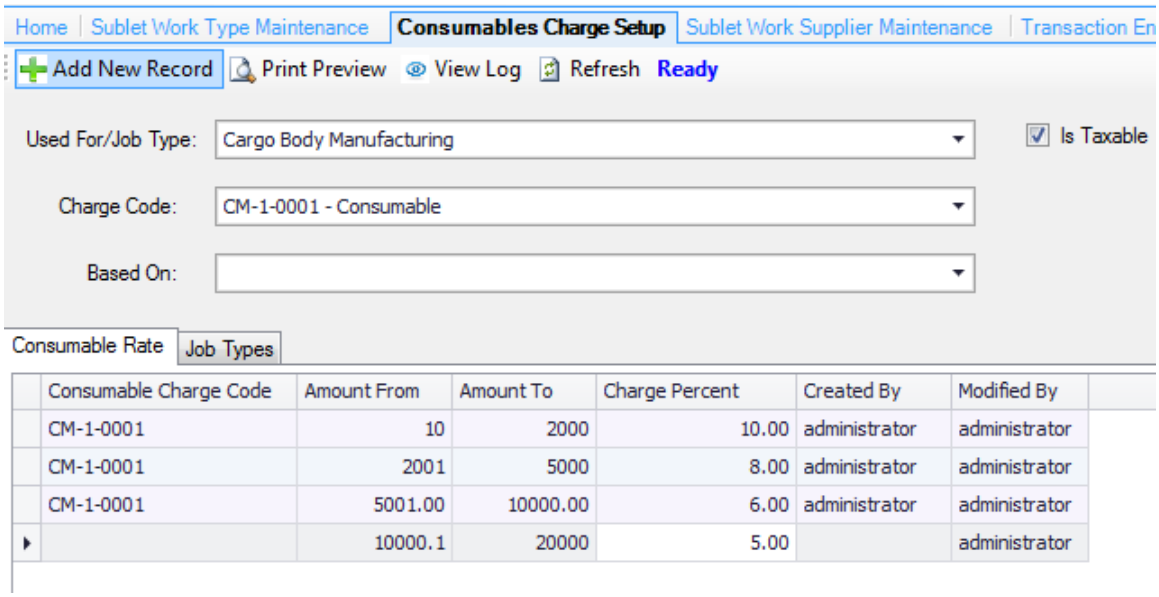
This page is used for creating the different sublet work types with associated sublet work code, description, unit price and unit cost for each sublet work supplier. The sublet work suppliers should be created first so that they will be available in the selection list.



- Click on "Refresh" button
- Click on "New" button;
- Assign a code to the sublet work type you want to create;
- Tick in the check box if it taxable item;
- Select the job type to which this code may be applicable;
- Select the section applicable to this charge code;
- Type the description of the sublet work type identified by the code you are creating;
- Specify the unit of measure;
- Specify the unit price per unit of measure specified;
- Specify the unit cost per unit of measure specified;
- Select the sub category to which this charge type is applicable;
- Select the sublet work supplier providing the created sublet work type;
- Save your entry and the item created will be added to the grid;

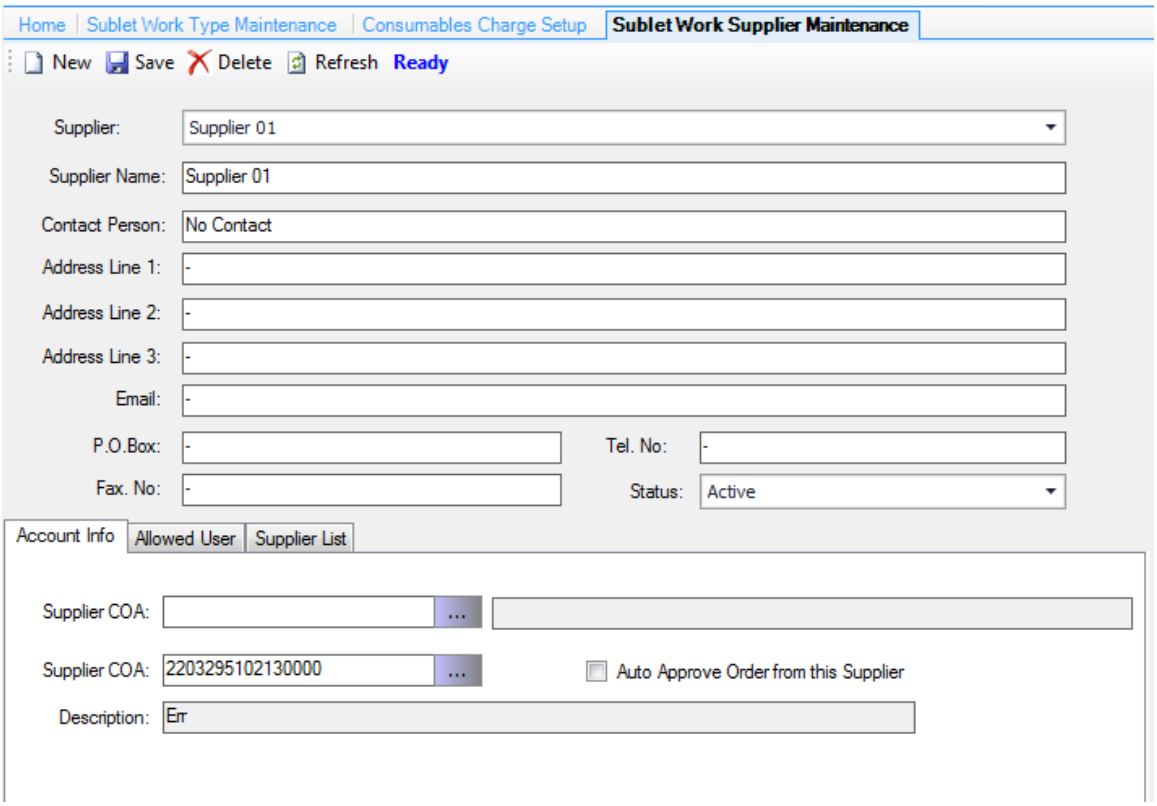
4.12 Consumable charges setup

This page is used to setup charge codes for consumables that are not treated by parts issue to job. Some business's also call it "Small Materials (SM)". It is calculated as specified percentage of the total non-parts value applied to a job. The percentage is assumed to decline as the total non-parts value grows. We setup this charge code here either to apply to all jobs or only to selected job categories.



4.13 Sublet work supplier maintenance

This page is used to create the different sublet work suppliers with their details including the account numbers assigned to these suppliers in the company's Chart of Account.

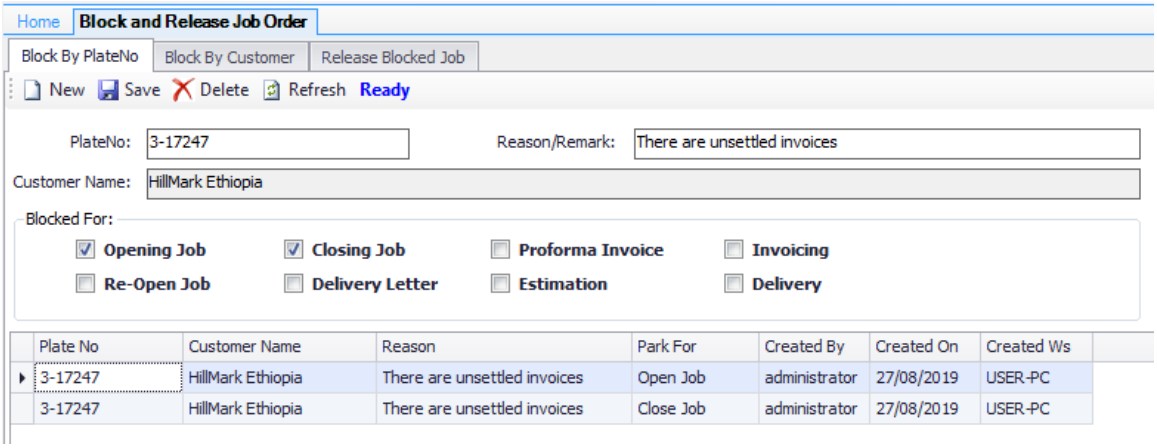


4.14 Blocking & releasing job orders

This page is used for setting jobs that should be blocked or authorized for release because of various reasons. This can be made by specifying customer name or by plate number.

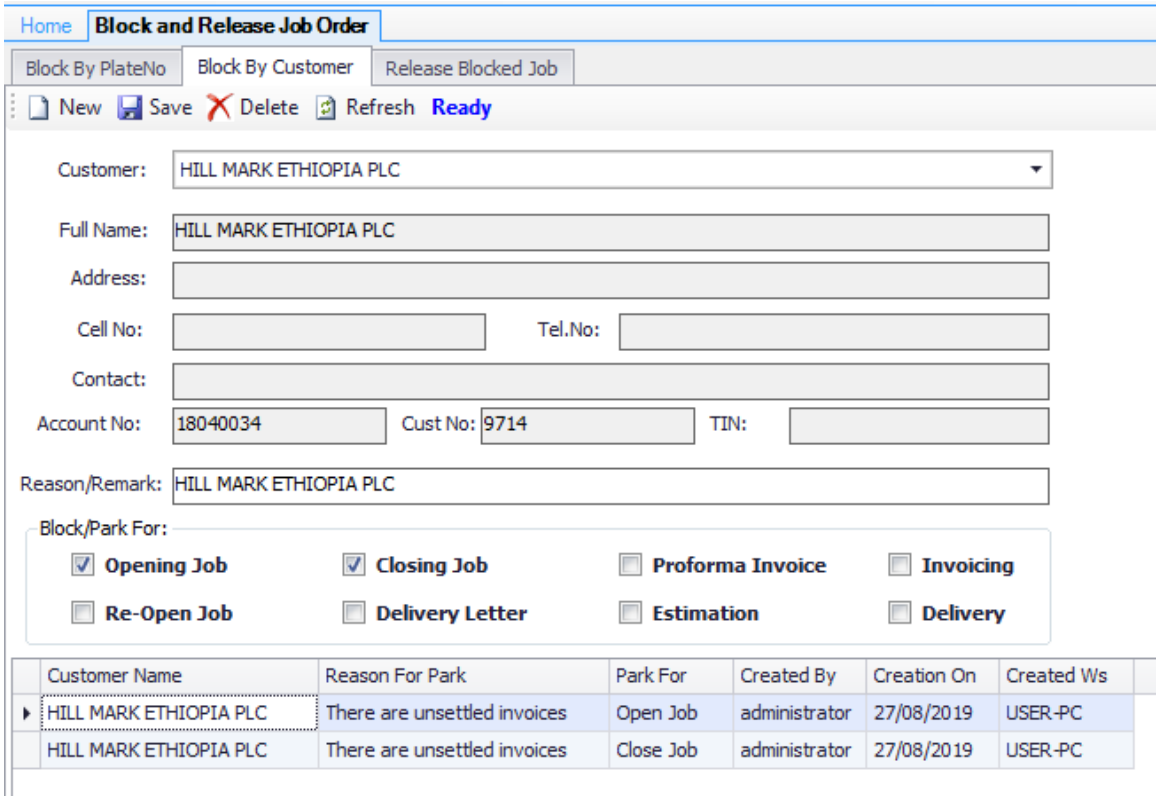
Blocking by plate number:

- Click on "Refresh" button;
- Click on "New"
- Specify the plate number that you are blocking for job opening or job closing if it is already opened;
- Specify the customer name and reason for blocking the specified plate number;
- Show by ticking in the check box what stage you are blocking;
- Click on the save button and the plate number specified will appear in the grid;



Blocking by customer name:

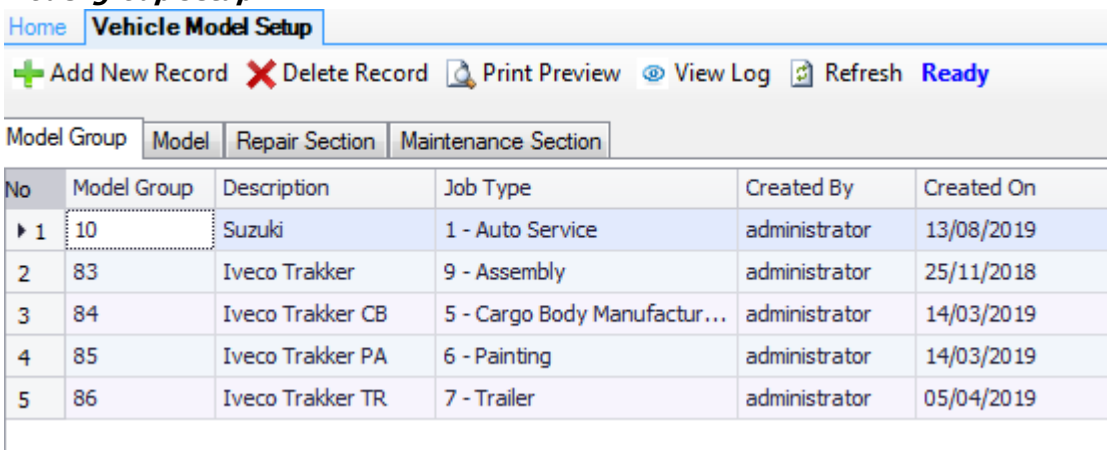
- Click on "Refresh" button;
- Click on "New"
- Specify the plate number that you are blocking for job opening or job closing if it is already opened;
- Specify the customer name and reason for blocking the specified plate number;
- Show by ticking in the check box what stage you are blocking;
- Click on the save button and the plate number specified will appear in the grid;



4.15 Vehicle model setup

This page is used for creating vehicle models serviced and maintained in your garage. The page provides different tabs for setting up model groups, models, repair sections and maintenance sections if your setup is organized accordingly.

Model group setup:



Model setup:

Home | **Vehicle Model Setup**

Add New Record | Delete Record | Print Preview | View Log | Refresh | **Ready**

Model Group | Model | Repair Section | Maintenance Section

No	Model	Description	Model Group	Job Type	In Active
1	AT380T38H	TRAKKER	Iveco Trakker - 83	9 - Assembly	☐
2	CB01	CARGO BODY	Iveco Trakker CB - 84	5 - Cargo Body Manu...	☐
3	PA01	PAINTING	Iveco Trakker PA - 85	6 - Painting	☐
4	R01	Repair For All Model	Iveco Trakker TR - 86	1 - Auto Service	☐
5	SZ01	Suzuki Alto	Suzuki - 10	1 - Auto Service	☐
6	SZ02	WHAT IS UP	Suzuki - 10		☐
7	TR01	TRAILER	Iveco Trakker TR - 86	7 - Trailer	☐

Repair section setup:

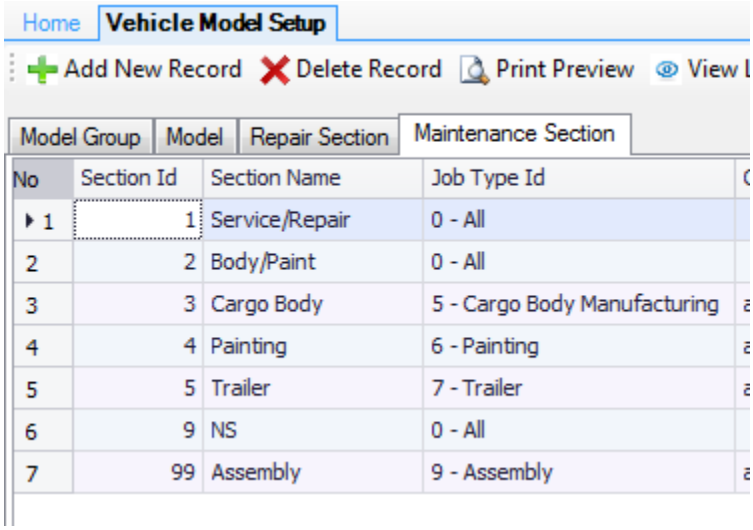
Home | **Vehicle Model Setup**

Add New Record | Delete Record | Print Preview | View Log | Refresh | **Ready**

Model Group | Model | Repair Section | Maintenance Section

No	Id	Description	Pricing Method	Is Vatable	Job Type Id	Is ITM
1	1	Customer Paid Unit Ser...	0	☑	0 - All	☐
2	2	Waranty	0	☑	0 - All	☐
3	3	Internal Vehicles	0	☑	0 - All	☐
4	4	PDI	0	☑	0 - All	☐
5	10	On Process	1	☐	0 - All	☐
6	11	ITM	0	☑	0 - All	☐
7	999	Assembly	0	☑	9 - Assembly	☐

Maintenance section setup:

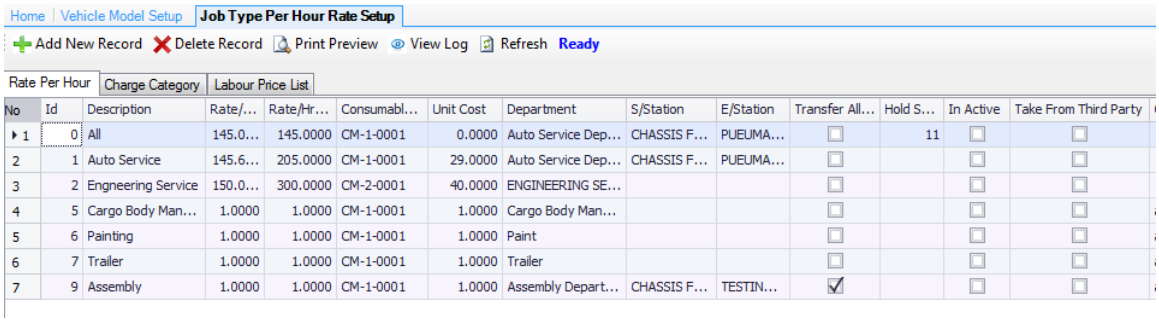


No	Section Id	Section Name	Job Type Id
1	1	Service/Repair	0 - All
2	2	Body/Paint	0 - All
3	3	Cargo Body	5 - Cargo Body Manufacturing
4	4	Painting	6 - Painting
5	5	Trailer	7 - Trailer
6	9	NS	0 - All
7	99	Assembly	9 - Assembly

4.16 Job type per hour rate setup

This page is used to setup price rates per hour for the defferent job types performed by the different units of the garage service. The page provides three tabs. The first tab is for setting up rate per hour for the different job types of the garage.

Rate per hour by sections



No	Id	Description	Rate/...	Rate/Hr...	Consumabl...	Unit Cost	Department	S/Station	E/Station	Transfer All...	Hold S...	In Active	Take From Third Party
1	0	All	145.0...	145.0000	CM-1-0001	0.0000	Auto Service Dep...	CHASSIS F...	PUEUMA...	☐	11	☐	☐
2	1	Auto Service	145.6...	205.0000	CM-1-0001	29.0000	Auto Service Dep...	CHASSIS F...	PUEUMA...	☐		☐	☐
3	2	Engneering Service	150.0...	300.0000	CM-2-0001	40.0000	ENGINEERING SE...			☐		☐	☐
4	5	Cargo Body Man...	1.0000	1.0000	CM-1-0001	1.0000	Cargo Body Man...			☐		☐	☐
5	6	Painting	1.0000	1.0000	CM-1-0001	1.0000	Paint			☐		☐	☐
6	7	Trailer	1.0000	1.0000	CM-1-0001	1.0000	Trailer			☐		☐	☐
7	9	Assembly	1.0000	1.0000	CM-1-0001	1.0000	Assembly Depart...	CHASSIS F...	TESTIN...	☑		☐	☐

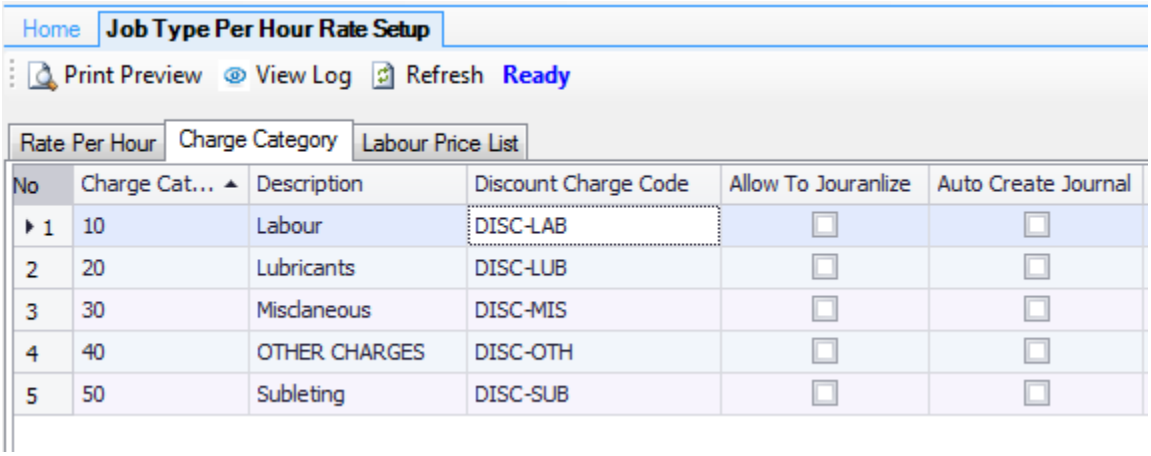
- The different job types like repair or service in a service department of a garage in terms of ID and Description (job type description) in the first two columns of the grid. The top row shows the rates to applied as follows:

    - Default per hour rate for vehicles supplied by your company where there is no price lists defined;
    - Default per hour rate for vehicles supplied by others;
    - Item codes of general consumable items (small materials used in every operation of the selected job type using one charge code) These could be different by job type or could also be the same or one charge code for all job types;
    - The per hour unit cost of labor charges normally used for posting WIP for labor chanrges;
    - The department to which the specified job type of the garage belongs to;

- The Starting station (S/Station); Ending station (E/Station) and Transfer allowed fields are applicable only to an assebmly line operation which doesn't apply to purely garage service operation;
- Take from third paty field is used to specify if the labor rate (flat rate) is to be taken from manufacturer's supplied sources where it is compatible with current version of HillMaster-SRV;

Charge category tab:

This tab is used for defining price discounts for each charge type category. There are five charge type categories available on the system as a default setting as listed in the page.

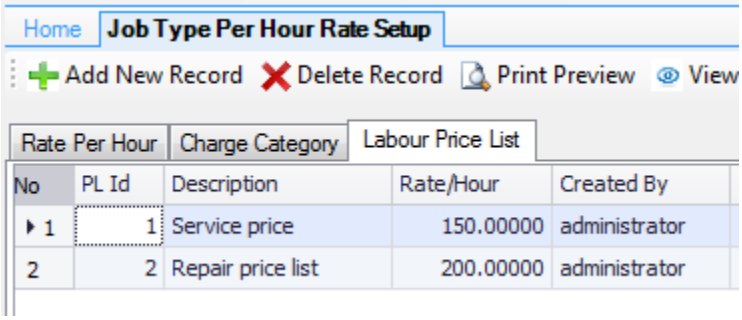


No	Charge Cat...	Description	Discount Charge Code	Allow To Jouranlize	Auto Create Journal
1	10	Labour	DISC-LAB	☐	☐
2	20	Lubricants	DISC-LUB	☐	☐
3	30	Misclaneous	DISC-MIS	☐	☐
4	40	OTHER CHARGES	DISC-OTH	☐	☐
5	50	Subleting	DISC-SUB	☐	☐

Labor price list tab:

To setup price list:

- Click on "Add New" button and the system will give you interface window where you specify price list id, descrption and rate per hour;
-



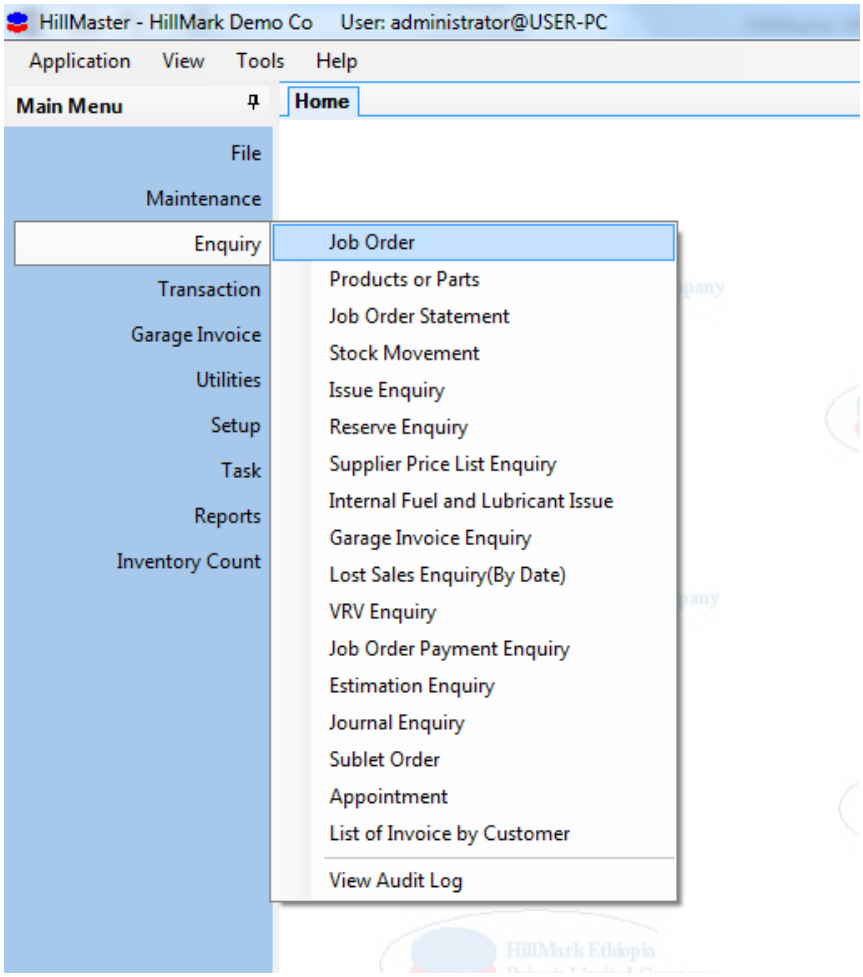
No	PL Id	Description	Rate/Hour	Created By
1	1	Service price	150.00000	administrator
2	2	Repair price list	200.00000	administrator

The price setup in this page will over ride the default price. To enable this feature "Take labor rate from price list" in the name value parameter setuo should be set to yes.

Note: If you are using the labor price list setup here, the rate will be the same for vehicles supplied by your company and supplied by others.

5 Enquiry Menu

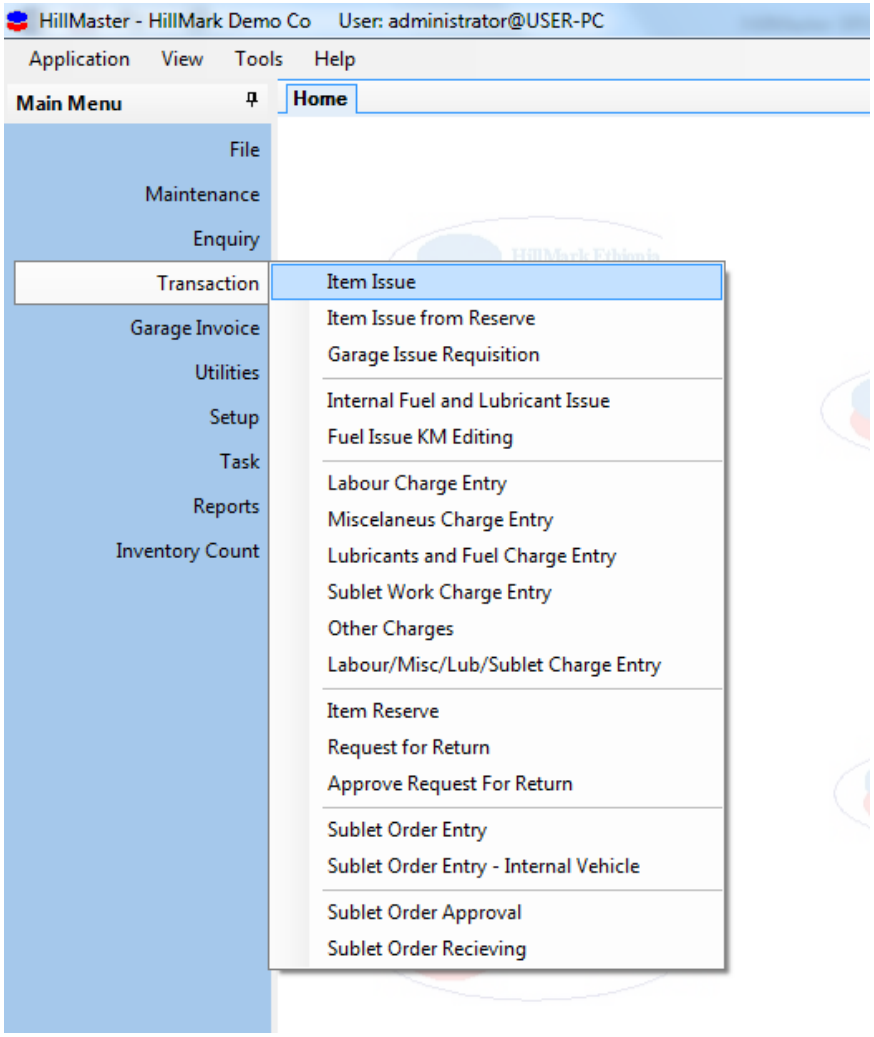
The enquiry menu is used to retrieve any information on the jobs that have been accepted for action. There are sub menus, which are used for information retrieval organized logically.



In this menu there are several sub menu tasks that can be accessed by a user that have valid access privelege. Each sub menu will give a page where, you can enquire in to the summary or details of a transaction, or job, based on entering a locator in the appropruate data field or using criteria. The details of how to use for each page is purposely omited from this manual as it is a streight forward activity.

6 Transaction

This page is used to process all types of transactions of garage activities like issuance of items, entry of labor transactions, miscellaneous entries, lubricants entries, local purchase entries and item reserve entries and other tasks as shown below.



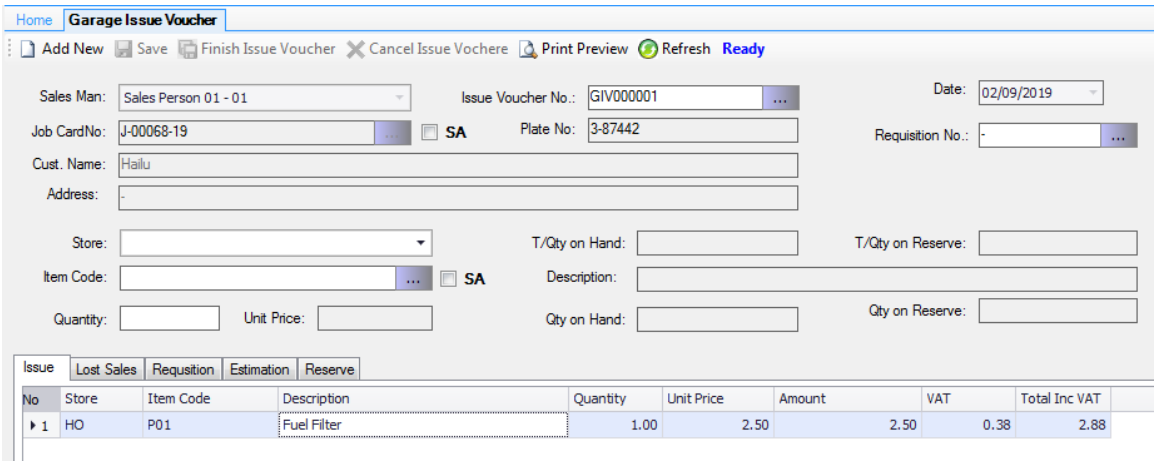
6.1 Item issue

Item issue can be performed for active job order numbers created on the system.

- Click on "Refresh" to clear any data from the fields;
- Click on "Add New" and the system will automatically assign issue number if it is set to be generated automatically by the system. Otherwise, the user should specify the issue number from the preprinted document being used.
- Select the sales person that is processing the item issue for this job;
- Select the job order number to which the cost of the item to be issued is going to be charged.

Note: The job order number should exist in the selection list and must also be clocked-in for a technician. Otherwise, the system will either give a warning message before finalizing issue or totally block issue to jobs that have not been clocked-in for technician.

- Select the requisition number from the selection if the parts to be issued is based on a requisition;
- Customer name and address data supplied by the customer when job is opened will be displayed here. If there is errors on the address data corrections should be made on the job card details;



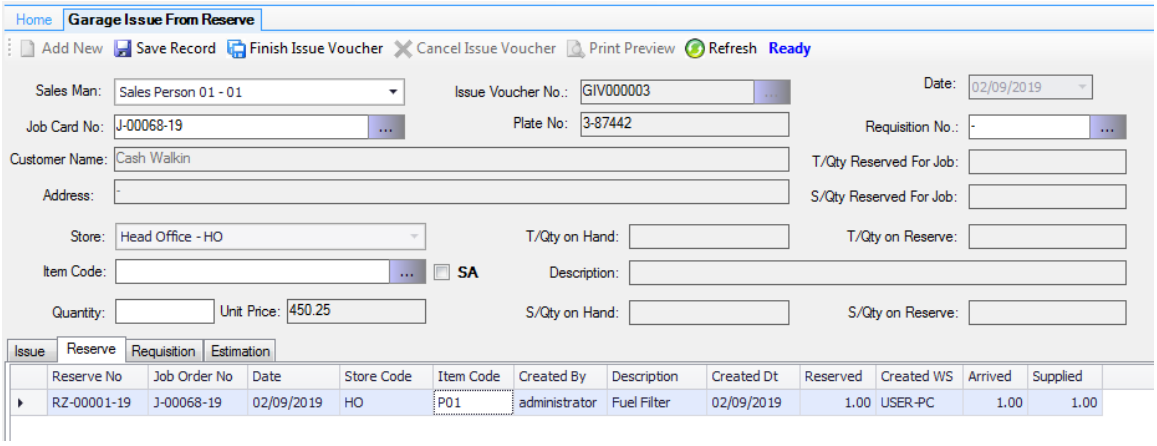
- Select the store from where to fulfill the requested item issue;
- Select the item to issue and quantity to issue. The system will show available quantities of that item on the selected store. If it is "0" it means you should select another store or transfer the item from another store to your store before processing the issue.
- Save your entry and repeat the procedure if you are issuing more items;
- If you finish recording all the items for this job order, then click on "Finish Issue Voucher"
- The system will print a Garage Issue Voucher for the transaction processed.

6.2 Item issue from reserve

Processing this transaction requires prior recording of item reserved either for a job or customer on the HillMaster-COSS module. If there is no reserve transaction, the system will give you a message.

To process garage issue from reserve:

- Click on "Refresh"
- Click on "Add New"
- Select the sales person
- System will automatically generate issue voucher number;
- Select Job card number. The relevant details for the job card will appear in the fields;
- Click on "Reserve" tab at the bottom and the list of part numbers reserved for this job order are listed,
- Copy the item code of the part number you want to issue and past it in the Item code field of the interface;
- Click on "Save Record"
- Repeat the procedure if you want to issue more item numbers from the reserve for this job;
- Finally, click on "Finish Issue Voucher" and the system will print the issue voucher for you;

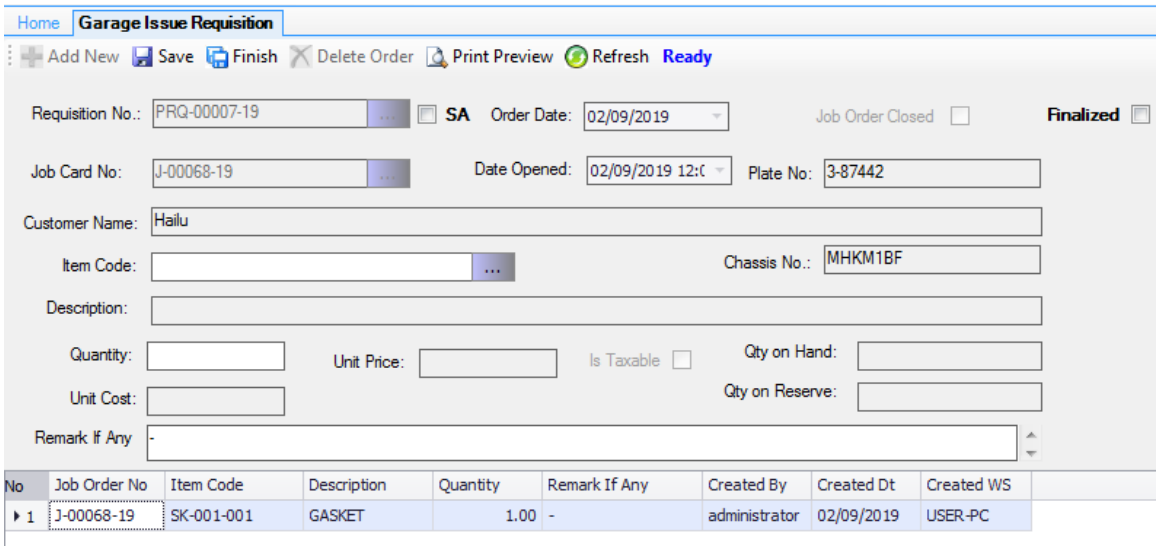


- The grid shows items reserved, items arrived and items supplied from reserve;

6.3 Garage issue requisition

Garage issue requires recording and approval of issue requisition first. To record issue requisitions:

- Click on "Refresh"
- Click on "Add New" the system will automatically assign requisition number and pick current date as requisition date;
- Select Job card number.
- Select the item code that you are requesting for this job;
- Specify the quantity to request;
- Specify any remark you may want to make for the item requested;
- Click on "Save" button;
- Repeat the procedure if you are requesting more items for this job order;

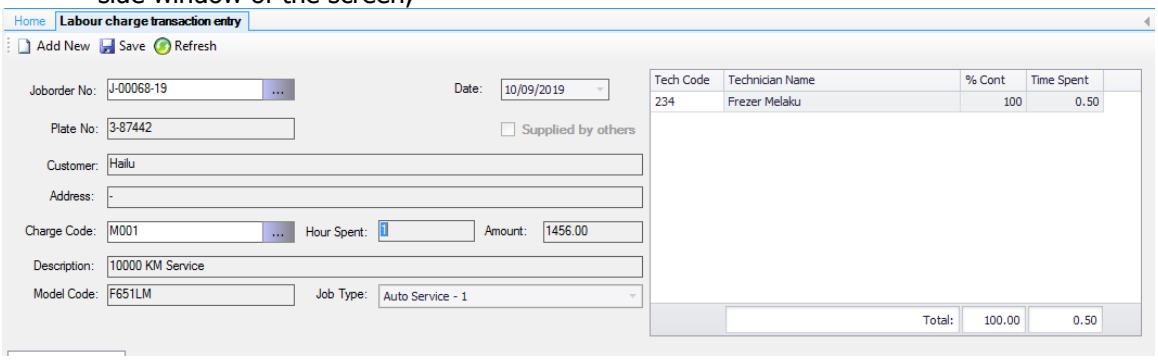


- Finally, tick in the "Finalized" check box and click "Finish". The system will print the issue requisition voucher for you;

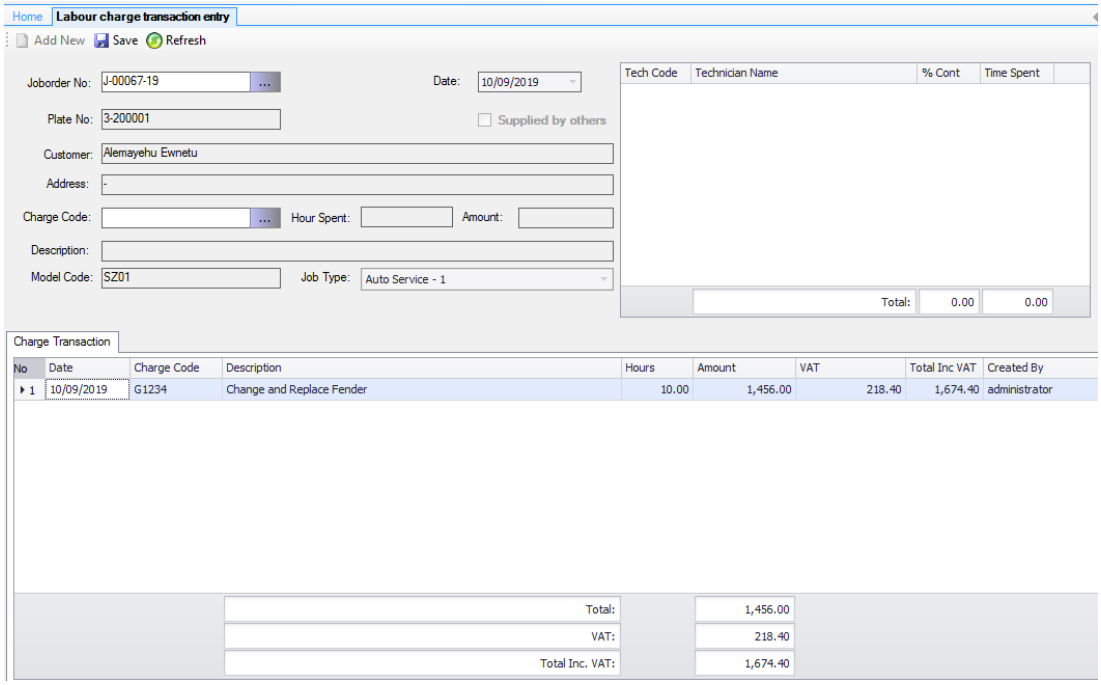
6.4 *Labor charge entry*

This page is used for recording the labor used by charge type for jobs that have been worked on by a technician. If there are no technicians clocked-in for this job, you will not be able to record the charge types.

- Click on "Refresh" to clear the fields;
- Click on "Add New";
- Select the job order number for which you are recording labor charges. The service to be charged must have been completed and the technician clocked-out for recording the labor charge;
- Select the order number and the details of the order will be populated in some of the fields;
- Select the charge code of the labor charge to be recorded and it will appear in the right side window of the screen;



- Click on the "Save" button and the labor charge recorded will appear in the lower part grid of the screen with the standard hours set for the labor type and associated costs to be charged to the job;

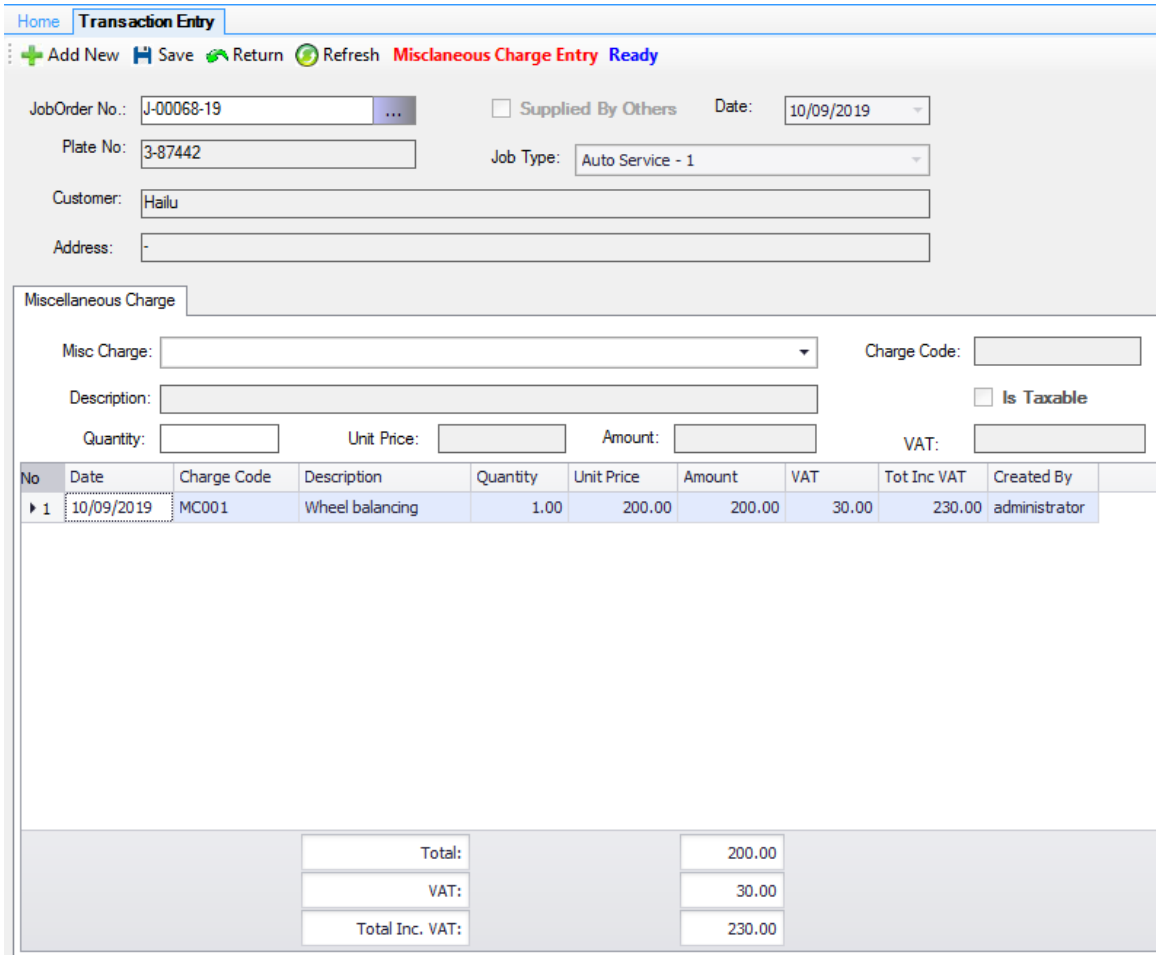


- If you are recording labor charge entry of other types for the same job, then select the charge code and repeat the procedures;
- If the labor charge to be applied is to be shared among different technicians, percentage of distribution should be specified before saving labor charge entry;

6.5 Miscelaneous charge entry

This page is used for recording miscellaneous charges to be applied to a job. These miscellaneous charge types should be available on the system. If new, they should first be maintained on the system.

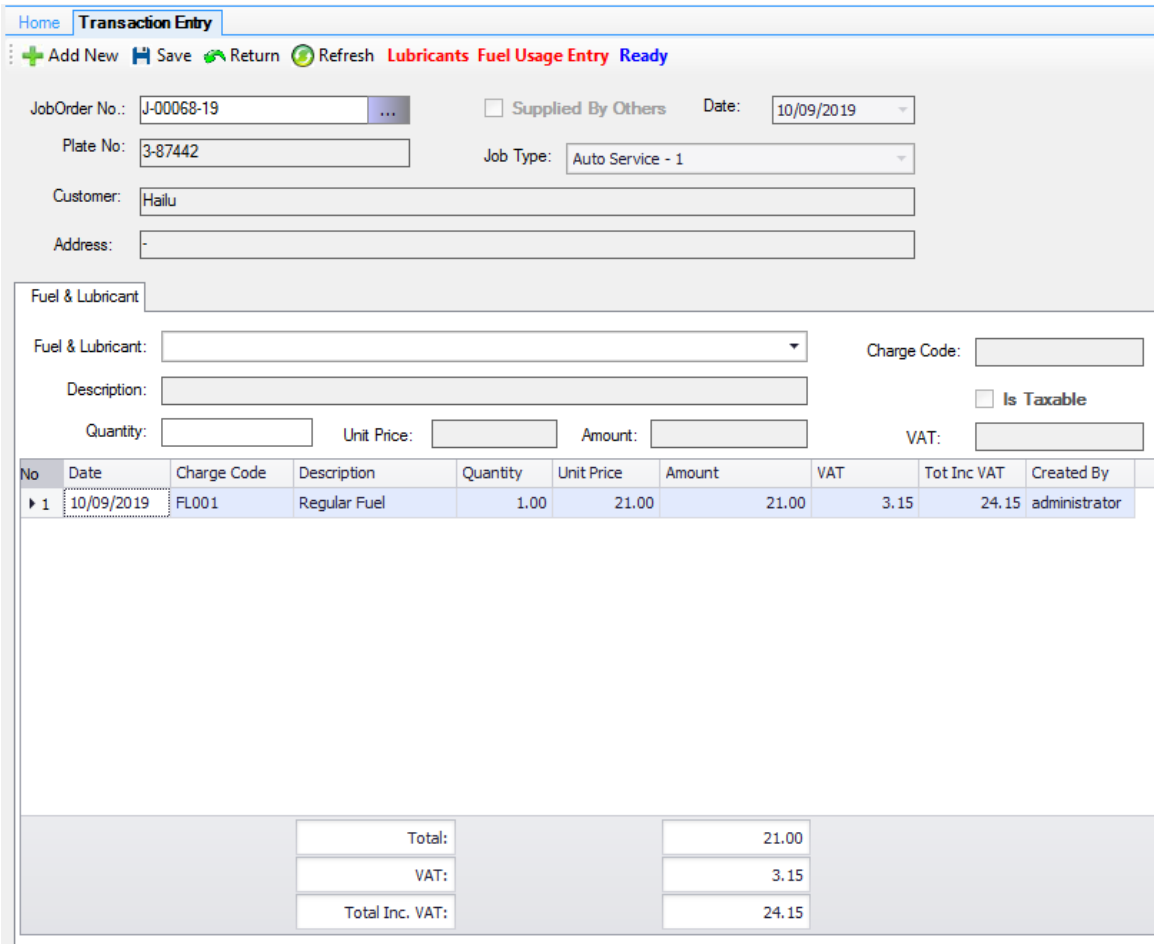
- Click on "Refresh" to clear the fields;
- Click on "Add New";
- Select the job order number for which you are recording miscellaneous charges. The order details will be populated in the relevant fields;
- Select the Miscellaneous charge type to be applied to the selected job order number. The standard amount to be charged will appear in the fields;
- Click on "Save" button and the charge will be updated to the job and appears in the grid;
- If you are charging more miscellaneous charges, repeat the same procedure;



6.6 *Lubricant & fuel charge entry*

This page is used for recording lubricant and fuel charges to be applied to a job. These charge types should be available on the system. If new, they should first be maintained on the system.

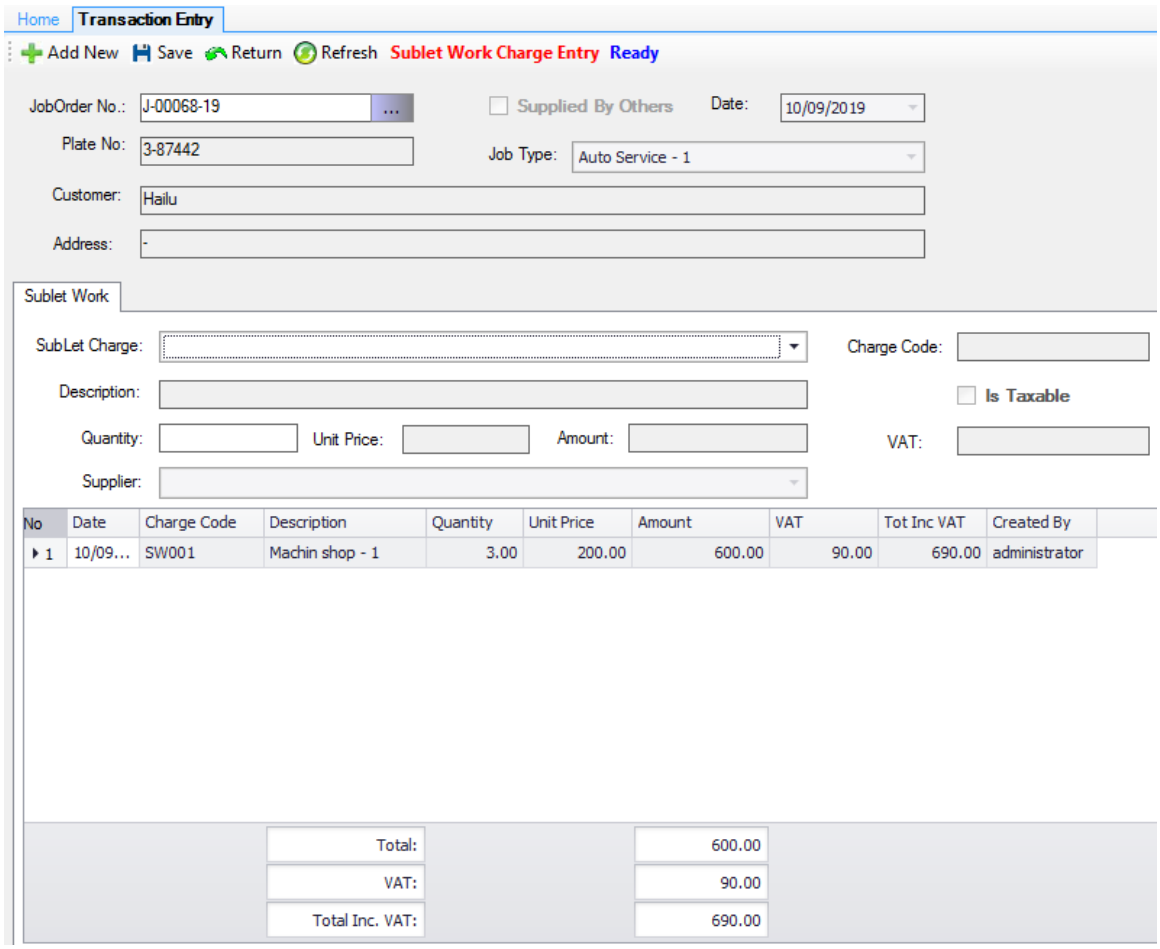
- Click on "Refresh" to clear the fields;
- Click on "Add New";
- Select the job order number for which you are recording miscellaneous charges. The order details will be populated in the relevant fields;
- Select the Miscellaneous charge type to be applied to the selected job order number. The standard amount to be charged will appear in the fields;
- Specify quantity to be charged;
- Click on "Save" button and the charge will be updated to the job and appears in the grid;
- If you are charging more miscellaneous charges, repeat the same procedure;



6.7 *Sublet work charge entry*

This page is used for recording sublet works to be charged to a job. These charge types should be available on the system. If new, they should first be maintained on the system.

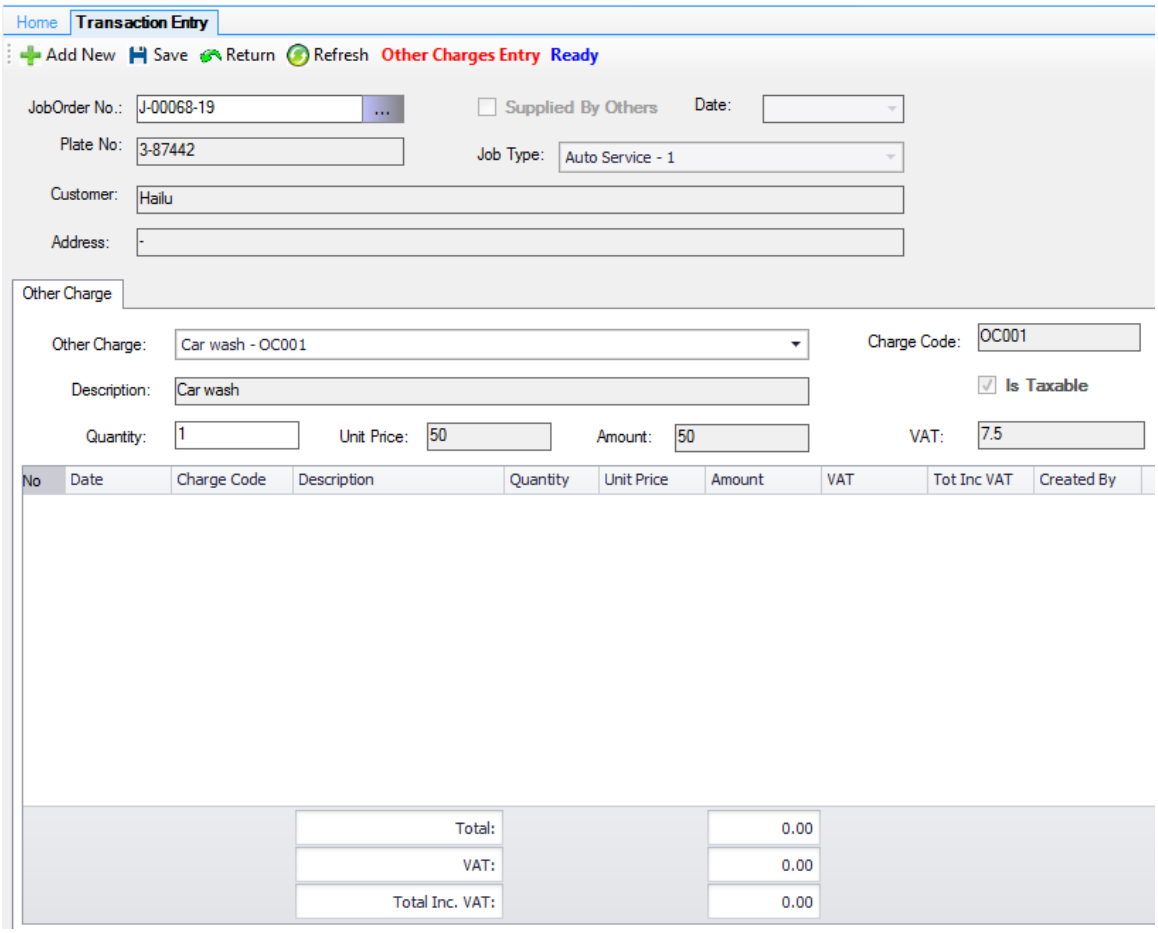
- Click on "Refresh" to clear the fields;
- Click on "Add New";
- Select the job order number for which you are recording sublet work charges. The order details will be populated in the relevant fields;
- Select the sublet work charge type to be applied to the selected job order number. The standard amount to be charged will appear in the fields;
- Specify quantity to be charged;
- Click on "Save" button and the charge will be updated to the job and appears in the grid;
- If you are charging more sublet work charges, repeat the same procedure;



6.8 *Other charges entry*

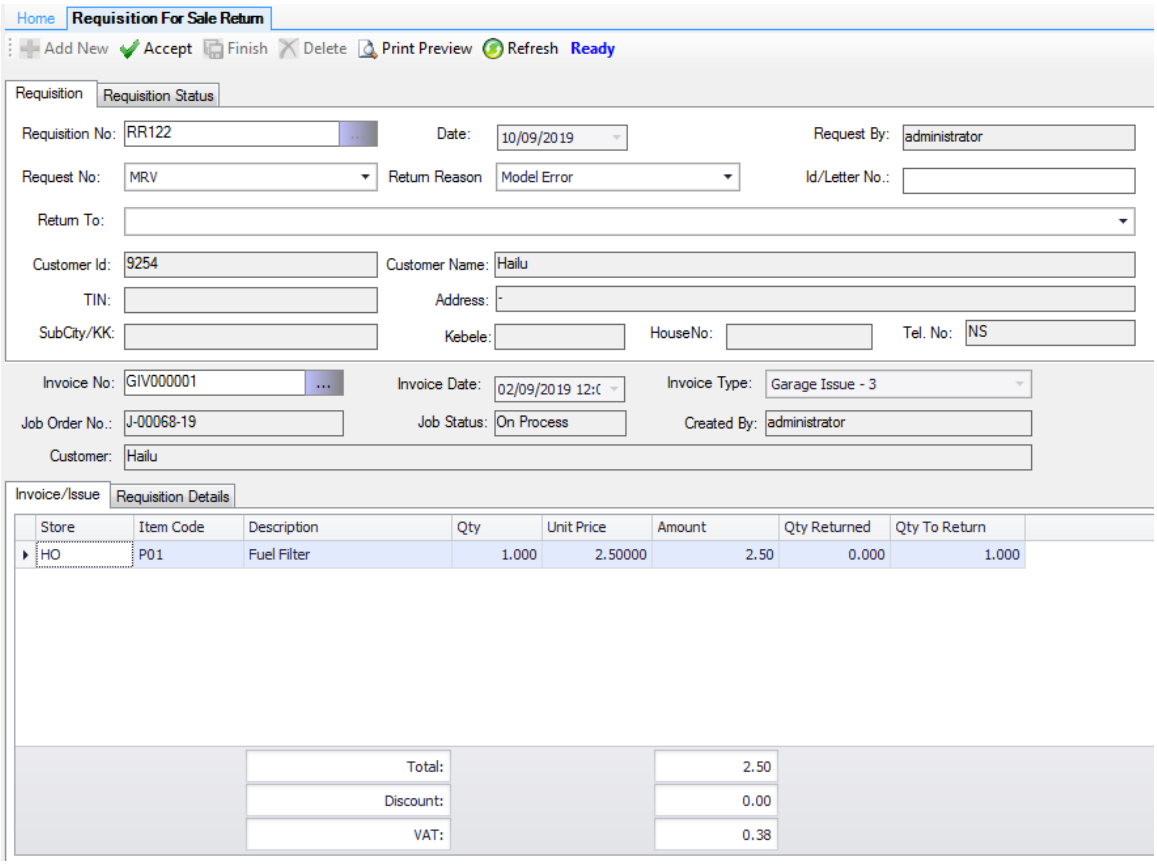
This page is used for recording other charges to be applied to a job. These charge types should be available on the system. If new, they should first be maintained on the system.

- Click on "Refresh" to clear the fields;
- Click on "Add New";
- Select the job order number for which you are recording other charges. The order details will be populated in the relevant fields;
- Select the other charge type to be applied to the selected job order number. The standard amount to be charged will appear in the fields;
- Specify quantity to be charged;
- Click on "Save" button and the charge will be updated to the job and appears in the grid;
- If you are charging more other charges, repeat the same procedure;



6.9 *Request for return*

This page is used for returning item issued with MRV for valid reasons. The job and MRV should exist for recording the requisition to return.



- Click on "Refresh" to clear the fields;
- Click on "Add New" and the system will assign a return requisition reference number;
- Select the MRV reference number by which the original issue was recorded;
- Specify valid reason from the selection list;
- Select the authority to whom the return is to be made;
- Select the invoice number reference and the system will display the order number and other details of the order;
- Click on "Accept" to request a return for the selected item;
- Repeat the procedure to include more item returns for this order;
- When you are done with adding the items, click on "Finish" and the requisition will be routed to the approver;

Non Fiscal **Request for Credit Note, VOID and MRV** administrator

Requsition No: **RR122** Request By: **administrator** Date Request: **10/09/2019 1:01:01P**

Request For: **MRV** Reason: **Model Error** Status: **Not Approved**

Return To: **Hailu** TIN:

Sub City: Kebele: House No: Tel: **NS**

Invoiced To: Date Approved:

Product Code	Product Description	Qty	Unit Price	Amount	Discount	VAT	Jc No	Orig Inv No
P01	Fuel Filter	1.00	2.50	2.50	0.00	0.38	J-00068-19	GIV000001

Total Amount to be Returned	**2.50**
Discount	**0.00**
VAT	**0.38**
Total Amount Inc. VAT	**2.88**

administrator

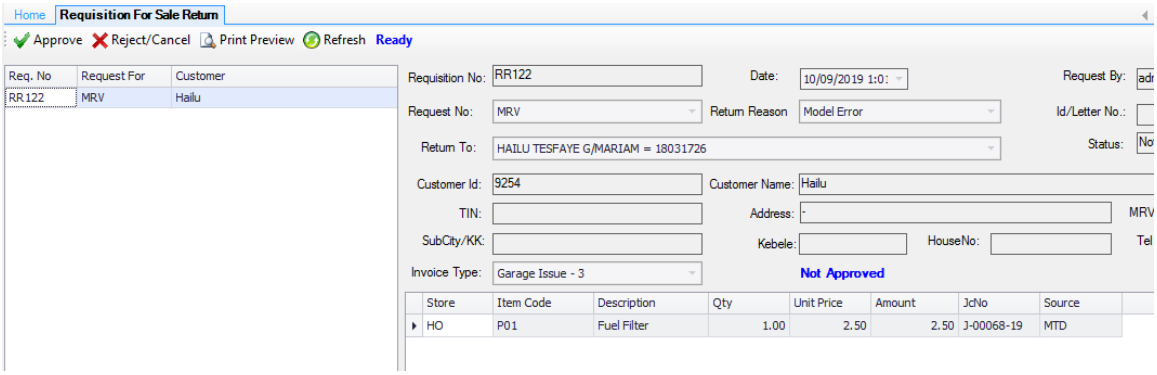
Requsted By **Checked By** **Approved By**

Reprint

Mechanic/Technician No

6.10 Approve request for return

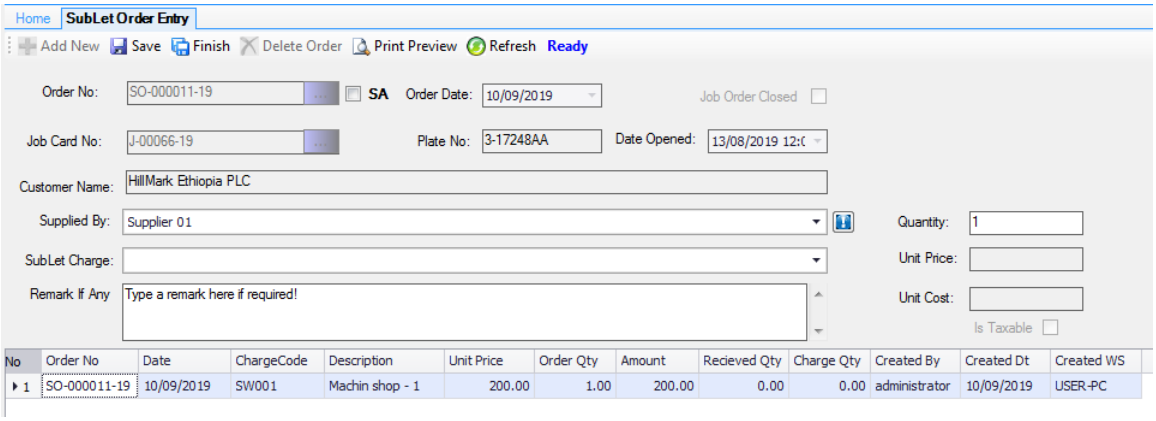
This page is used for approving any requested returns. The page has 2 windows. The first one on the left shows lists of request for returns awaiting approval. The second, on the right shows the details of specific request when double clicked on the left windows list.



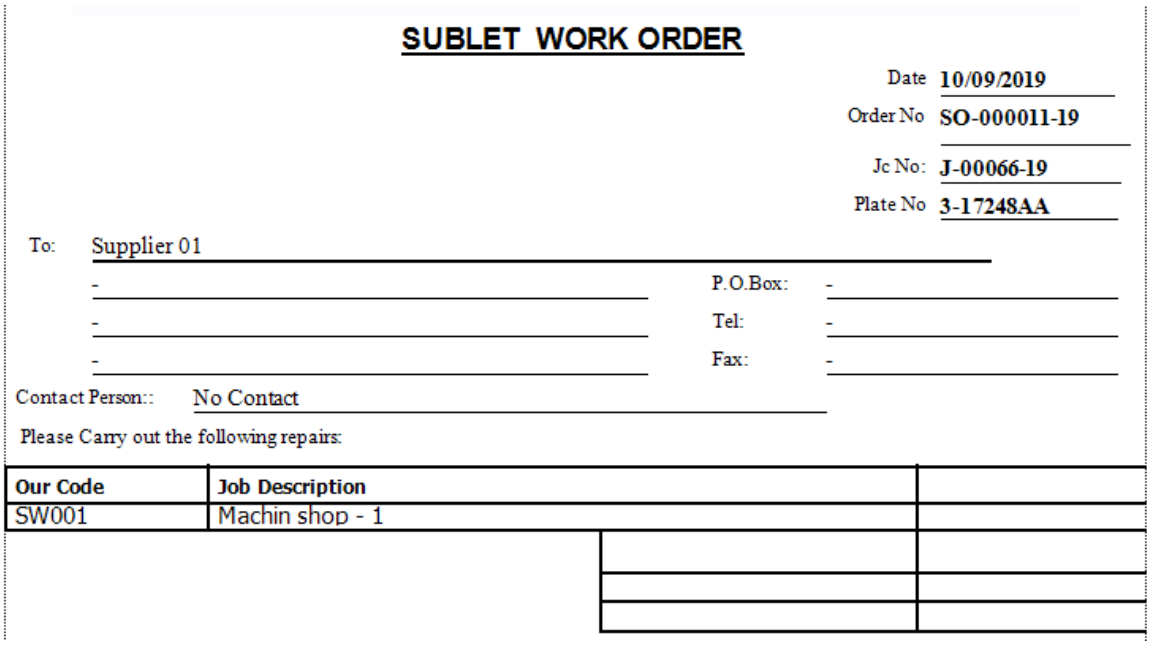
The approver has the right to either "Approve" return or "Reject / Cancel" the requisition for return.

6.11 Sublet order entry

This page is used for recording a sublet work required for a specified job order number. The supplier and the sublet work type should exist on the system. Otherwise, they should first be maintained before processing this operation.



- Save your entry when you are done with recording one type of sublet work order;
- Repeat the procedure if there is another sublet work required for this job order;
- When you are done, click on the "Finish" button;
- You can preview the sublet work orderes you have created for the job order;
-



SUBLET WORK ORDER

Date 10/09/2019
Order No SO-000011-19
Jc No: J-00066-19
Plate No 3-17248AA

To: Supplier 01
-
-
-
P.O.Box: -
Tel: -
Fax: -

Contact Person:: No Contact

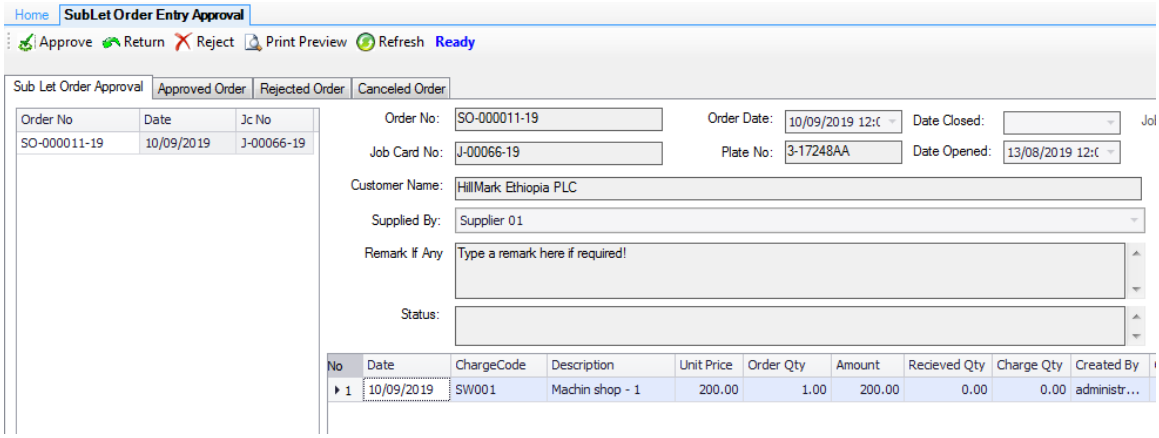
Please Carry out the following repairs:

Our Code	Job Description	
SW001	Machin shop - 1	

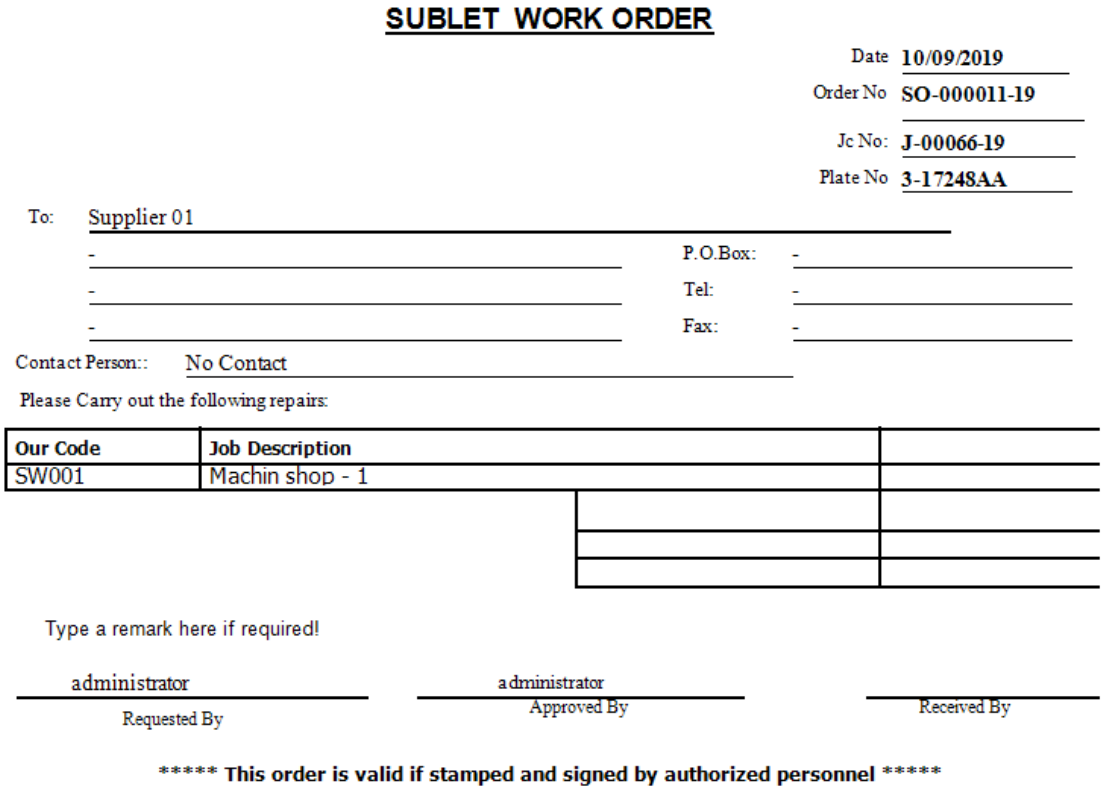
6.12 Sublet order approval

This page is used for approving finalized sublet work orders created on the system. Sublet work orders can only be sent to sublet work supplier when approved.

- Click on the list of sublet work orders created on the system from the left windows lists. The details of the selected sublet work order including for which job order they have been created will appear in the right window fields;



- Click on "Approve" to approve or click on "Return" to rout it back to the requester or click on "″Reject" to cancel the sublet work order all together. The action of the approver will automatically update the following tabs: "Approved order", "Rejected Order" or "Cancelled order".



SUBLET WORK ORDER

Date 10/09/2019
Order No SO-000011-19
Jc No: J-00066-19
Plate No 3-17248AA

To: Supplier 01
-
-
-
P.O.Box: -
Tel: -
Fax: -

Contact Person:: No Contact

Please Carry out the following repairs:

Our Code	Job Description	
SW001	Machin shop - 1	

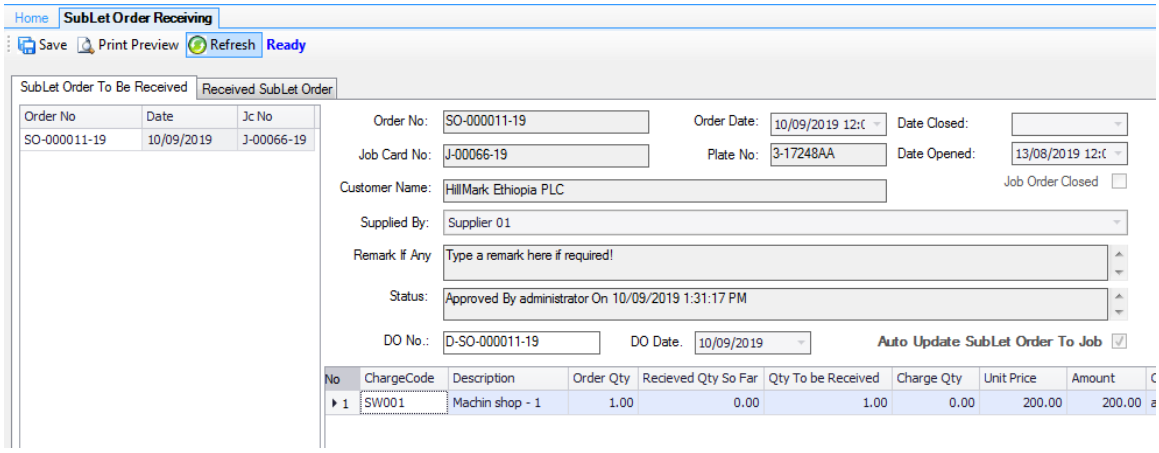
Type a remark here if required!

administrator — Requested By
administrator — Approved By
Received By

***** This order is valid if stamped and signed by authorized personnel *****

6.13 Sublet order receiving

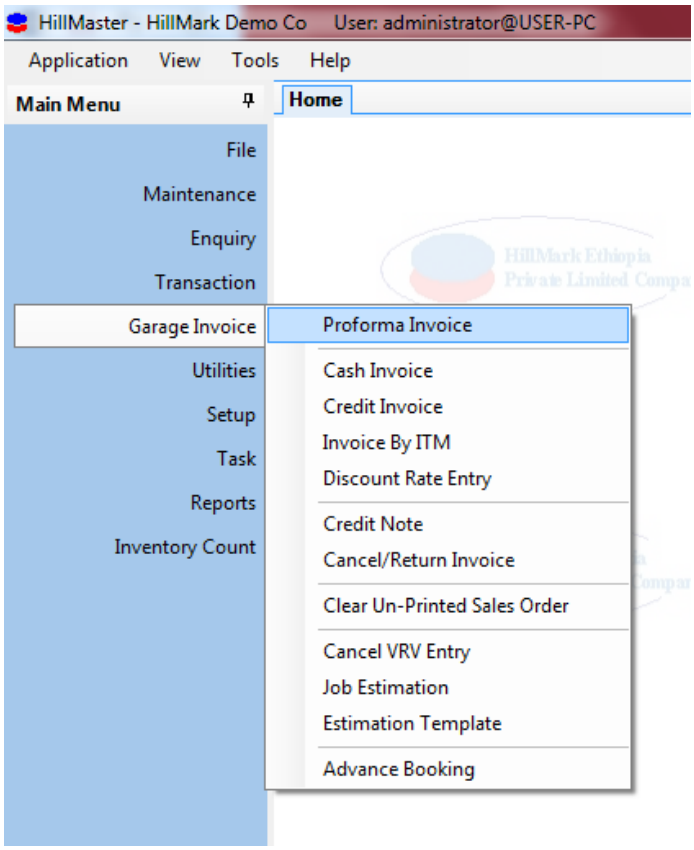
This page is used for recording the receiving of sublet work order from a supplier when completed.



- All sublet work orders approved will be listed and the sublet work order number to be received should be double clicked. The details of the sublet work order will appear in the right window fields and grid;
- Specify the Delivery Order number of the supplier;
- Click on "Save" to record the receiving of the order;

7 Garage Invoice

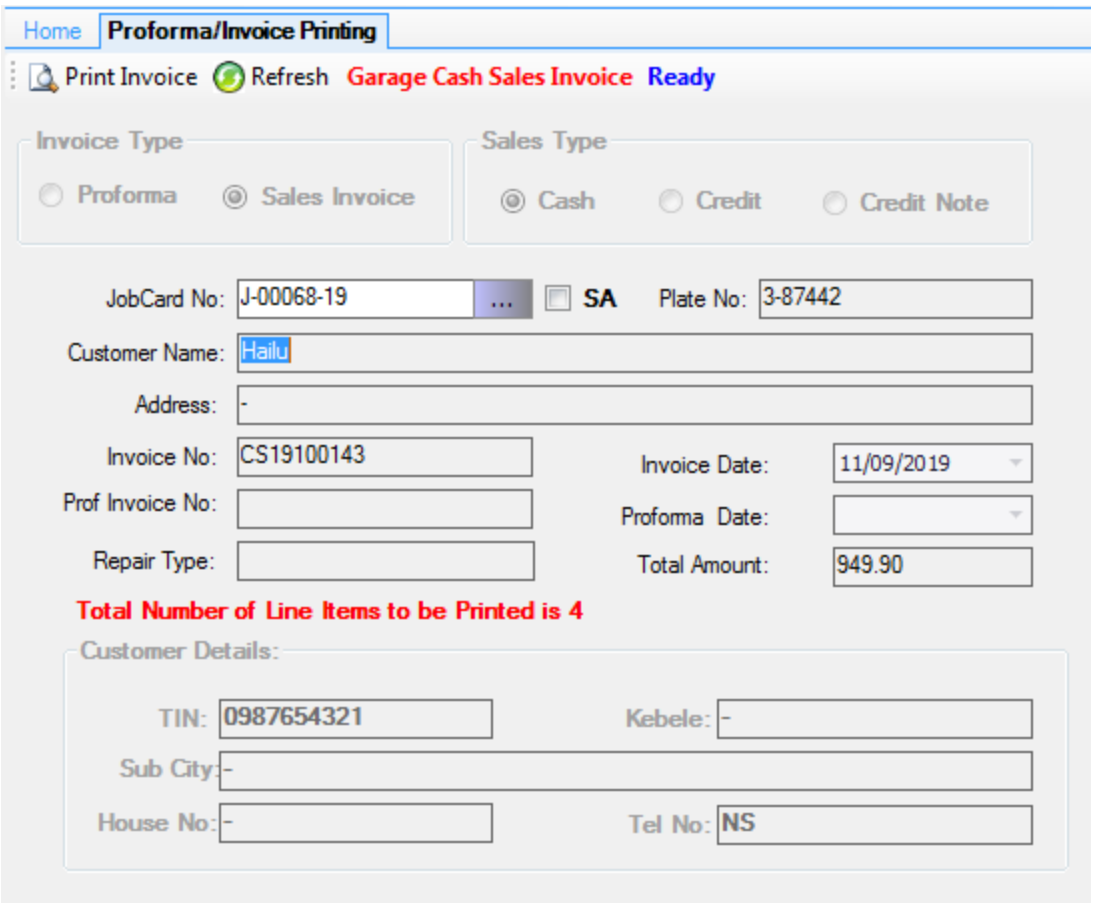
This menu provides all the interface pages required for processing invoices of cash or credit sales transactions, Proforma invoice for estimations or processing of services performed for company owned vehicles normally called internal ITM.



7.1 Performa Invoice

This page is used for printing a Proforma invoice for a job that is already completed and closed. It is used for customers that require a Proforma invoice to prepare payments. You can directly use the cash or credit invoice page of the system for a customer that doesn't require Proforma invoice of completed job.

- Click on "Refresh" button to clear previous data from the fields;
- Select the job number from the list. Jobs that are closed will appear in the selection list. You can't perform this operation for jobs that have not been closed.

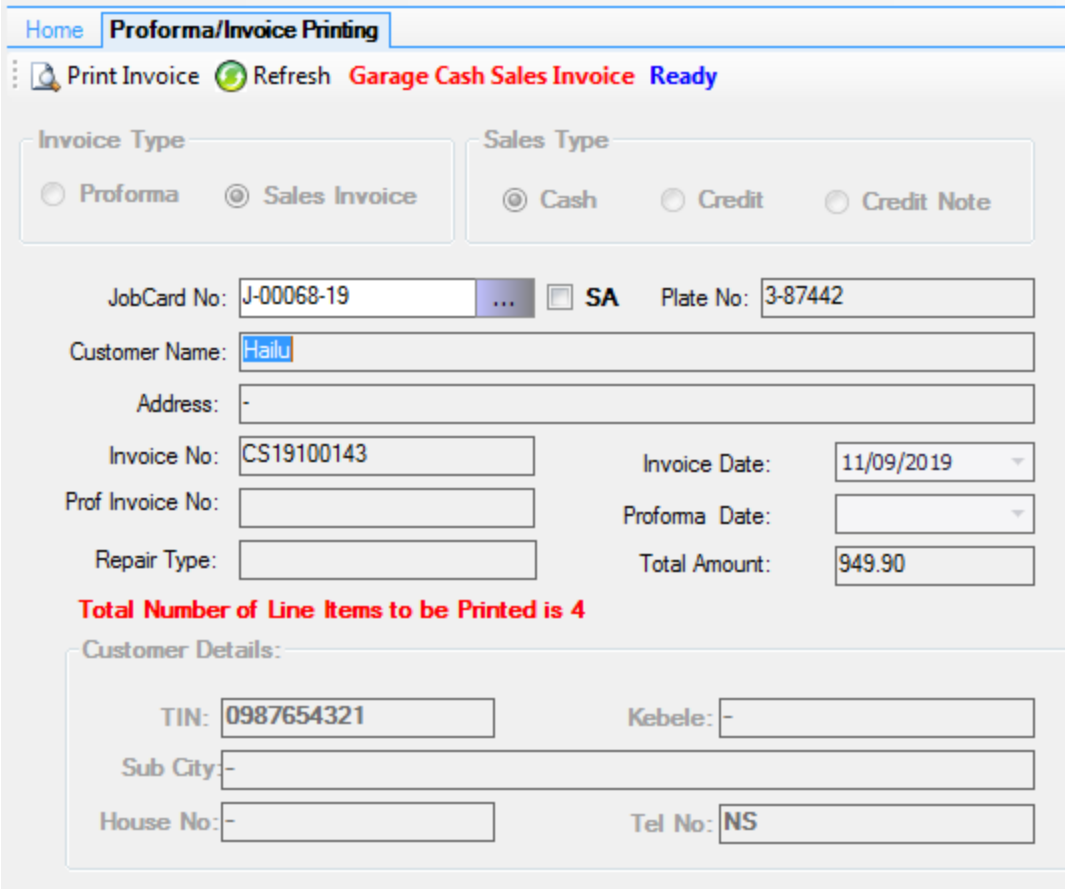


- Click on the "Print invoice" button. The amount that will appear in the printed invoice should be the same as what you see in the total amount field of this page.

7.2 Cash Invoice

This page is used for printing a cash sales invoice for a job that is already completed and closed.

- Click on "Refresh" button to clear previous data from the fields;
- Select the job number from the list. Jobs that are closed and have not been invoiced yet and where the payment type used for job opening was set to be "cash" will appear in the selection list. You can't perform this operation for jobs that have not been closed.
-

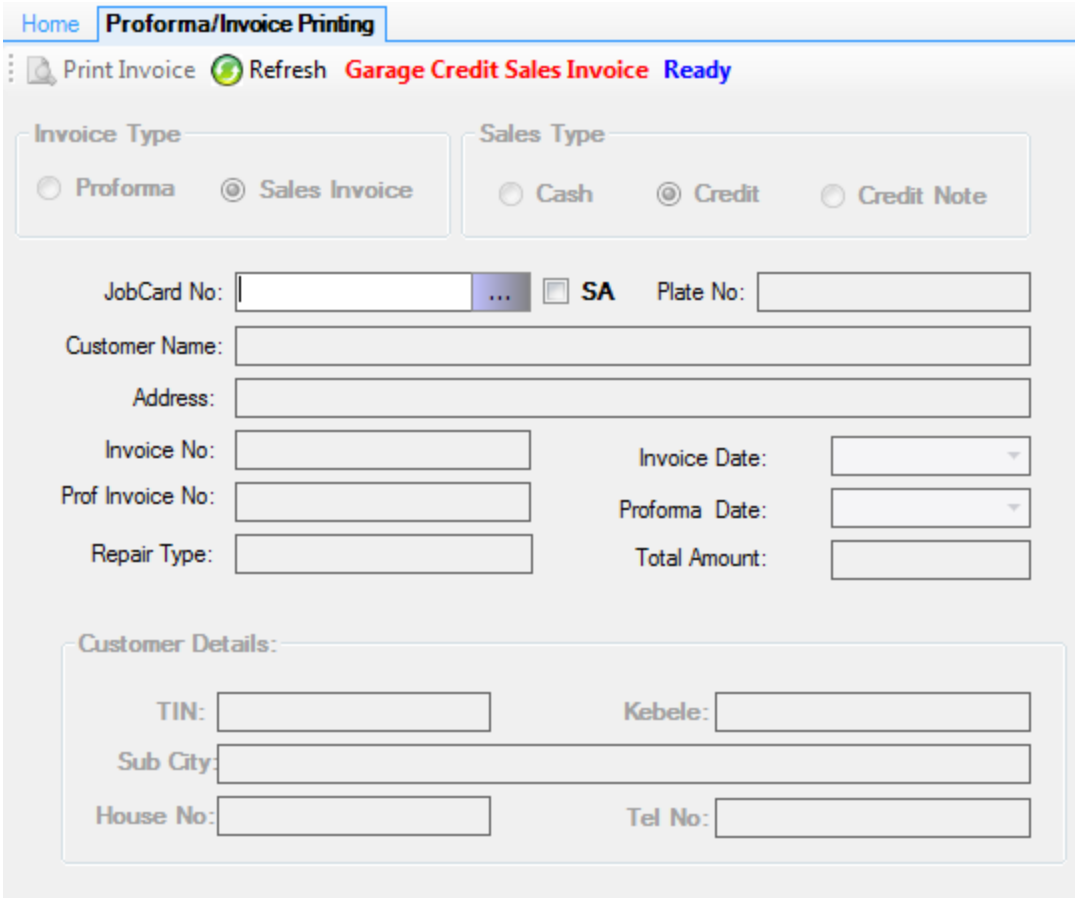


- Click on "Print invoice" button and the system will produce garage cash sales proof list. The print invoice command will automatically send the invoice details to the HillMaster-POS module used by the cashier for printing of Fiscal Invoice and Attachment document in compliance with the tax law of Ethiopia.

7.3 Credit Invoice

This page is used for printing a cash sales invoice for a job that is already completed and closed.

- Click on "Refresh" button to clear previous data from the fields;
- Select the job number from the list. Jobs that are closed and have not been invoiced yet and where the payment type used for job opening was set to be "credit" will appear in the selection list. You can't perform this operation for jobs that have not been closed.

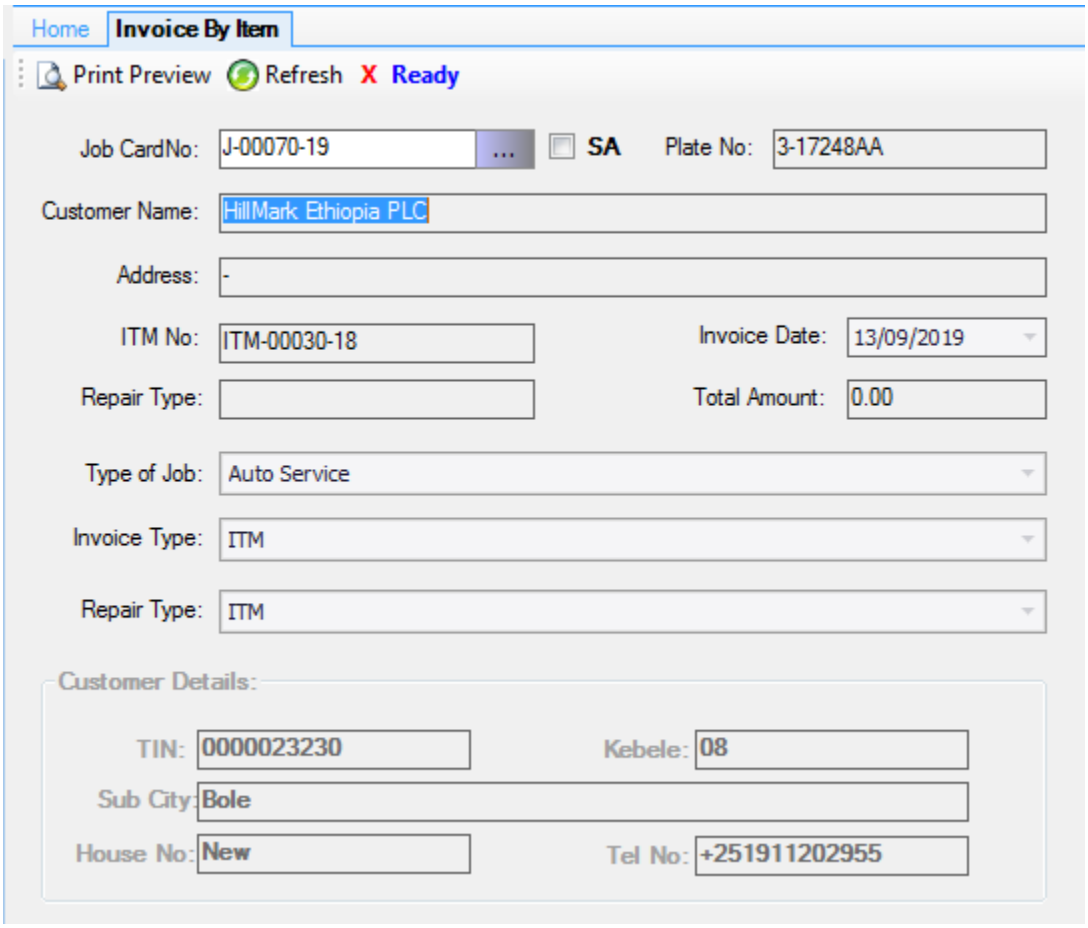


- Click on "Print invoice" button and the system will produce garage credit sales proof list. The print invoice command will automatically send the invoice details to the HillMaster-POS module used by the cashier for printing of Fiscal Invoice and Attachment document in compliance with the tax law of Ethiopia.

7.4 Invoice by ITM

This page is used for printing an internal invoice or charge document for internal vehicles opened by the company itself. These vehicles should be registered on the system as company owned vehicles in terms of plate numbers and in addition the invoicing method should be specified as ITM when opening Job order.

- Click on "Refresh" button to clear previous data from the fields;
- Select the job number from the list. Jobs that are closed and have not been invoiced yet and where the payment type used for job opening was set to be "ITM" will appear in the selection list. You can't perform this operation for jobs that have not been closed.



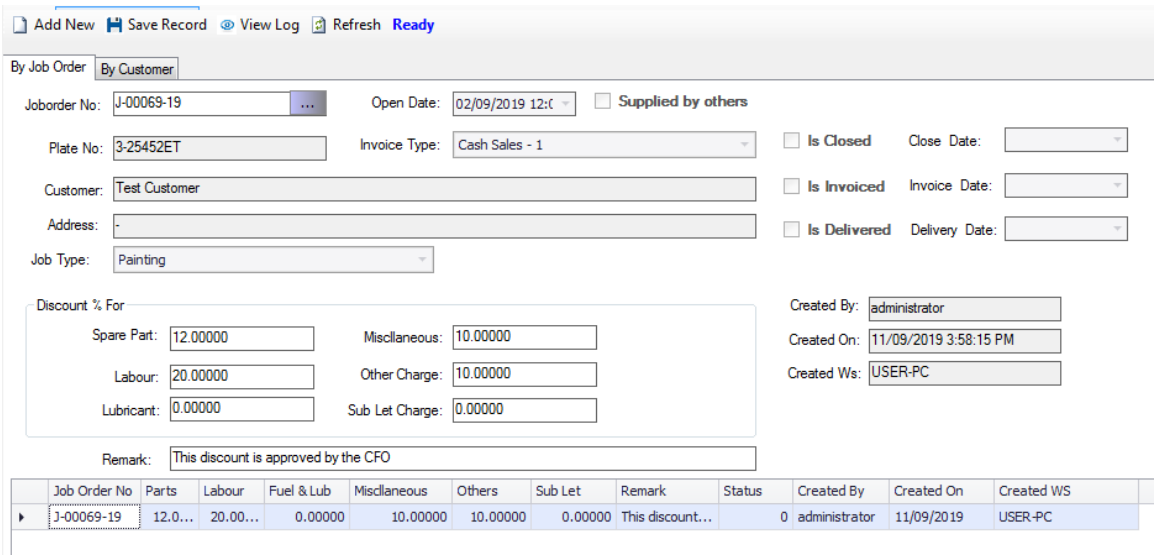
- Click on "Print Preview" button and the system will produce garage ITM invoice proof list. The print invoice command will automatically charge the invoice amount to the department expense specified on the COA.

7.5 Discount rate entry

This page is used to setup a discount rate for one time by specifying the job order number or for a customer as a standing procedure that applies to all jobs that are opened in the name of the beneficiary customer.

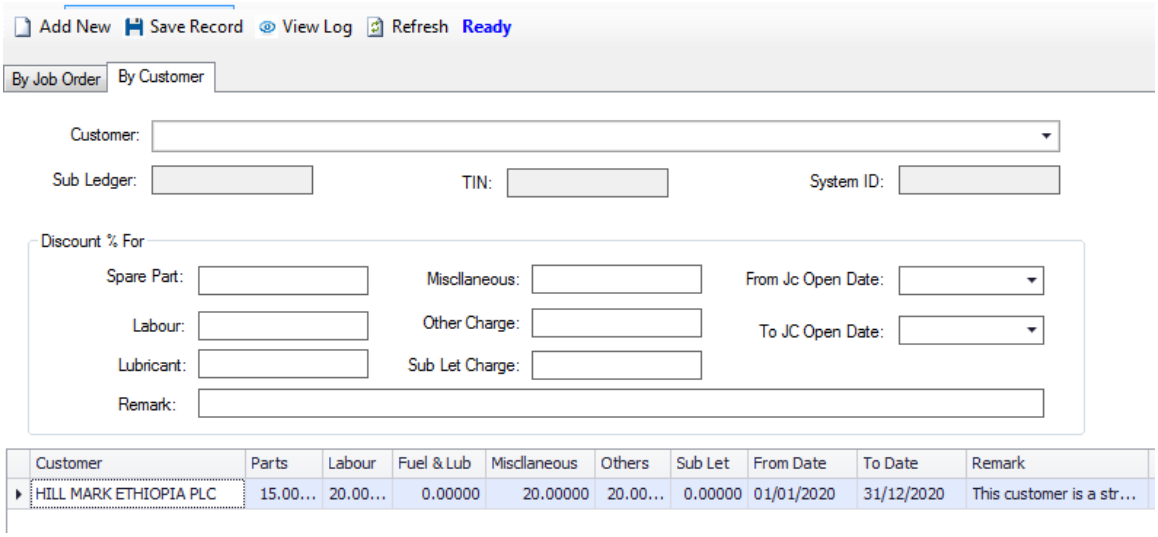
Discount by Job order:

- Select the job order number from the list;
- Specify the percentages allowed for this job by different charge category;
- Should specify at least the authority that has approved this discount in the remark field;
- Finally, click on the "Save record" command button;



Discount by Customer:

- Select the customer from the list. Customer should exist in the customer list;
- Specify the percentages allowed for this job by different charge category;
- Should specify at least the authority that has approved this discount in the remark field;
- Specify the duration for which the discount remains valid.
- Finally, click on the "Save record" command button;



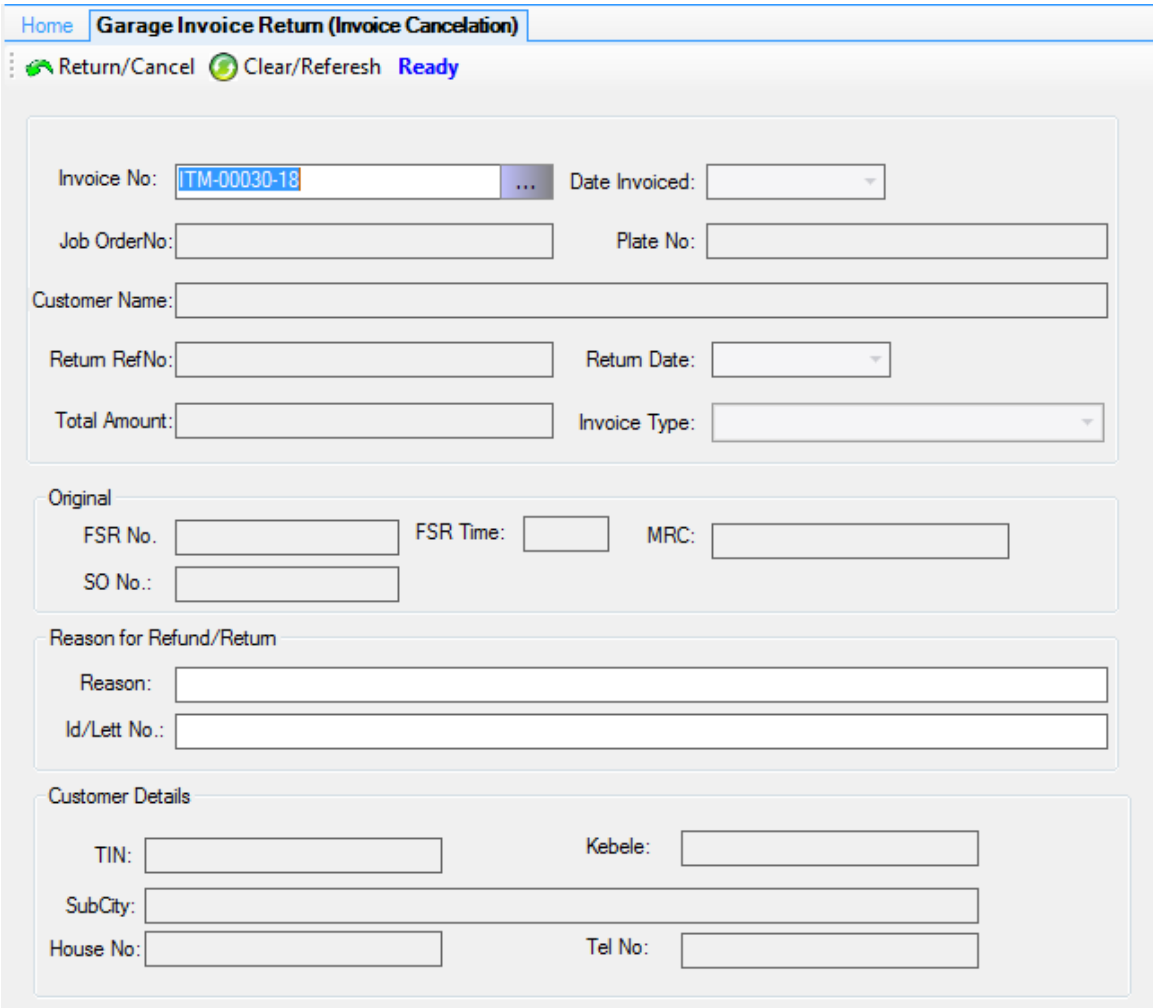
7.6 Credit Note

This sub menu is used to prepare credit note.

7.7 Cancel / Return garage invoice

This page is used for processing cancellation or returning of garage invoices that have been processed.

- Click on "Refresh" to clear previous data from the fields;
- Select the invoice number to be cancelled from the list. The associated details for the invoice selected will be displayed.
-



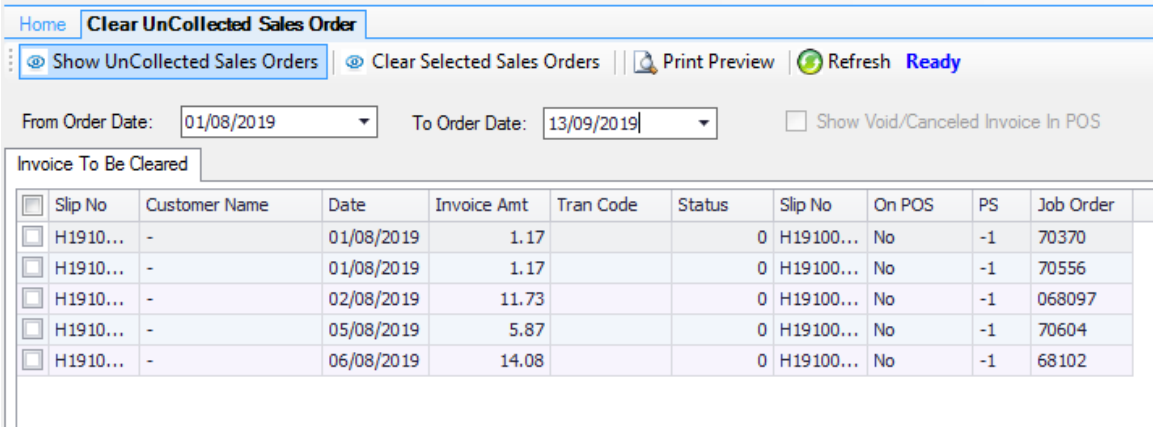
- Specify the reason for the return and the supporting letter reference number authorizing the return;
- Finally click on the "Cancel / Return" button;

7.8 Clear un-collected sales order

This page is used for clearing the garage sales orders processed on system but has not been printed and collected by the cashier from the customer. To synchronize the sales amounts between this module and the POS module used by the cashier, every sales that have been processed but not collected on the same day by the cashier should be cleared using this feature.

- Specify the date range for this transaction for the "From" and "To" fields;

- Click on the "Show un-collected sales order" button and the system will list all the sales transactions that have not been collected by the cashier for the specified date range in the grid;
- Select the transactions you want to clear (there is also option for clearing all);
- Click on the "Clear selected sales orders" and they will be cleared. The cleared transactions will be cleared from the grid;
- You can see on the print "preview" if required;

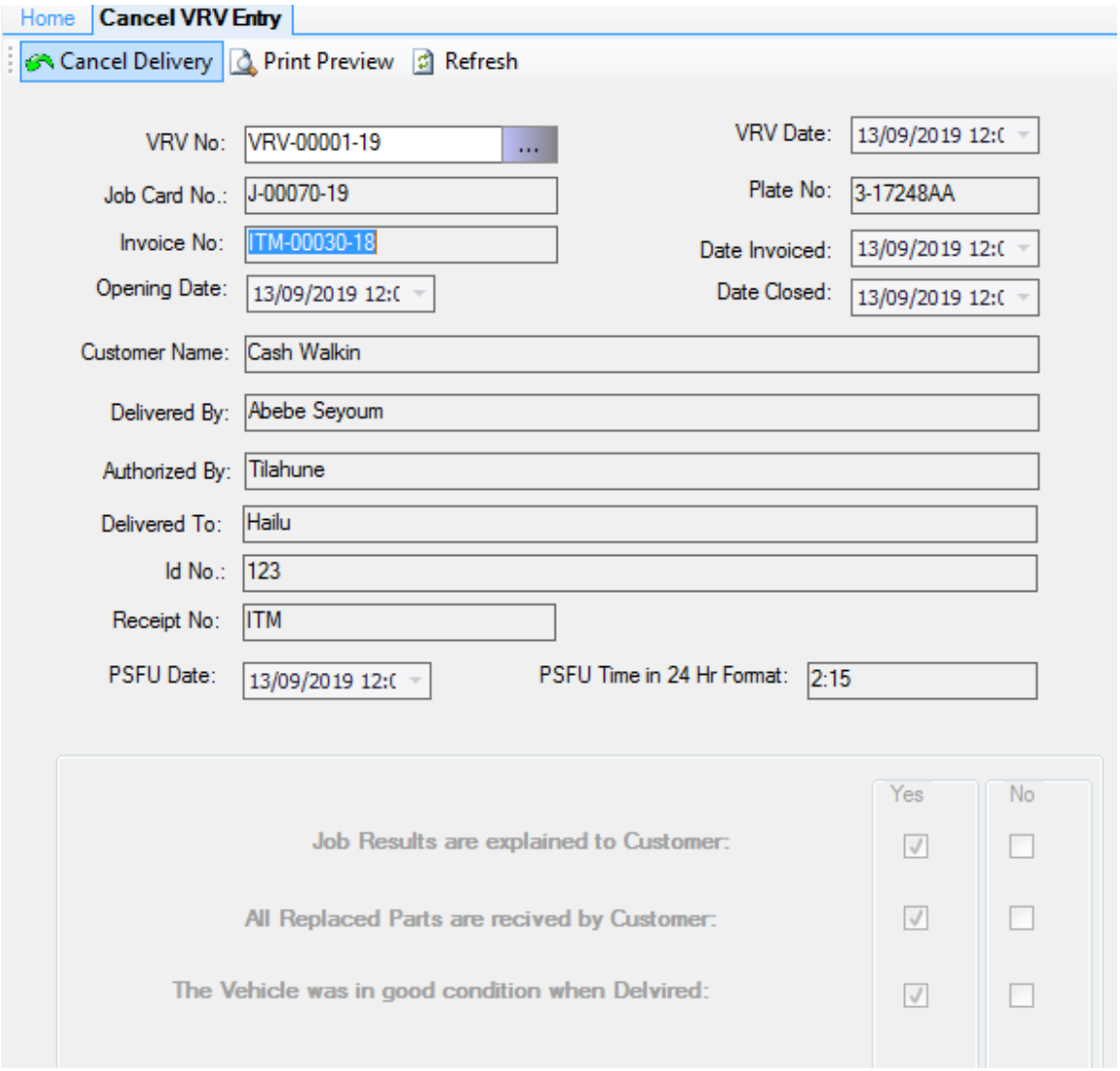


Slip No	Customer Name	Date	Invoice Amt	Tran Code	Status	Slip No	On POS	PS	Job Order
H1910...	-	01/08/2019	1.17		0	H19100...	No	-1	70370
H1910...	-	01/08/2019	1.17		0	H19100...	No	-1	70556
H1910...	-	02/08/2019	11.73		0	H19100...	No	-1	068097
H1910...	-	05/08/2019	5.87		0	H19100...	No	-1	70604
H1910...	-	06/08/2019	14.08		0	H19100...	No	-1	68102

7.9 Cancel VRV entry

This page is used to cancel an already prepared Vehicle Release Voucher.

- Click on "Refresh" to clear data fields from previous data;
- Select the VRH from the list. If the list is empty it could mean Vehicle release voucher has not been prepared for the job. For existing VRV, the details will be displayed;
- Click on "Cancel Delivery";
- You should then have to reprocess VRV for the job from the Utility menu;



7.10 Job Estimation

This page is used for processing garage job estimations for various reasons (External estimation, Insurance claim estimation, internal estimation or Template estimation). The page provides different tabs for maintaining "general information"; "Parts"; "Labor"; "Fuel & Lubes"; "Miscellaneous charges"; "Sublet charges" and "Other charges"

- Click on "Refresh" button to clear data fields from previous data;
- Click on "Add New" and the system will automatically assign estimation number and update estimation date and the general information tab will be active by default;
- Complete all the fields in the general information tab with relevant data. The chassis number and plate number can be browsed for existing data or type value if new;
- Click on "Save" button to save your entry for the general information tab before starting data capture for the other tabs;
- Open any relevant tab for the estimation;

- Within each tab start by clicking on the "Refresh" button in the tab;
- Click on "Add New" button in the selected tab;
- Select the item, labor, fuel & lube … etc and then click on the "Add" button in the selected tab for item you add;
-

New | Save | Print Preview | Delete | Refresh | Print For: | Ready

Estimation No.: | SA | Estimator: | Date: | Finalized

Requisition No.: | Priority: | Est Type:

General Info | Parts | Labour Charge | Fuel & Lub | Miscllaneous Charge | Sub Let | Other Charges | Summary

Chassi/VIN No.: | Plate No.: | Cell No.:

Customer Name: | Address:

Make In: | Model Type:

Engine No.: | Type of Job: | Delivery Time:

Color Code: | Trim Code: | Millage: | Claim No:

Supplied By US | Supplied By Others | Remark:

Detail Work Description

- You can preview the estimation sheet for checking;
- Finally if everything is acceptable, then tick the "Finalized" tickbox and Click on "Save" button on the top;

Service Price Estimation

Date: 13/09/2019
Req. No: 0
Est. No: EST-00001-19
Estmiation Type Insurance Estimation
TRIM Code -
Color Code -
Delivery Time -
Millage 25,000

F

Customer: Hailu Abiebie
Address Addis Ababa
Plate No. 3-12345ET **Model Type:** SZ01
Make 1 **Chassie No** CHASSIS234ENG23
Model SZ01 - Suzuki Alto **Engine No.** ENG23

Work Description

Write the detailed work description required for this job

Labour

CM-1-0001	Consumable	145.60
G1234	Change and Replace Fender	1,456.00
	Total For Labour	**1,601.60**

SPARE PARTS

Part Number	Description	Quantity	Unit Price	Amount	Source	Ord No	ETA
P01	Fuel Filter	2.00	450.25	900.50	Stock		
SK-001-001	GASKET	1.00	3,000.66	3,000.66	Stock		
	Total For SPARE PARTS			**3,901.16**			

Misclaneous

MC001	Wheelbalancing	200.00
MC002	Washing	150.00
	Total For Misclaneous	**350.00**

Subleting

SW001	Machin shop - 1	200.00
	Total For Subleting	**200.00**

Lubricants

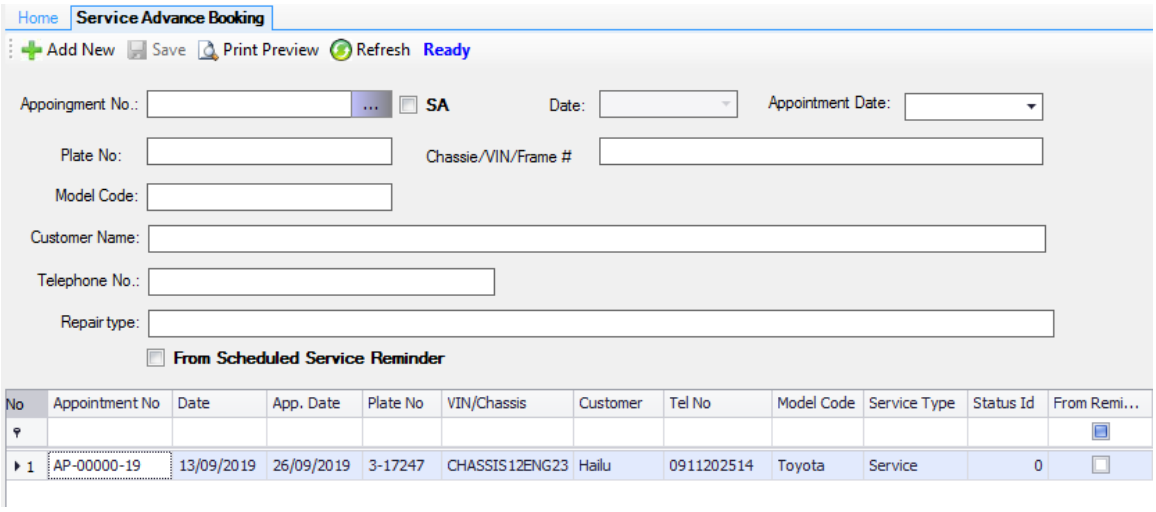
FL001	Regular Fuel	5.00	21.00	105.00

Total Est. Amount **6,157.76**

7.11 Advanced booking

This page is used for recording of advanced service bookings for customers. The booking could be customer initiated or picked from the systems scheduled service reminder.

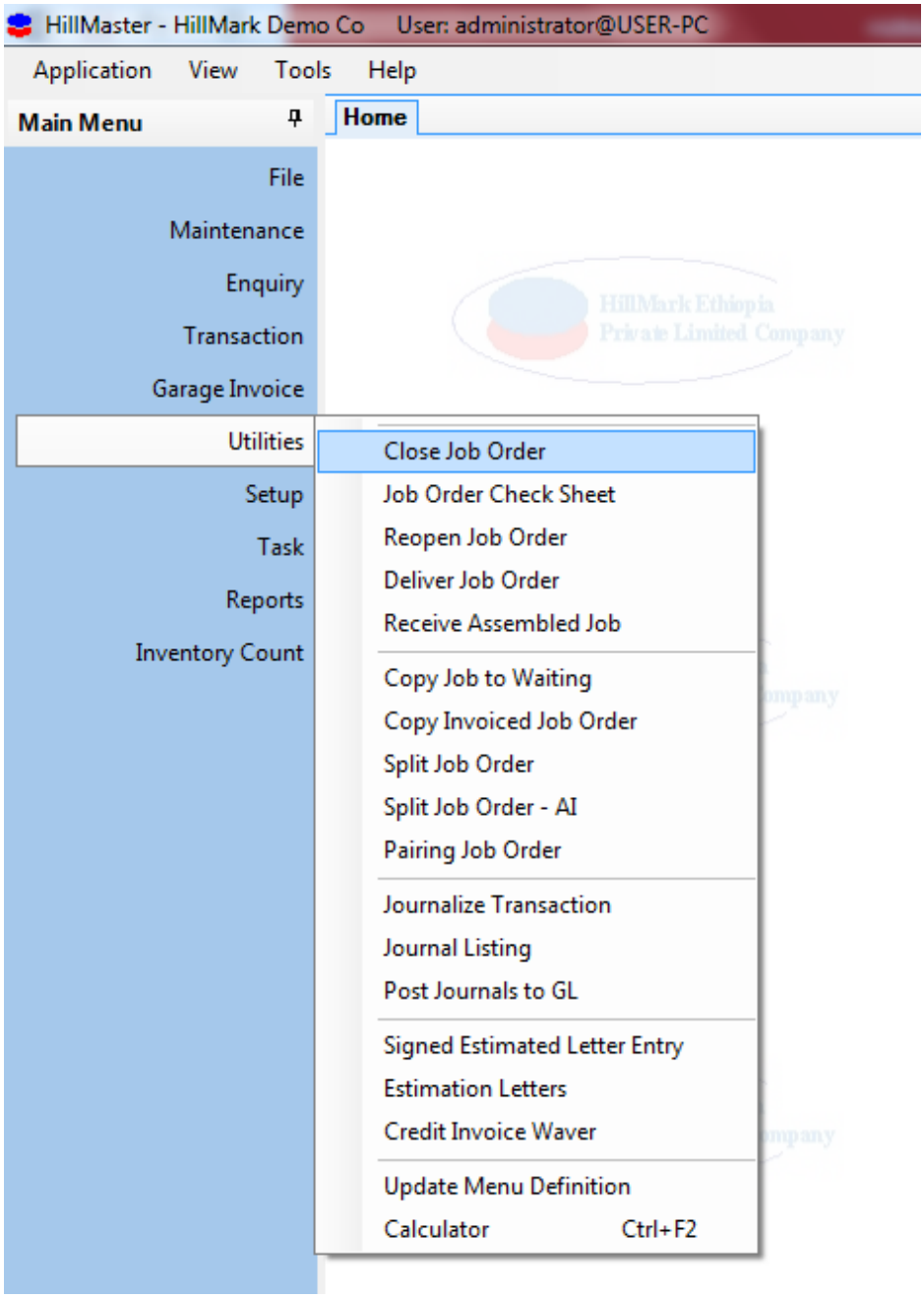
- Click on "Refresh" to clear data fields from previous data;
- Click on "Add New" and the system will automatically assign appointment number;
- Set the appointment date;
- Fill all the relevant fields with relevant values;
- Click on "Save" button when you are done. The system will add the vehicle in to the grid with its details;



- The system will automatically send reminder message to the customer when the appointment date is due;

8 Utilities

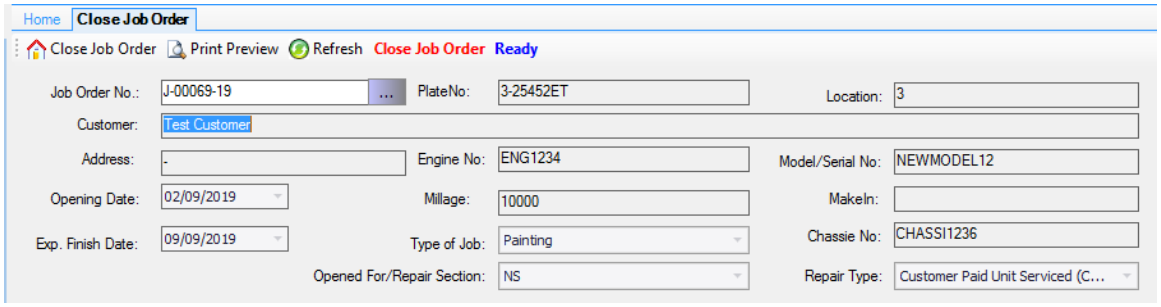
The utility page is used for performing different tasks listed in the sub menus.



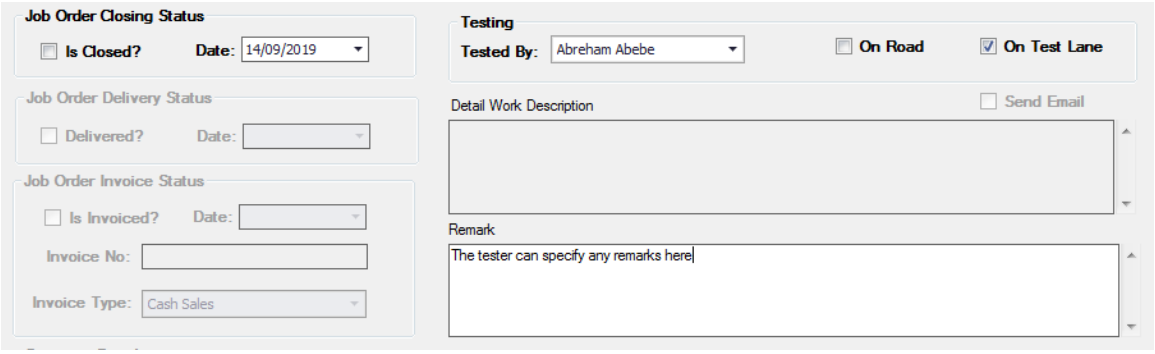
8.1 Close Job Order

This page is used to close job orders that have been completed so that they can be invoiced and delivered to the customer.

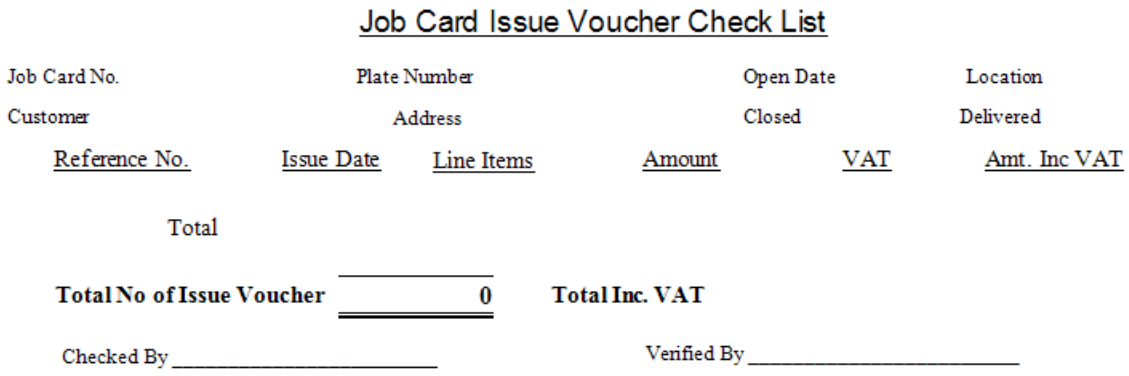
- Select the job order that you are going to close and the system will display the details for the job selected;



- Specify the tester, the test method used and any remarks if any in the spaces provided;



- System will validate if the job has been returned from other sections. If not, the system will not allow you to close the job order.
- The system will ask you to print job statement for your review and do so depending on your confirmation type;



Job Card Issue Voucher Check List

Job Card No. Plate Number Open Date Location

Customer Address Closed Delivered

Reference No.	Issue Date	Line Items	Amount	VAT	Amt. Inc VAT

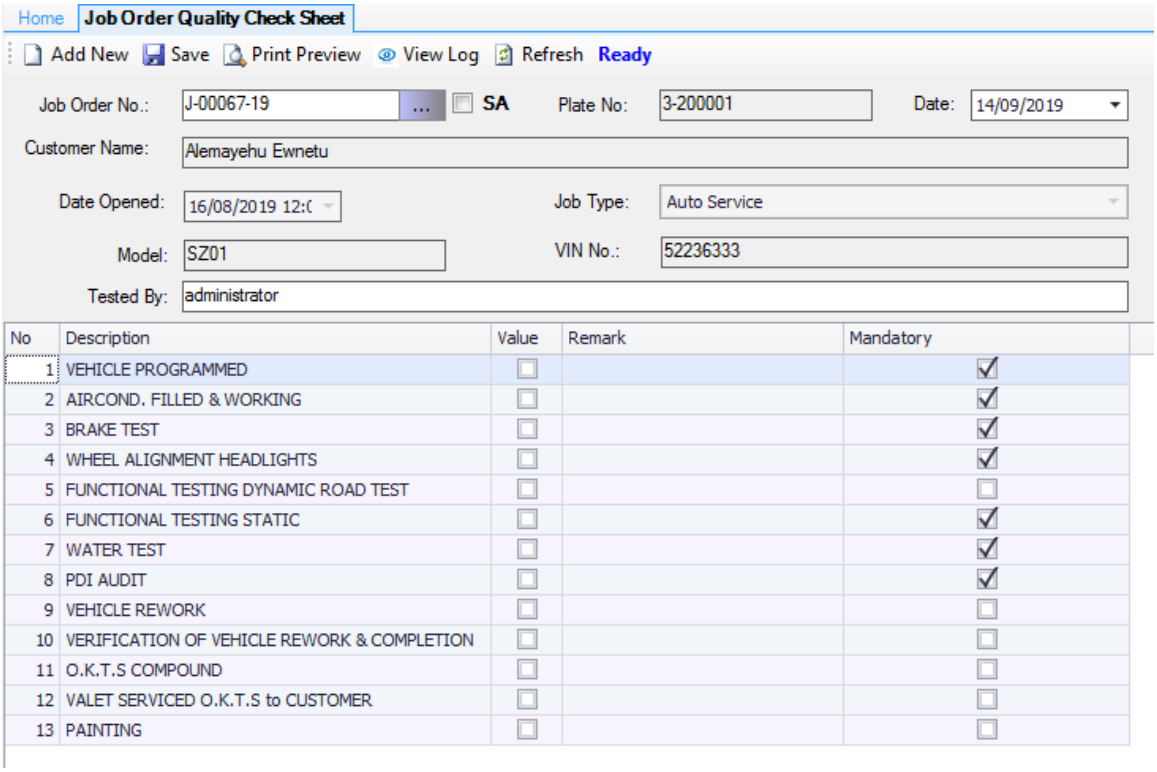
Total

Total No of Issue Voucher 0 **Total Inc. VAT**

Checked By _____ Verified By _____

8.2 Job order quality check sheet

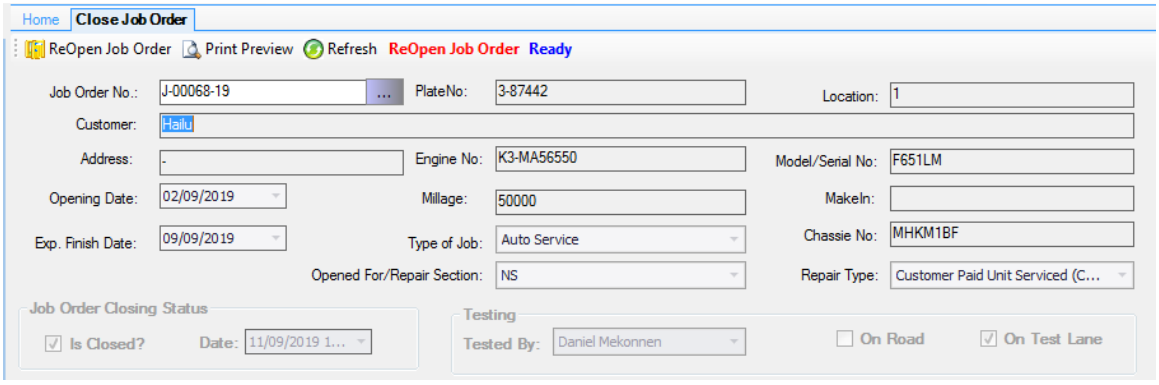
This page is used to record at least the mandatory quality check sheet against which each job opened should be checked before they are released for delivery to customer.



- Select the job order number for which you are performing the quality check;
- Tick in the appropriate for checks that has been performed for the selected job order and save you entry;

8.3 Reopen Job Order

This page is used for re-opening closed jobs for various reasons.

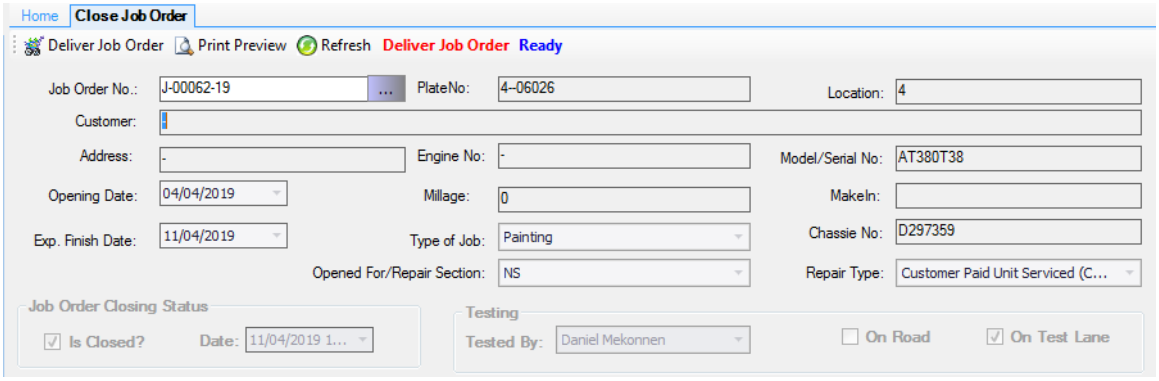


- Select the job order number you want to re-open. The system will display the details of the job selected;
- Click on "Reopen Job Order" and the system will re-open the job order for you. You should close the job after processing any adjustments for which the job was re-opened;

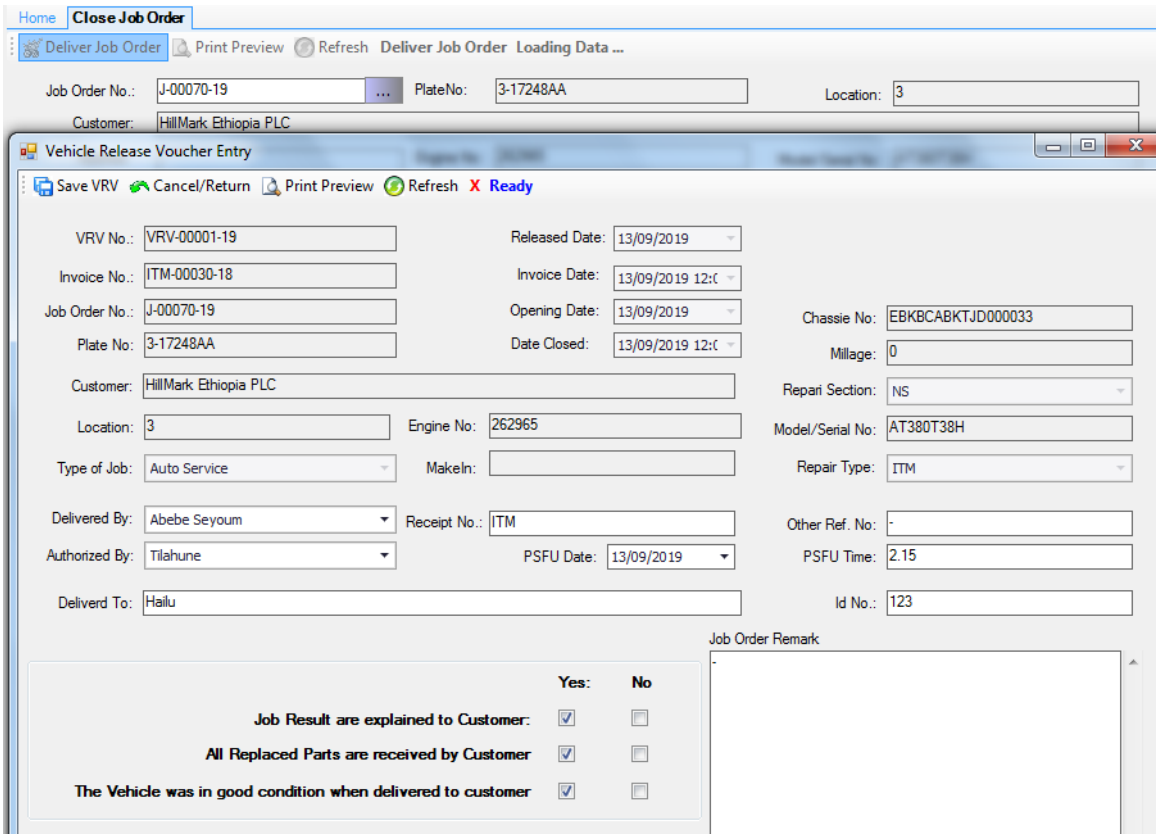
8.4 Deliver Job Order

This page is used for preparing Vehicle Release Voucher for the customer. The customer must have paid the invoice for processing this task or should have a letter authorizing the release (usually for credit customers).

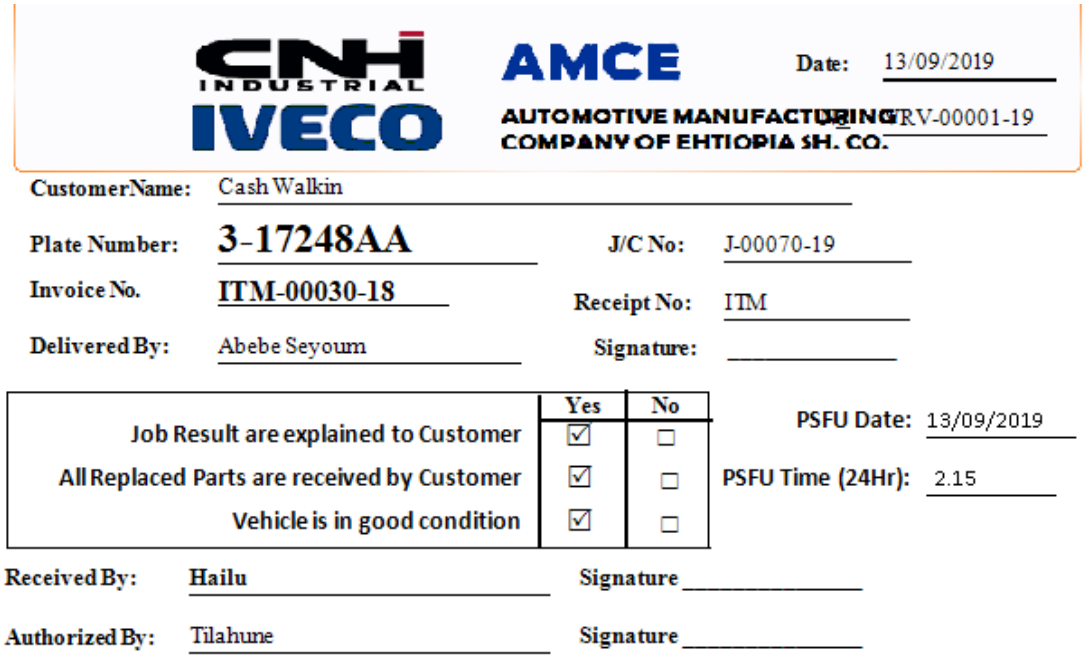
- Click on "Refresh" button to clear previous data from the fields;
- Select the job order number for which you are preparing VRV. And the system will display the details of the job order;



- Click on "Deliver Job order" button and the system will pop-up a separate page where you should record other relevant details;
- In the new page, specify the following details in the relevant fields specified for this purpose: Delivered by name; Payment receipt number for the job; other reference number if approved credit customer; authorized by name; customer name and ID number; the procedures identified by tick marks should also be administered and appropriately ticked;
- Type remarks if any in the space provided;

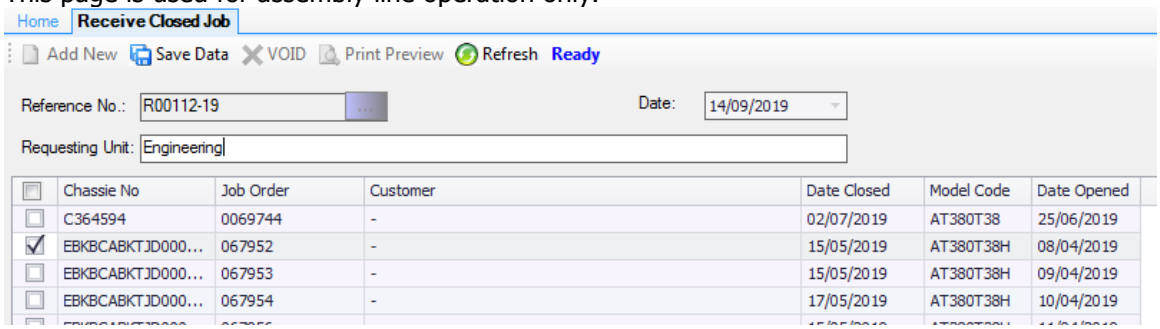


- Finally "Save" your VRN (Vehicle Release Voucher, which will be used by the customer as a gate pass.
- You may "Print preview" the VRV that would be given the customer;



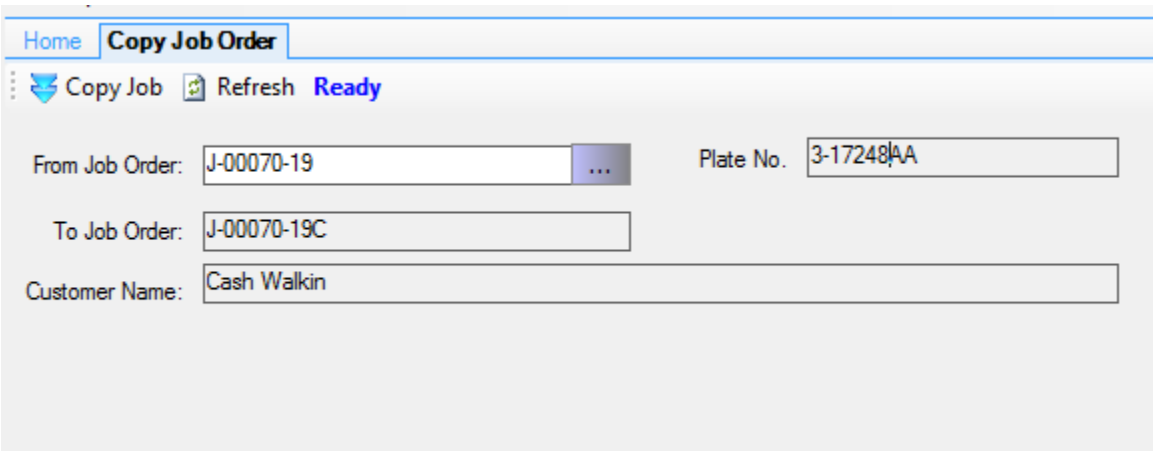
8.5 Receive assembled job

This page is used for assembly line operation only.



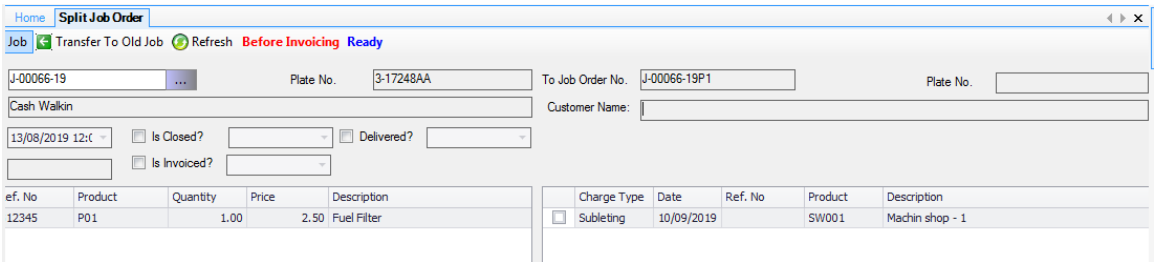
8.6 Copy Invoiced Job Order

This page is used when there is an item or charge type is found in the invoice that actually has not been used for the job. The procedure will create the same job order number with a character appended at the end to differentiate it from the original one. You will then return all the invoiced items or charge codes using negative sign except for the wrongly charged items or charge codes. You will then process a credit not for the new job order copied.



8.7 Split job order

This page is used for splitting job order before invoicing so that separate invoices can be generated for the total job. The reason could be for sharing of costs especially that should be covered by customer and part that would be covered by insurance.



- Select the job order (that has not been invoiced yet) to be split and the charge types applied to this job will be listed in the grid;
- Tick the charge code that you want to go in to the new job order (identified with the same job order number but has a character appended to it;
- Click on "Transfer to new Job" and the charge type will appear in the newly copied job order number and removed from the original job order;
- You should specify the name of the customer for the new job order number copied;
-

8.8 Split job order – AI

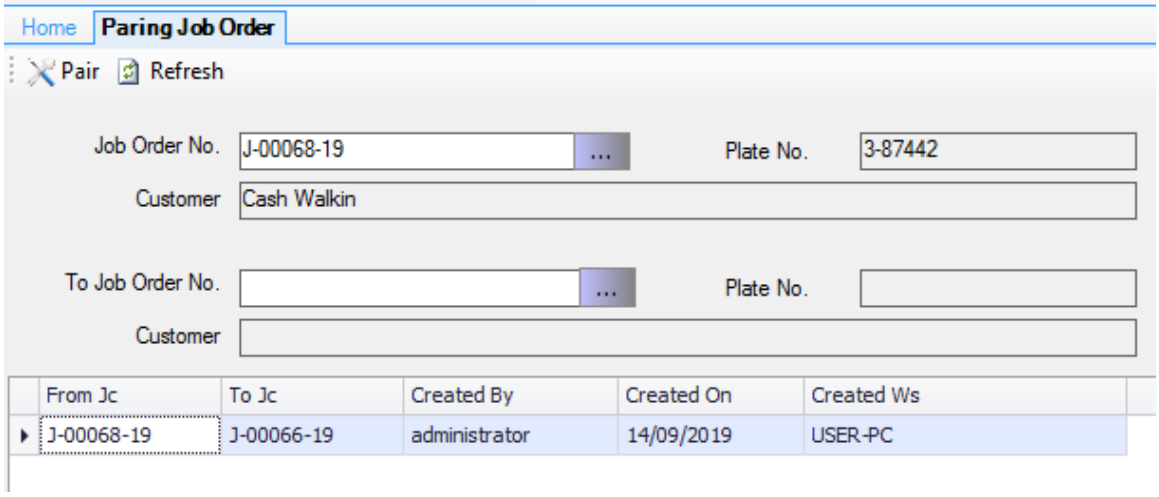
This page is used for splitting job order after invoicing so that total cost for the job could be shared between the customer and another party.

- Select the job order (that has not been invoiced yet) to be split and the charge types applied to this job will be listed in the grid;
- Tick the charge code that you want to go in to the new job order (identified with the same job order number but has a character appended to it;
- Click on "Transfer to new Job" and the charge type will appear in the newly copied job order number and removed from the original job order;
- You should specify the name of the customer for the new job order number copied;

8.9 Pairing job order

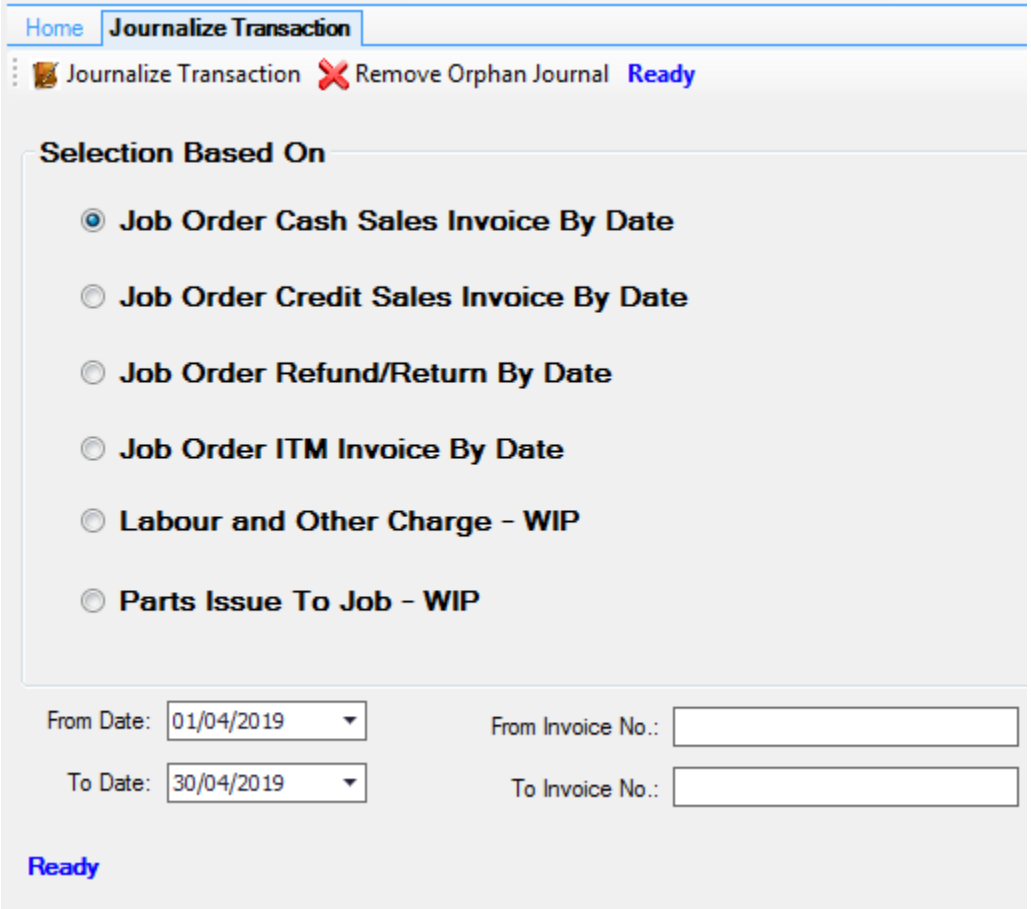
This page is used for pairing two job orders may be because they both belong to the same customer or any other reason for that matter. These jobs need to be completed around the same time for delivery together.

- Click on "Refresh" button to clear previous data from data fields;
- Select the two jobs that are to be paired;
- Click on the "Pair" button;



8.10 Journalize transaction

This page is used when you want to journalize garage sales transactions either by date range or invoice number range. Transactions are organized by type and you could only journalize one transaction type at a time.

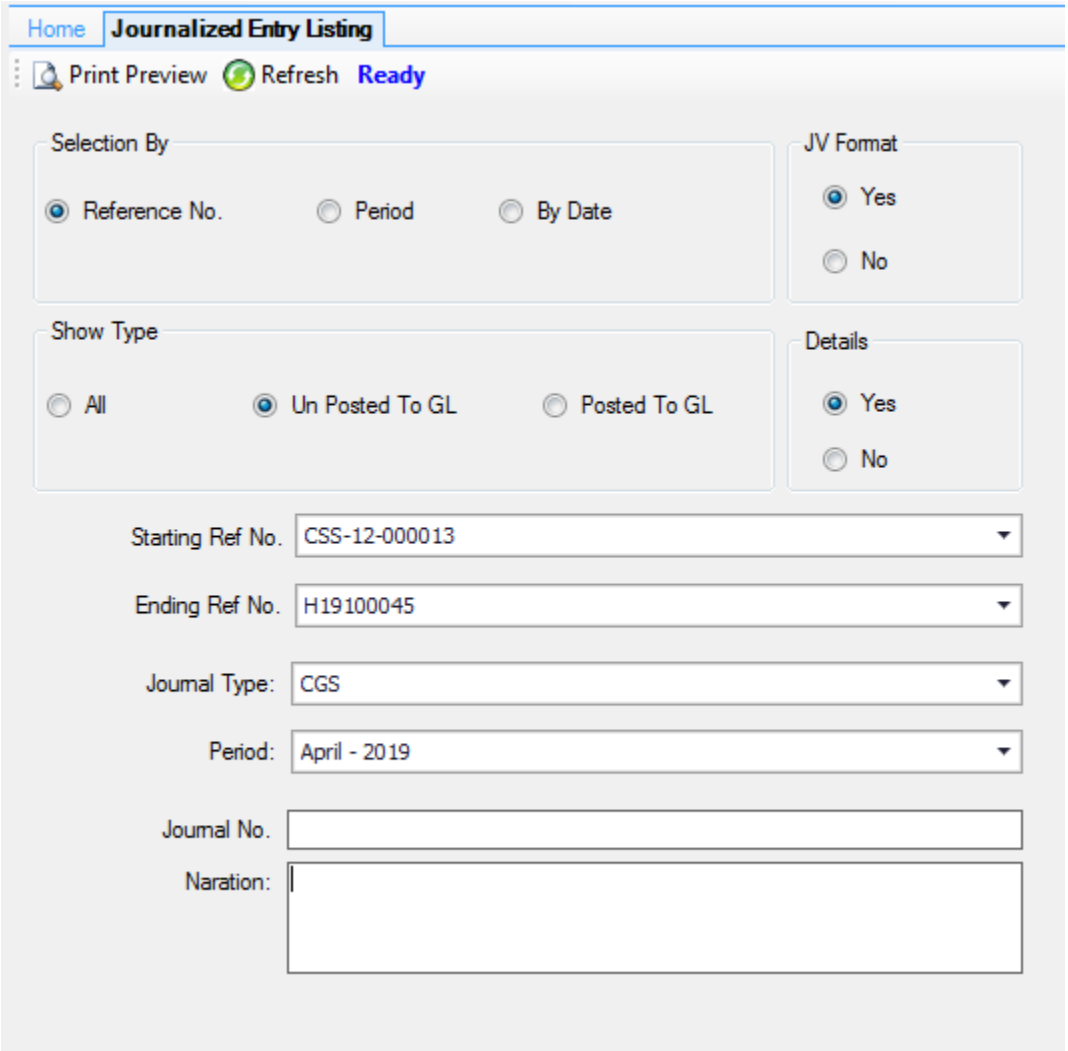


- Tick in the radio button of the transaction type you want to journalize;
- Specify the date range for the transactions;

- Click on "Journalize transaction" and the system will journalize selected transaction type for the specified period and give you a confirmation when successfully completed.
- There is a command for "Remove orphan journals" which will remove all orphan journals used in this module. Orphan journals are ….

8.11 Journal listing

This page is used to generate listing of journals using your criteria: reference number range, journal type and period. There are also radio buttons that can be used to further filter your listing.



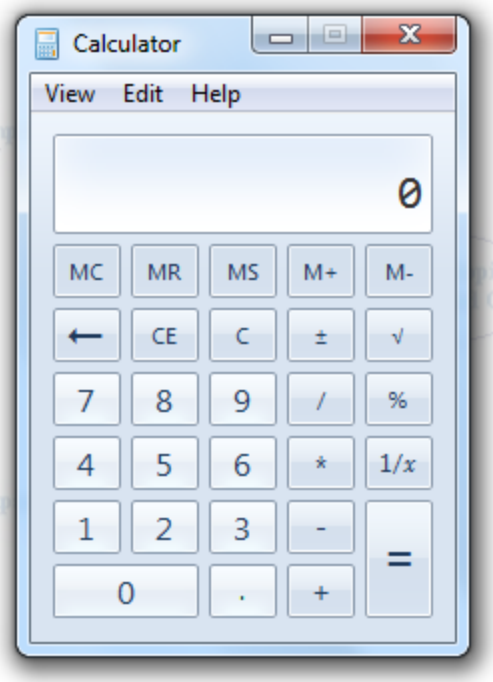
- Tick the radio buttons based on your filtration requirement;
- Specify the reference range with starting and ending reference number from the selection list;
- Specify the journal type and the period for which you are listing the journals;
- You can give journal number and any narration in the fields provided;
- When you are done, click on the "Print preview" and the system will generate the journal listing based on the selections you made.

8.12 Posting journals to GL

Posting of garage sales journals is to be performed from the HillMark-COSS module side

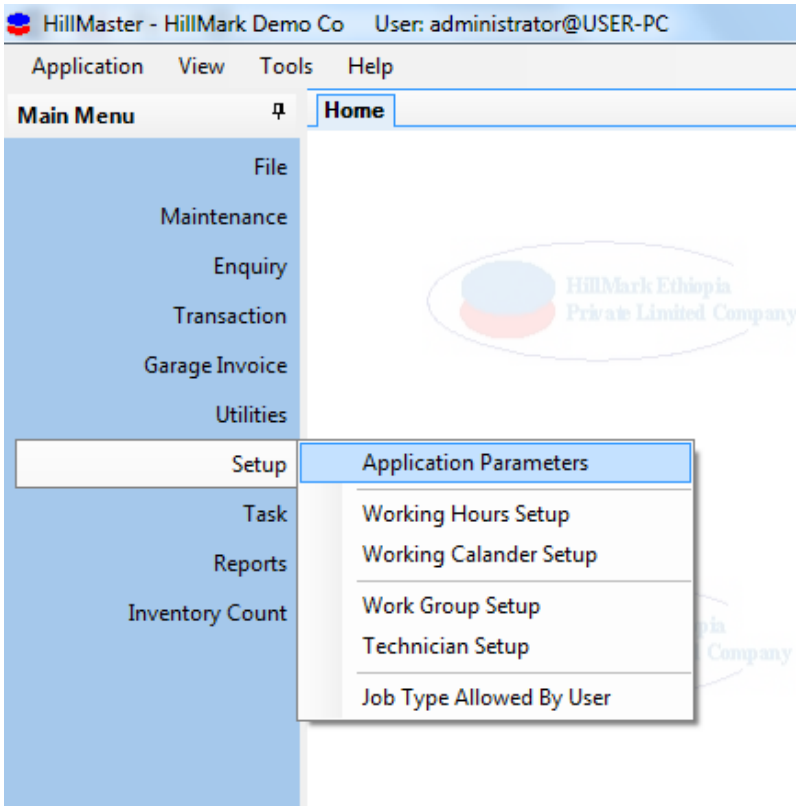
8.13 Calculator

This page activates a standard calculator that you may use for computing some numerical values while you are processing input or output transactions.



9 Setup

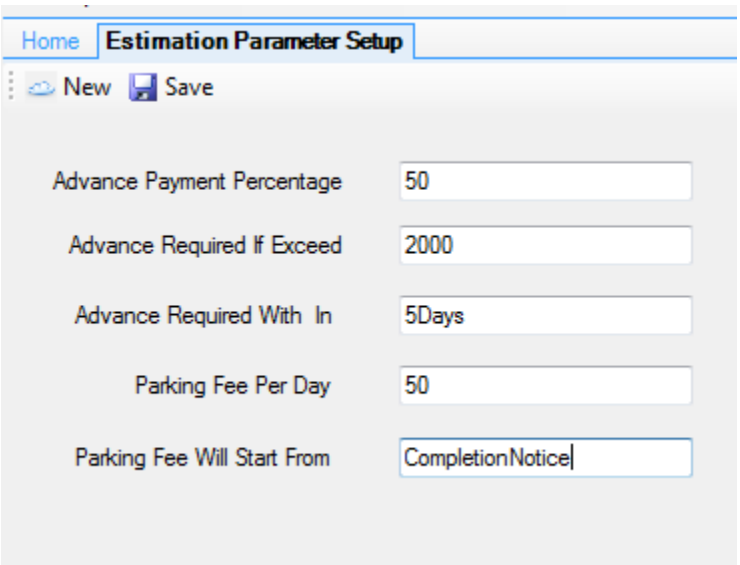
This menu is used to maintain different parameters that are helpful for effectively performing different tasks.



9.1 Application parameter for estimations

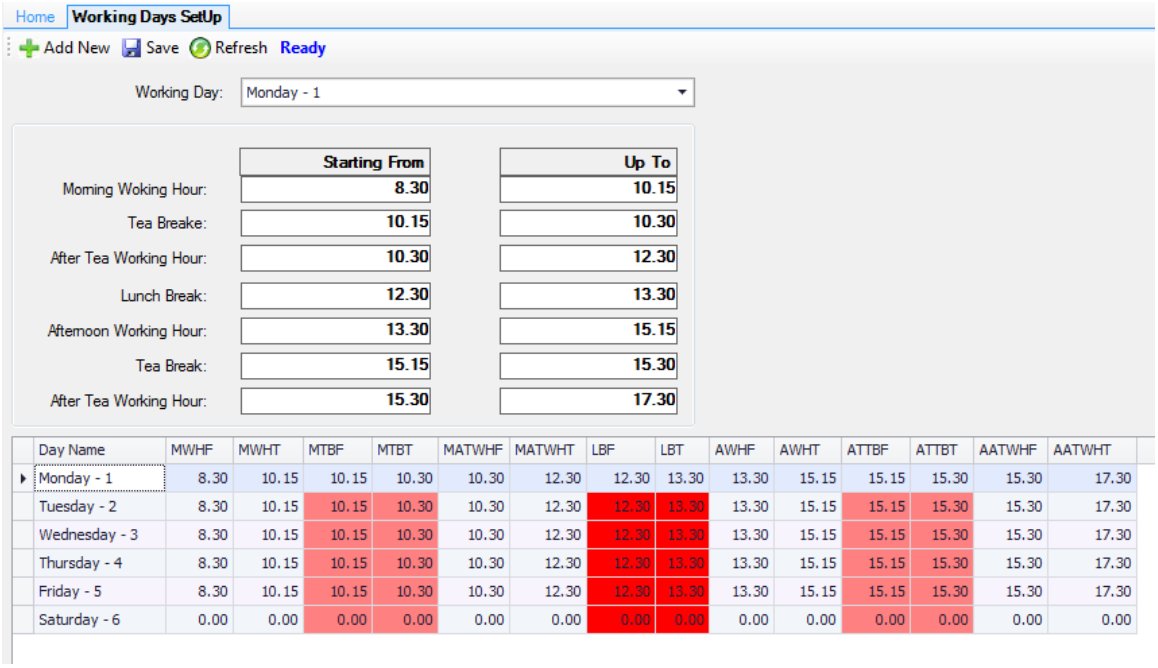
This page is used for setting up standard terms and conditions that should appear on every garage estimations. System will display standard values that has been setup already. You can change these values by clicking on "New" and then write the new value for the parameter and save it.

- **Advance payment percentage**: The percentage of advance payment for the work estimated if it has to be converted to order;
- **Advance payment if exceeds**: The minimum order amount beyond which advance payment is mandatory;
- **Advance required with-in**: The number of days in which the advance payment should be made after placing the order. Work on the order normally starts after the advance payment is received;
- **Parking fee per day**: The amount to be charged as a parking fee per day while the vehicle is in the garage;
- **Parking fee will start from**: When will the parking fee start counting. Normally after the completion and notice is served to the customer about the completion of job;



9.2 Working hour setup

This page is used for setting up working hours as applicable to the entire garage operation for morning working hours, morning coffee break start; morning coffee break finish; lunch start; lunch finish; afternoon coffee break start; afternoon coffee break finish; end of day work finish.

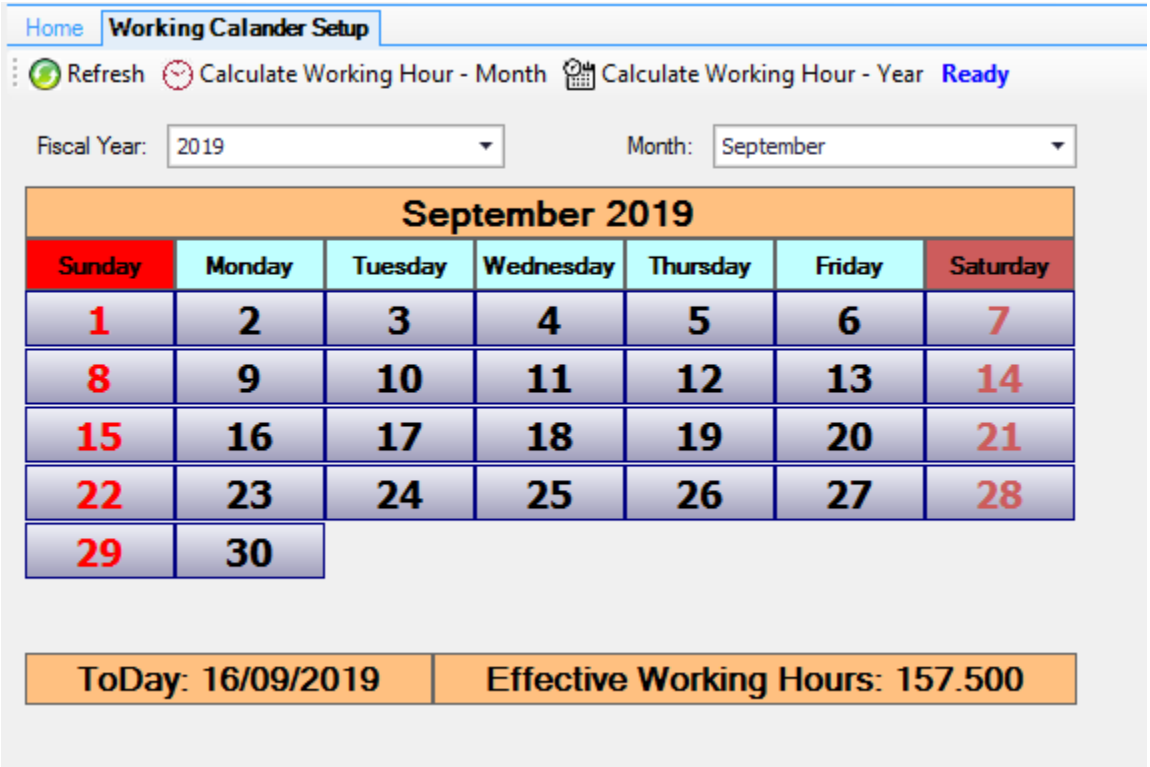


Day Name	MWHF	MWHT	MTBF	MTBT	MATWHF	MATWHT	LBF	LBT	AWHF	AWHT	ATTBF	ATTBT	AATWHF	AATWHT
Monday - 1	8.30	10.15	10.15	10.30	10.30	12.30	12.30	13.30	13.30	15.15	15.15	15.30	15.30	17.30
Tuesday - 2	8.30	10.15	10.15	10.30	10.30	12.30	12.30	13.30	13.30	15.15	15.15	15.30	15.30	17.30
Wednesday - 3	8.30	10.15	10.15	10.30	10.30	12.30	12.30	13.30	13.30	15.15	15.15	15.30	15.30	17.30
Thursday - 4	8.30	10.15	10.15	10.30	10.30	12.30	12.30	13.30	13.30	15.15	15.15	15.30	15.30	17.30
Friday - 5	8.30	10.15	10.15	10.30	10.30	12.30	12.30	13.30	13.30	15.15	15.15	15.30	15.30	17.30
Saturday - 6	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Depending on the working hour settup, the system will calculate effective working hours available per day.

9.3 Working calendar setup

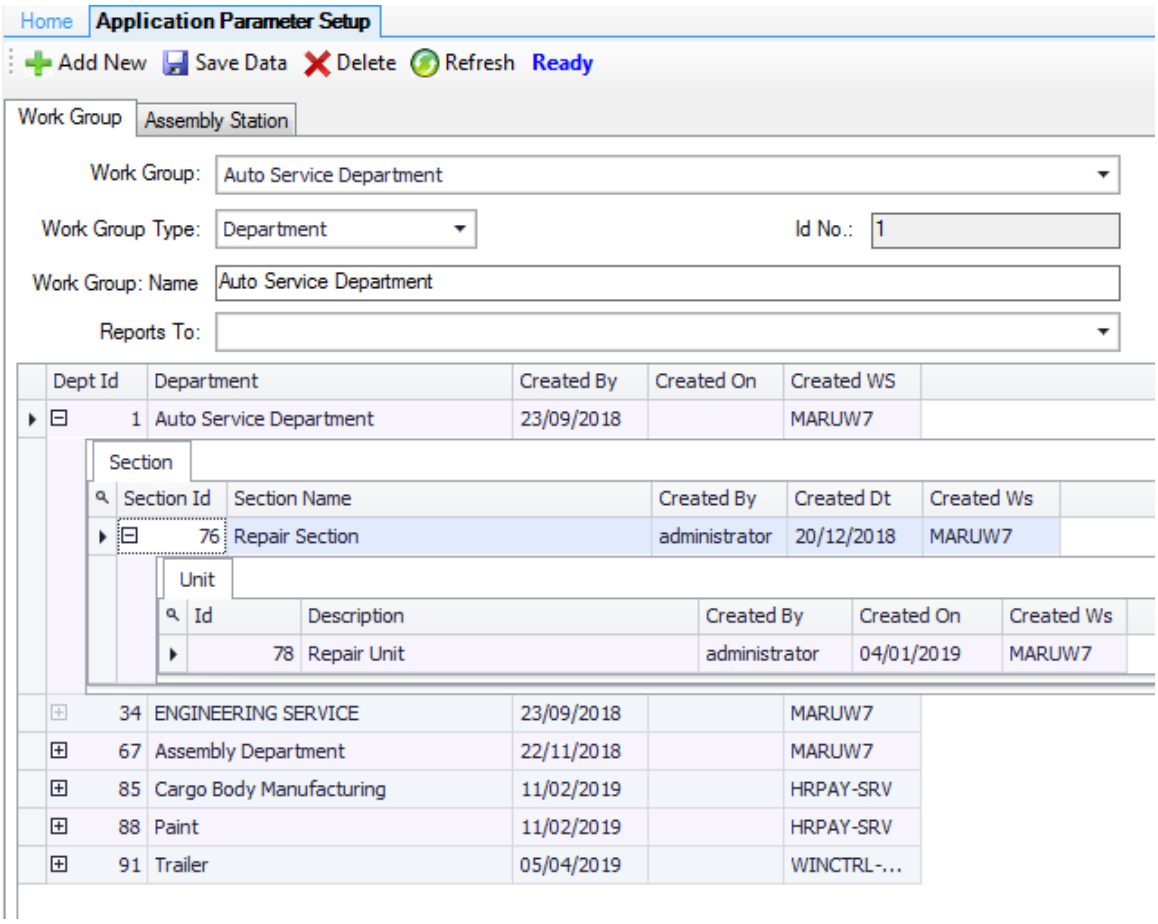
This page is used for setting up working calendar for the year as applicable to the entire garage operation. The days on which the garage is not working including weekends and public Holydays are marked by click on the date of the month. The day will turn red on the calendar.



- As you select a month of a year and update the days as non-working, the system will calculate and update the effective working hours for the period accordingly. Associated productivity reports will also use this data setup here.
- Select the year and month for which you are updating working day;
- Right click on the day of the month that you are setting as working or non-working. The system will set the day as non-working if it was initially working day or set it to working if it was initially non-working day;
- Continue the procedure until you setup for the entire year;
- Click on "Calculate working hours – Month" or "Calculate working hour – year" and the system will update the effective working hours for the month and year. Note: you can see the updated working hours after you exist from the page and reload the page.

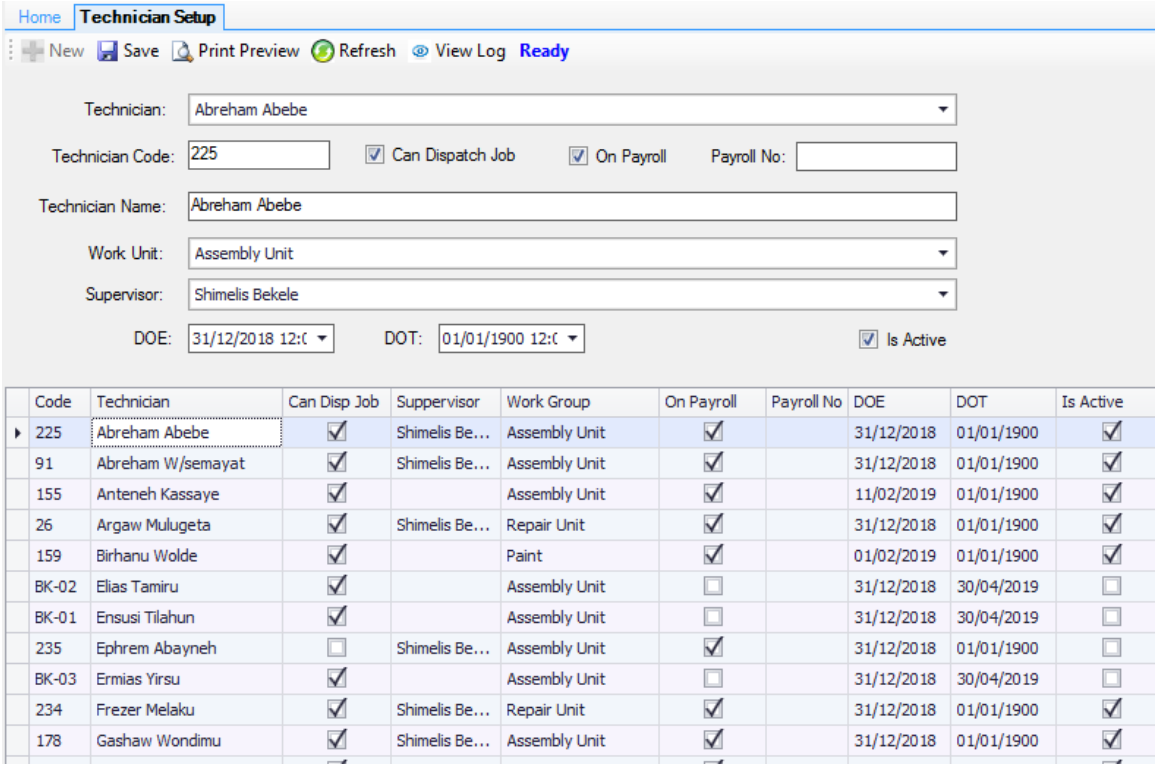
9.4 Workgroup setup

This page provides two tabs. The first tab is used for setup of a segmentation of operation by department, section and unit. While the second tab is used for creating different stations normally used for assembly line operation.

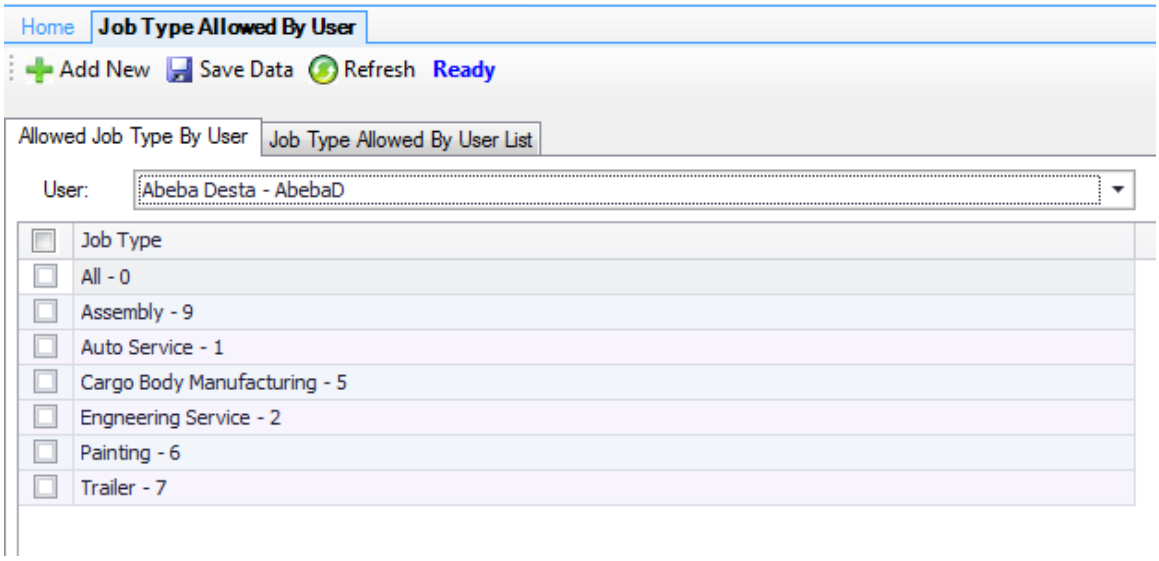


9.5 Technician setup

This page is used to create technicians by the departments or units they belong to and whether they are active, on payroll, to whom they report. It also has a field for recording date of employment and date of termination which would be used for calculation of productivity and efficiency reports of technicians. This data may be pulled automatically for companies that are using HillMaster-HRM (Human Resource Management module).



9.6 Job type allowed by user



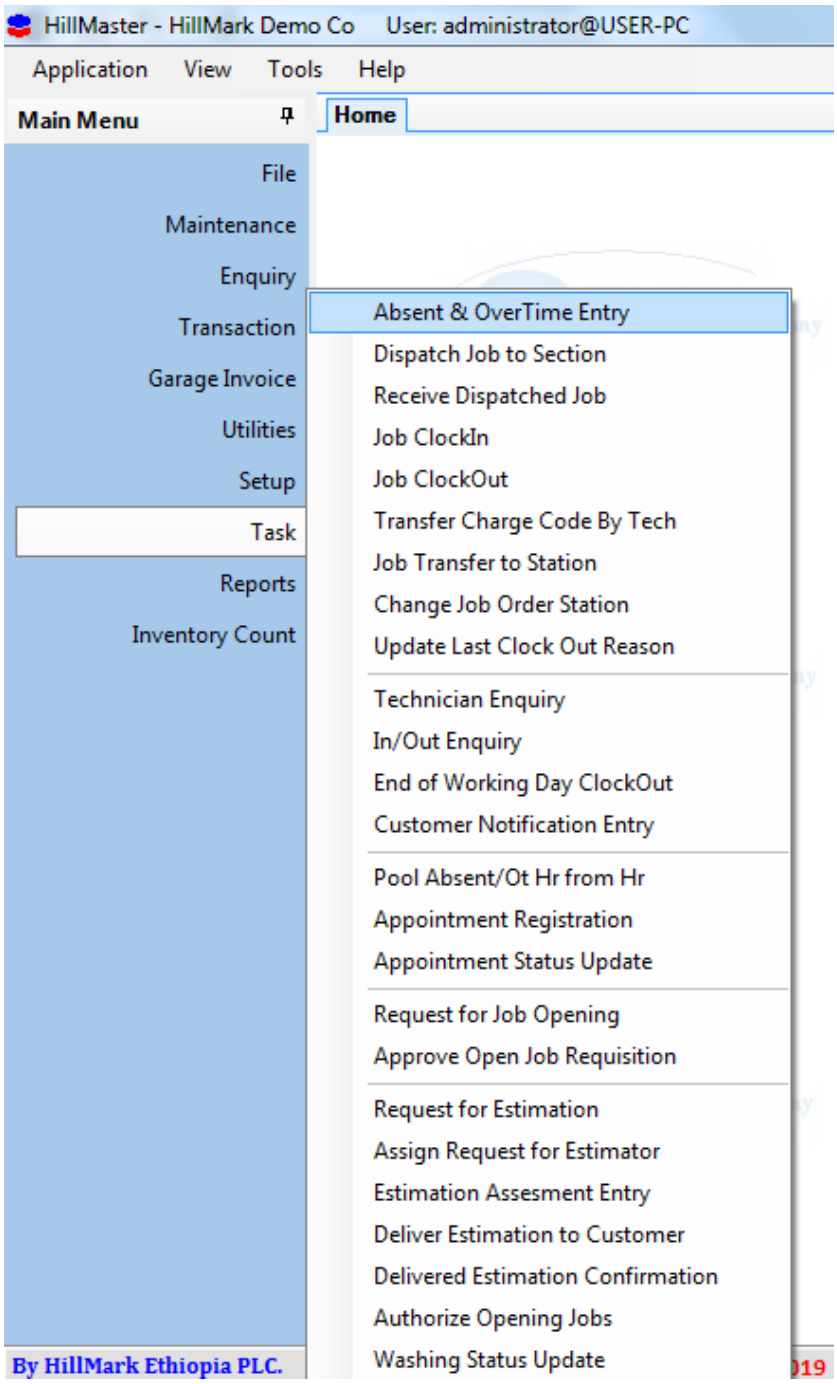
This page provides two tabs. The first tab is used to setup the sections or units that a selected user can have access.

- Select the user from the list, and the different departments setup on the system for the garage module will be dispayed in the grid;
- Tick the unit to which access by the selected user is to be granted and save your entry;

The second tab is used to see the list of the users with allowed work units;

User Name	Job Type	Created By	Created On	Created WS
Abebaye	Assembly - 9	administrator	11/02/2019	LENOVO-PC
administrator	All - 0	administrator	16/08/2019	DESKTOP-H...
administrator	Auto Service - 1	administrator	16/08/2019	DESKTOP-H...
administrator	Engneering Service - 2	administrator	16/08/2019	DESKTOP-H...
administrator	Cargo Body Manufacturing - 5	administrator	16/08/2019	DESKTOP-H...
administrator	Painting - 6	administrator	16/08/2019	DESKTOP-H...
administrator	Trailer - 7	administrator	16/08/2019	DESKTOP-H...
administrator	Assembly - 9	administrator	16/08/2019	DESKTOP-H...
Antonio	Assembly - 9	administrator	31/01/2019	DESKTOP-G...
DanielM	Painting - 6	administrator	22/03/2019	WINCTRL-...

10 Tasks

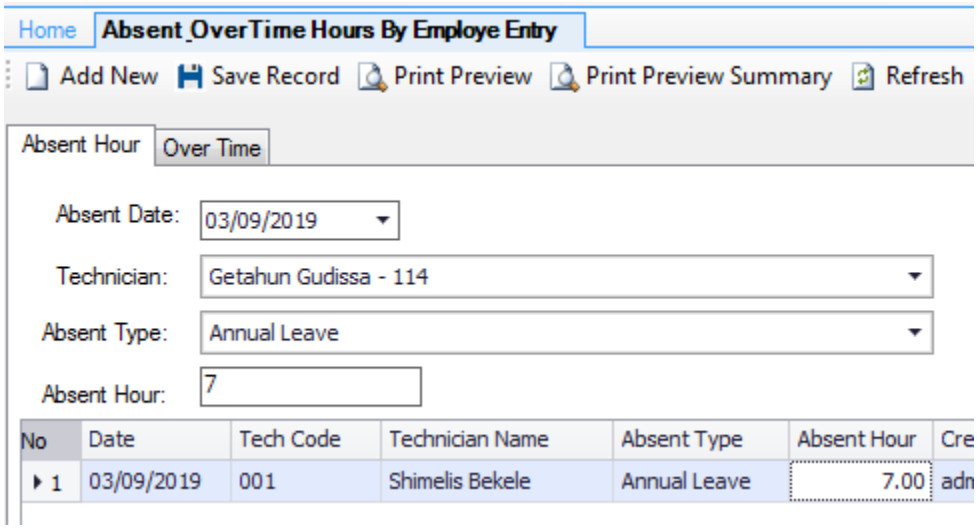

HillMaster - HillMark Demo Co User: administrator@USER-PC
Application
View
Tools
Help
Main Menu
Home
File
Maintenance
Enquiry
Transaction
Garage Invoice
Utilities
Setup
Task
Reports
Inventory Count
Absent & OverTime Entry
Dispatch Job to Section
Receive Dispatched Job
Job ClockIn
Job ClockOut
Transfer Charge Code By Tech
Job Transfer to Station
Change Job Order Station
Update Last Clock Out Reason
Technician Enquiry
In/Out Enquiry
End of Working Day ClockOut
Customer Notification Entry
Pool Absent/Ot Hr from Hr
Appointment Registration
Appointment Status Update
Request for Job Opening
Approve Open Job Requisition
Request for Estimation
Assign Request for Estimator
Estimation Assesment Entry
Deliver Estimation to Customer
Delivered Estimation Confirmation
Authorize Opening Jobs
Washing Status Update
By HillMark Ethiopia PLC.

10.1 Absent Entry

This page is used for recording absent time or over time worked by technician in terms of date, hours and reason. Jobs can't be clocked-in for the technicians when they are on absence as recorded on the system. The page provides two tabs "Absence" and "Over time". Select the appropriate tab before recording data. To do this:

Absence tab:

1. Click on "Refresh" button to clear all the fields;
2. Click on "Add New" to create a new record;
3. Specify the date;
4. Select the technician from the list;
5. Select the absence type from the list;
6. Specify the absence hour. It should be a maximum of 7 hours for a day;
7. Click on "Save record" button;



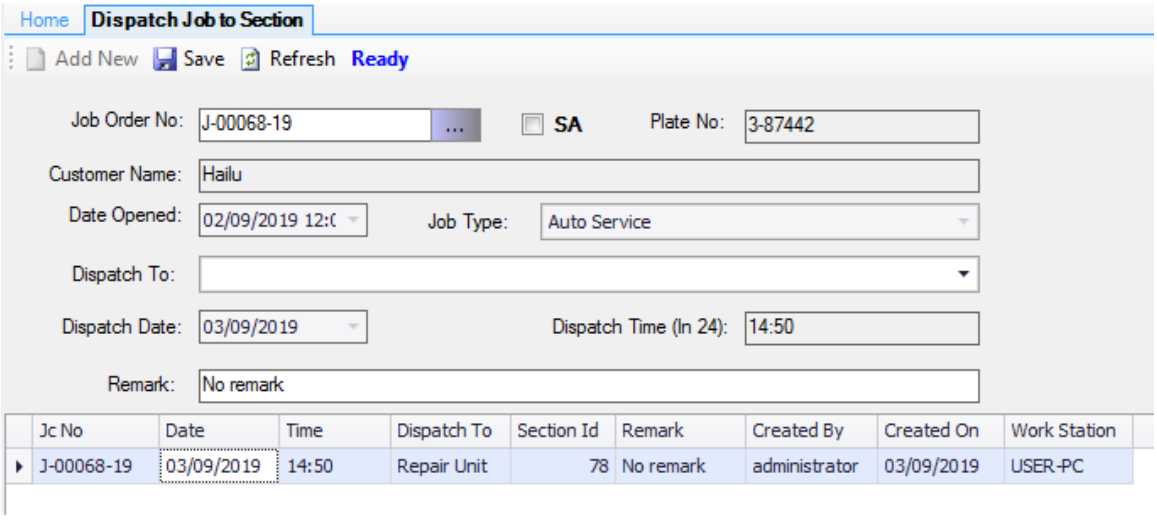
The procedure is the same for recording over time worked by technician.

10.2 Dispatch Job to Section

Job orders opened should be dispatched to the different sections before work begins on the job. Clock-in job to technicians is not possible unless the job is first dispatched.
To do this:

1. Click on "Refresh" to clear all the fields for fresh entry;
2. Click on "Add New" button;
3. Select the job order number to dispatch to sections setup on the system. The job order details will appear in the appropriate fields;
4. Select the section to dispatch to. Normally if the job is opened for specified section, it will appear as a single selection. However, if the job is setup to be worked on in different sections, these sections will appear in the selection list and you should select to which section the job should be dispatched first;
5. The dispatch date and time will automatically be filled by the system as current time.

6. Specify any remarks if any in the provided field and then
7. Click on the "Save" button before you finish;

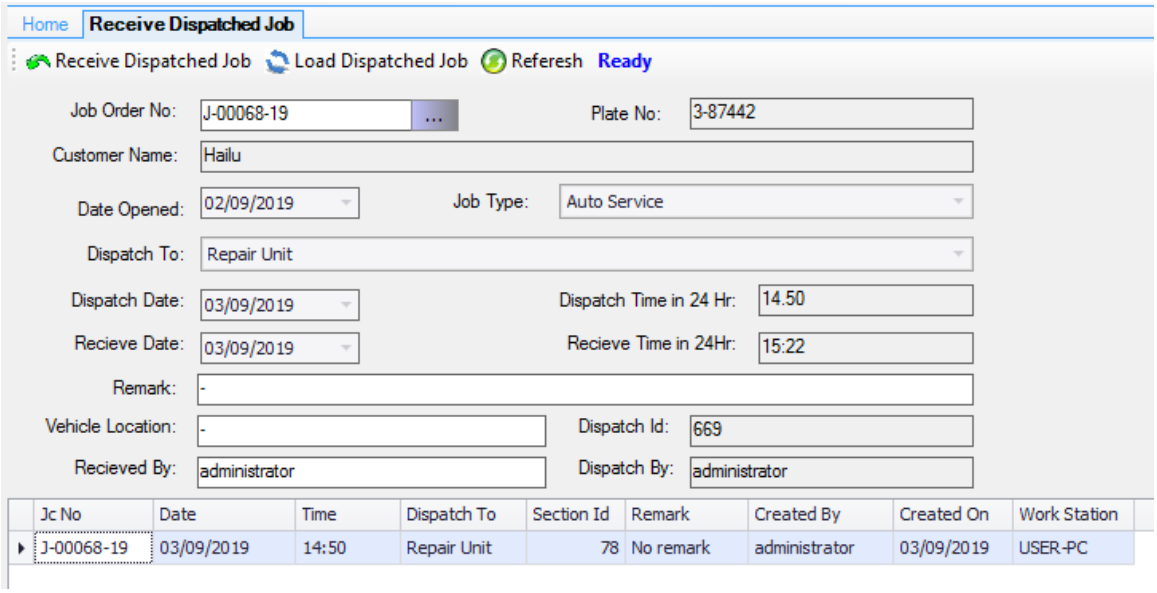


Note: Only jobs dispatched to sections can be clocked-in for a technician.

10.3 Receive Dispatched Job

This page is used for recording the receiving of job orders by the designated section of the garage service. Jobs received in the section can then be clocked-in for technician by the section foreman. Finally, when the job is completed, it has to be received from sections in order to be able to close the job. To do this:

1. Click on "Refresh" to clear the data in the fields;
2. Select the job order number to be received by the section. All the relevant data maintained for the job will appear in the appropriate fields;
3. Specify the Vehicle location, where it is parked so that it can be easily located by the technician when job is clocked-in;
4. Click on the "Received dispatched Job" button to record receipt;

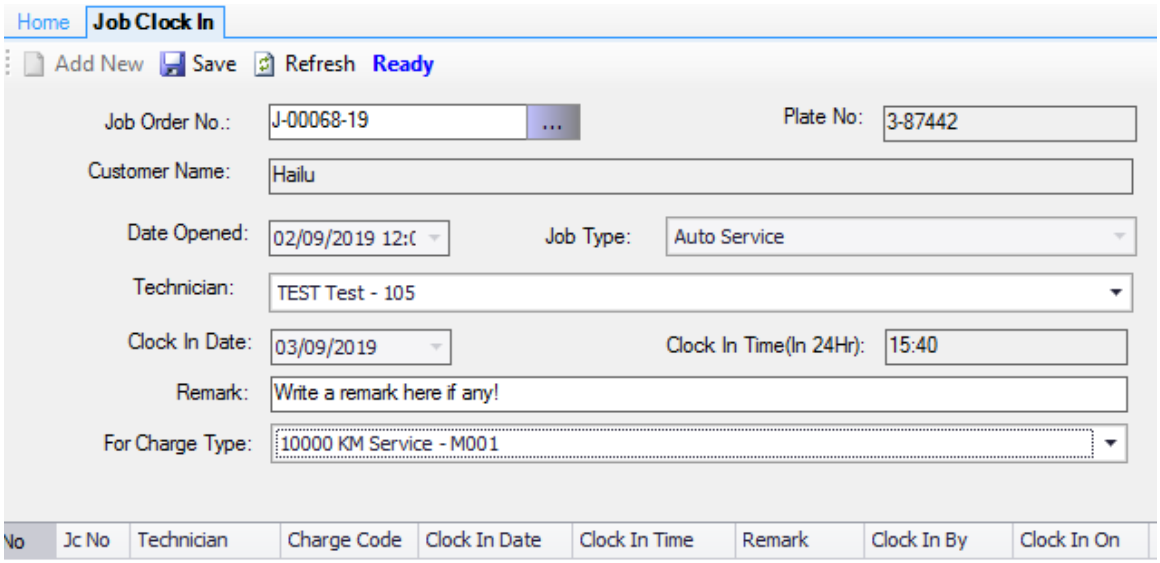


10.4 Job Clock In

This page is used for clocking-in job for a technician. Note that only jobs that have been opened, then dispatched to sections and received by the section can be clock-in for a technician.

To do this:

1. Click on "Refresh" to clear the data in the fields;
2. Click on "Add New";
3. Select the job order number to Clock-in for a technician. All the relevant data maintained for the job will appear in the appropriate fields;
4. Select the technician to assign for this job order. List of technicians in this section will appear in the selection list;
5. Write any remark in the field provided;
6. Select the task that the technician is going to perform on this job. All the job texts (Charge types) specified for this job order by the customer hen hob was opened will appear in the selection list. If new tasks (charge types) are discovered in the process, it should be communicated to the customer and then added to the job text of the job order. You can't assign the same technician if he is already clocked-in for another job at the same time since it is practically impossible. If needed, he should be clocked-out from the first job;
7. Click on the "Save" button;

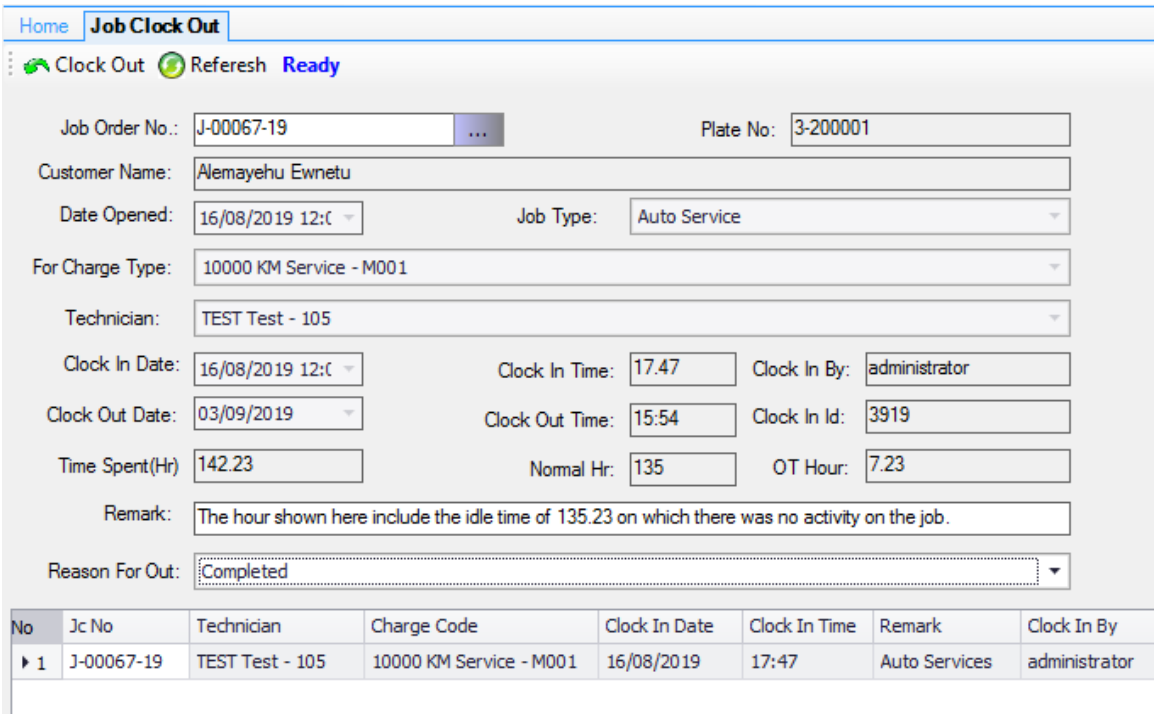


Note: Clock-in should be performed for each job text that has been specified on job opening before the job is declared complete.

10.5 Job Clock Out

This page is used for recording of the completion of work assigned to the technician or parking of the job for reasons to be specified. When the job is clocked-out, the technician can be assigned to another job. When the job is clocked-out, it can be clocked-in for another job text (charge type. To do this:

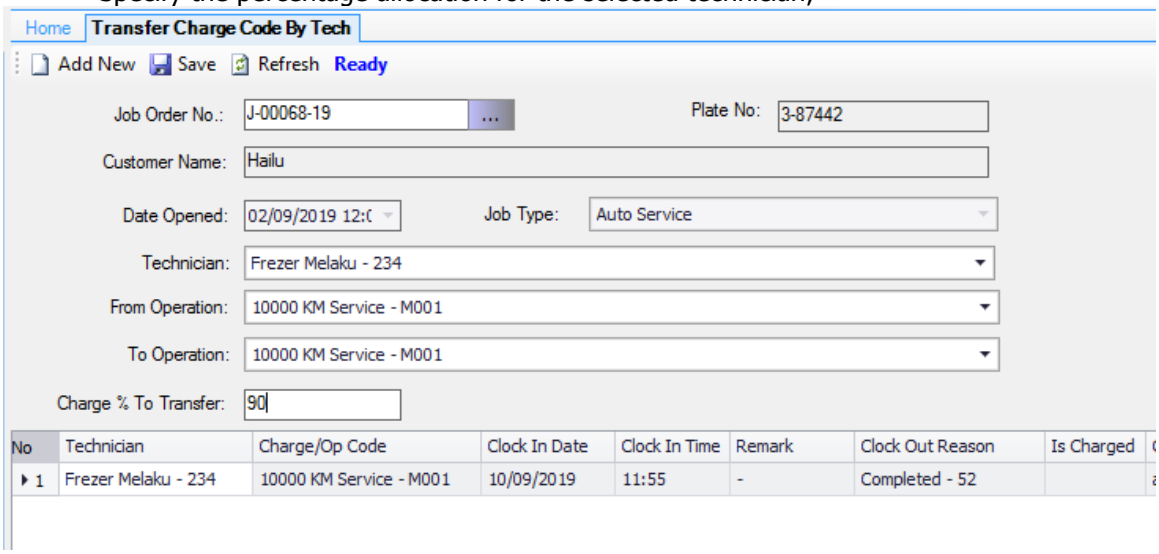
1. Click on "Refresh" to clear data from fields;
2. Select the job order number to clock-out. The job text (charge type) worked on for the selected job appears in the grid. Double click on the job text that you want to clock out and all the relevant fields for the job order will be populated;
3. Write any remark if any in the remark field provided;
4. Specify the reason for clock-out;
5. Finally click on the "Clock out" button;



10.6 Transfer charge code by Technician

This page is used to specify the charge percentages for to be assigned for a technician that is clocked-in to different operations the selected job order.

- Select the job order from the list and details maintained for the job will be populated;
- Select the technician from the list. All technicians that have clocked-in and clocked-out will appear in the selection list;
- Select the beginning operation (Job text) created for the selected job and worked on by the selected technician;
- Select the last operation (job text) created for the job and worked on by the selected technician for the "To" field;
- Specify the percentage allocation for the selected technician;



- Click on "Save" button when you are done.

10.7 Job transfer to Station

You may not have this functionality in your system. This feature of the system is used only if there is an assembly operation. Assembly uses lines organzed in different stations and the job progresses from the beginning all through the finish stations in a line flow. There is a separate manual for these busineses, and therefore, it has been purposely omited from this users manual.

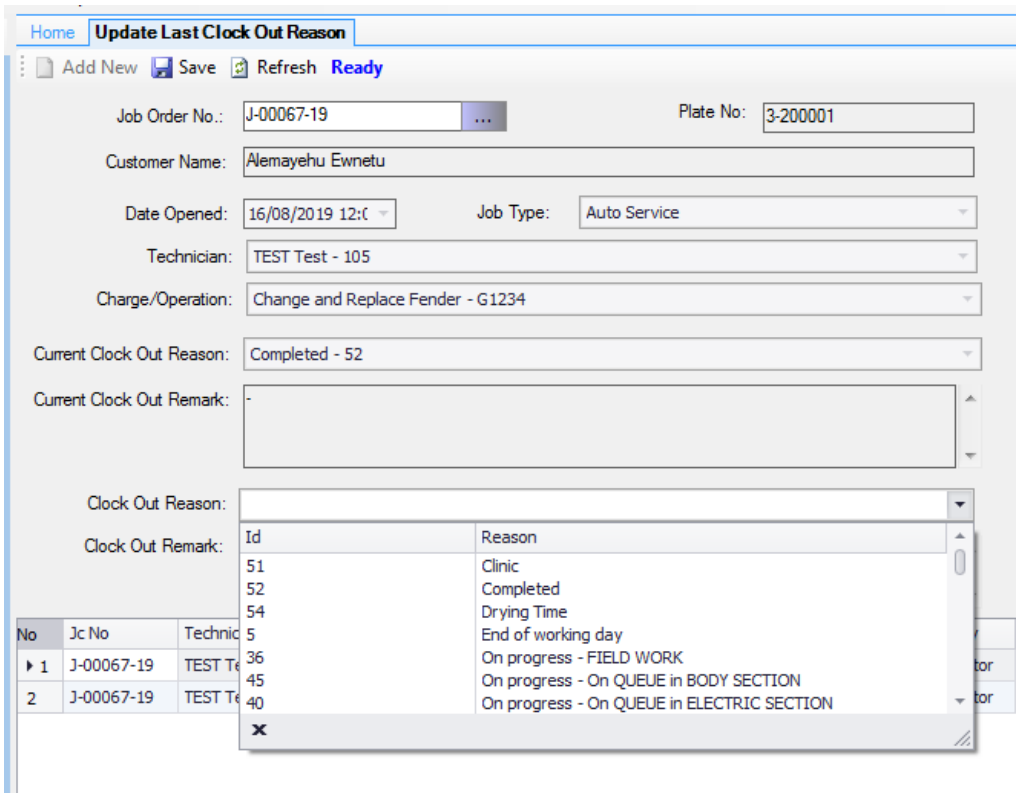
10.8 Change job order station

You may not have this functionality in your system. This feature of the system is used only if there is an assembly operation. Assembly uses lines organzed in different stations and the job progresses from the beginning all through the finish stations in a line flow. There is a separate manual for these busineses, and therefore, it has been purposely omited from this users manual.

10.9 Update last clock-out reason

This page is used for recording a chsnge in the reason for the last clock-out of a job.

- Click on the "Refresh" button to clear previous data from the data fields;
- Click on "Add New" and the system will update the current transaction dates;
- Select the job order for which you are going to change the last clock-out reason. The details for the job will appear in the appropriate fields including the last clock-out reason recorded for this job;
- Select the new Clock-out reason from the selection list and then "Save" your entry;

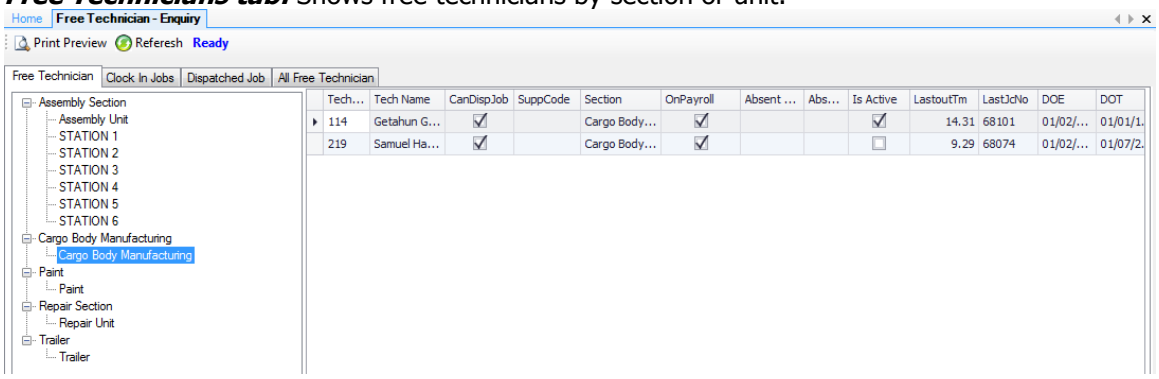


- The new Clock-out reason will be added to the grid;

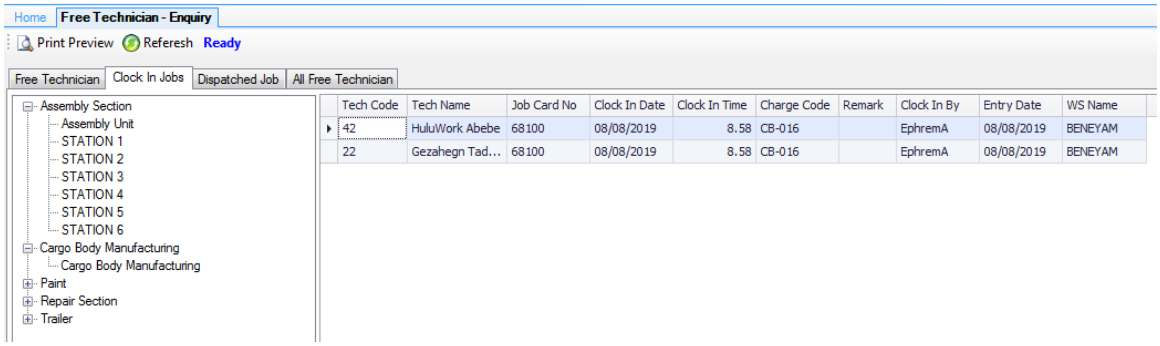
10.10 Technician enquiry

This page is used to enquire in to technician status as to whether he is free, see clocked-in jobs, list of dispatched jobs and all free technicians list so that the forman may take informed decisions.

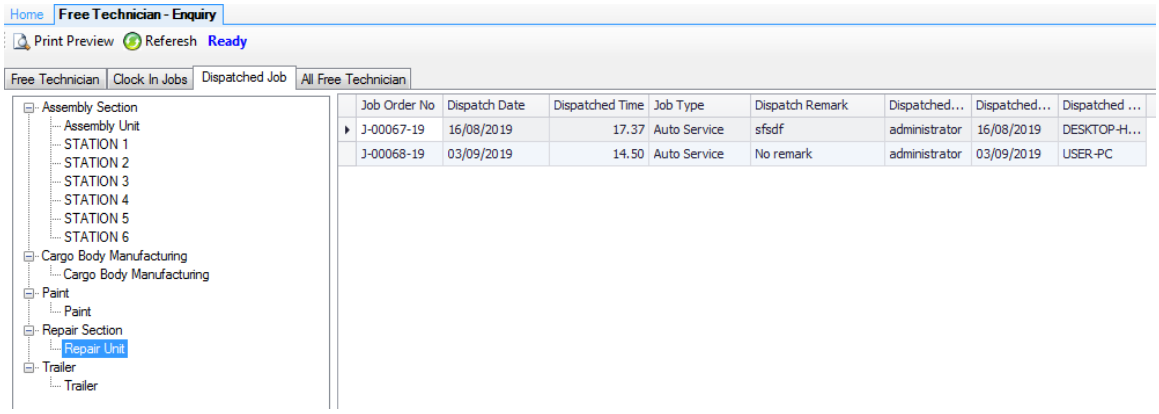
Free Technicians tab: Shows free technicians by section or unit.



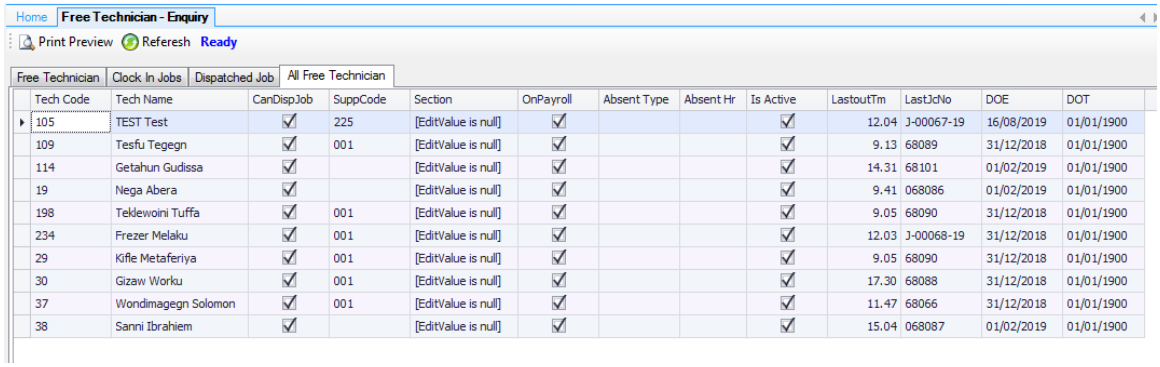
Clocked-in jobs tab: Shows jobs that are clocked-in by the sections



Dispatched jobs: Shows list of dispatched jobs by section with other relevant details.

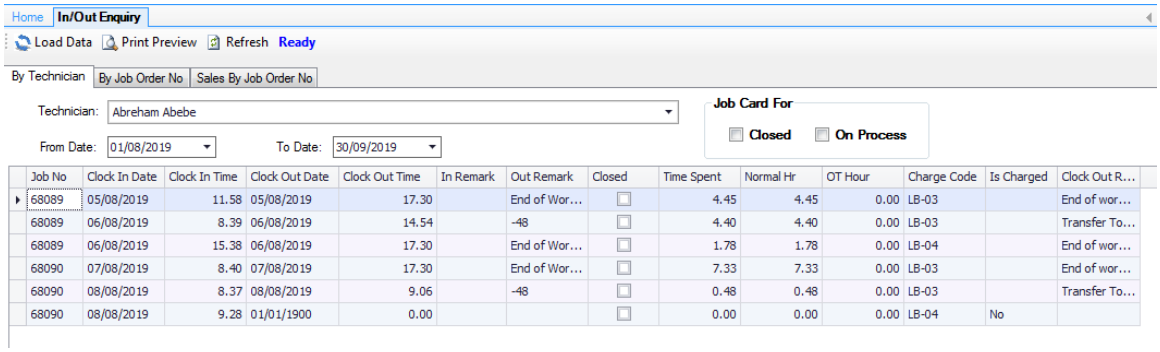


All free technicians tab: Shows list of all free technicians with other relevant details.



10.11 In / Out enquiry

This page is used to see the jobs that have been clocked-in or clocked-out by technician, job order or sales specifying a date range. You can also expand the list by ticking to include closed or WIP jobs. Each information is organized in a separate tab.



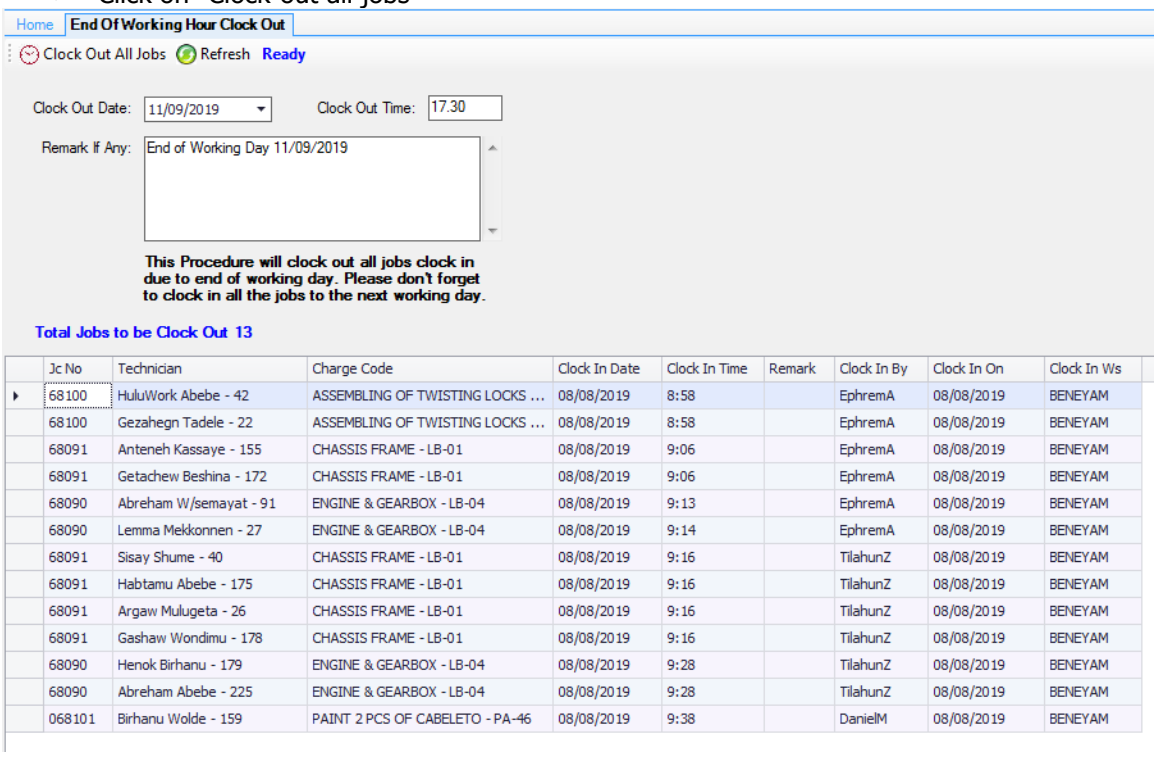
Job No	Clock In Date	Clock In Time	Clock Out Date	Clock Out Time	In Remark	Out Remark	Closed	Time Spent	Normal Hr	OT Hour	Charge Code	Is Charged	Clock Out R...
68089	05/08/2019	11.58	05/08/2019	17.30		End of Wor...		4.45	4.45	0.00	LB-03		End of wor...
68089	06/08/2019	8.39	06/08/2019	14.54		-48		4.40	4.40	0.00	LB-03		Transfer To...
68089	06/08/2019	15.38	06/08/2019	17.30		End of Wor...		1.78	1.78	0.00	LB-04		End of wor...
68090	07/08/2019	8.40	07/08/2019	17.30		End of Wor...		7.33	7.33	0.00	LB-03		End of wor...
68090	08/08/2019	8.37	08/08/2019	9.06		-48		0.48	0.48	0.00	LB-03		Transfer To...
68090	08/08/2019	9.28	01/01/1900	0.00				0.00	0.00	0.00	LB-04	No	

- Click on the "Load Data" after specifying your selections and date ranges.

10.12 End of working day check-out

This page is used by the forman responsible for clocking-out technicians at the end of days work. The technicians are not required to clock-out. The clock-out time is read from the standared set in to the system.

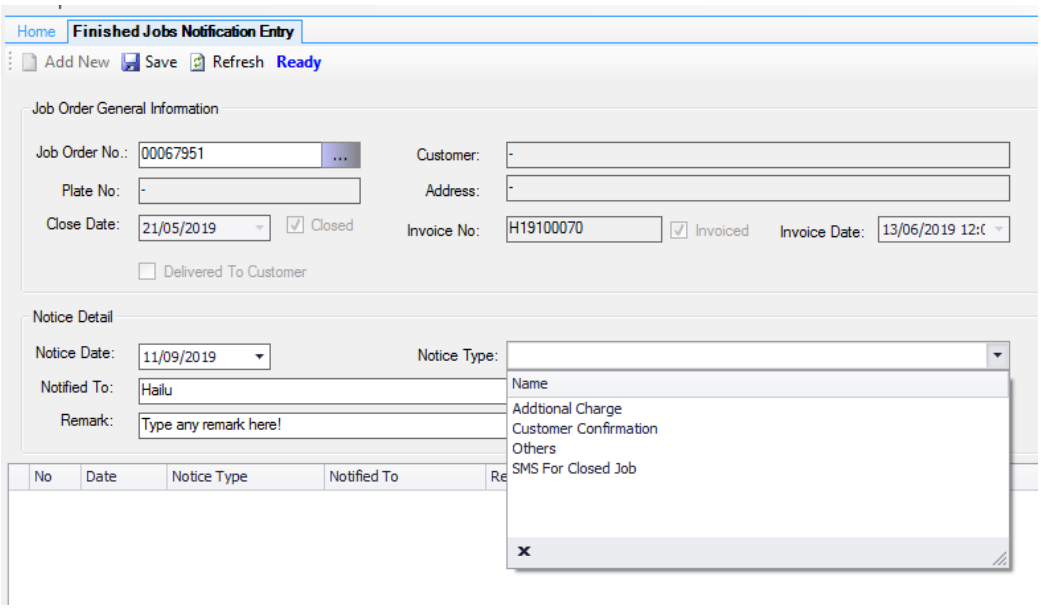
- Click on "Clock-out all jobs"



Jc No	Technician	Charge Code	Clock In Date	Clock In Time	Remark	Clock In By	Clock In On	Clock In Ws
68100	HuluWork Abebe - 42	ASSEMBLING OF TWISTING LOCKS ...	08/08/2019	8:58		EphremA	08/08/2019	BENEYAM
68100	Gezahegn Tadele - 22	ASSEMBLING OF TWISTING LOCKS ...	08/08/2019	8:58		EphremA	08/08/2019	BENEYAM
68091	Anteneh Kassaye - 155	CHASSIS FRAME - LB-01	08/08/2019	9:06		EphremA	08/08/2019	BENEYAM
68091	Getachew Beshina - 172	CHASSIS FRAME - LB-01	08/08/2019	9:06		EphremA	08/08/2019	BENEYAM
68090	Abreham W/semayat - 91	ENGINE & GEARBOX - LB-04	08/08/2019	9:13		EphremA	08/08/2019	BENEYAM
68090	Lemma Mekkonnen - 27	ENGINE & GEARBOX - LB-04	08/08/2019	9:14		EphremA	08/08/2019	BENEYAM
68091	Sisay Shume - 40	CHASSIS FRAME - LB-01	08/08/2019	9:16		TilahunZ	08/08/2019	BENEYAM
68091	Habtamu Abebe - 175	CHASSIS FRAME - LB-01	08/08/2019	9:16		TilahunZ	08/08/2019	BENEYAM
68091	Argaw Mulugeta - 26	CHASSIS FRAME - LB-01	08/08/2019	9:16		TilahunZ	08/08/2019	BENEYAM
68091	Gashaw Wondimu - 178	CHASSIS FRAME - LB-01	08/08/2019	9:16		TilahunZ	08/08/2019	BENEYAM
68090	Henok Birhanu - 179	ENGINE & GEARBOX - LB-04	08/08/2019	9:28		TilahunZ	08/08/2019	BENEYAM
68090	Abreham Abebe - 225	ENGINE & GEARBOX - LB-04	08/08/2019	9:28		TilahunZ	08/08/2019	BENEYAM
068101	Birhanu Wolde - 159	PAINT 2 PCS OF CABELETO - PA-46	08/08/2019	9:38		DanielM	08/08/2019	BENEYAM

10.13 Customer notification entry

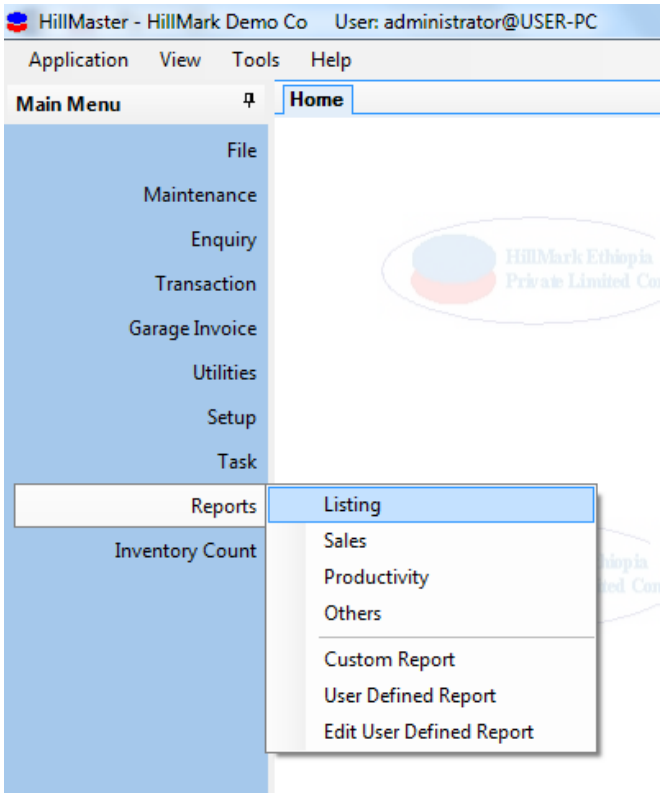
This page is used for recording any notifications that are made with the customer. The notification should be selected from the notice types. If new type of notice is required it should be first maintained in the system so that it will appear in the selection list.



- Select the job order number;
- Specify the notice date and the contact to whom the notice has been made;
- Seoect the notice type from the list;
- Write any remark if any in the field provided for remark;
- Save your entry when completed;

11 Reports

This menu lists the dozens of reports that can be generated from the system in to six groups: Listings, garage sales, productivity, others, custom and user defined reports.



11.1 Listing reports

This page list all the standared listing reports in terms of report name and report id. The report that can be produced is generated when you double click on the report name.

Name	Report Id
Job Order FollowUp Report - Detail	92001
Job Order FollowUp Report - Detail	92001
Job Order FollowUp Report - Summary	92002
On Process Job By Section/Unit	92003
Job Order Not Started By Section/Unit	92004
Job Order Status	92005
Job Order On Process by Technician	92006
Job Order Status By Job Card No	92007
Job Order Not Dispatched	92008
On Process Job Card - Detail	92009
On Process Job Card - Summary	92010
On Process Job Card - By Technician	92011
Job Order Opened By Date	92012
Closed Job Order By Date	92013
WIP By Job Order No	92014
WIP By Job Order No - Summary	92015
UnCollected Job Order	92016
UnCollected Job Order - Summary	92017
Charge Transaction Listing - Detail	92018
Charge Transaction Listing - Summary	92019
Job Order Transaction Listing By Charge Category - Detail	92020
Job Order Transaction Listing By Charge Category - Summary	92021
Job Order Reopened But Not Closed	92022
Job Order Closed But Not Invoiced	92023
Delivered Job Order by Date Range	92024
Delivered Job Order by Date Range - Summary	92025
Job Order Closed By Date Range - Detail	92030

11.2 Garage sales reports

This page list all the standared garage sales reports in terms of report name and report id. The report that can be produced is generated when you double click on the report name.

Home | **Sales Report**

Enter text to search...

Name	Report Id
Garage Sales Summary By Date	92101
Garage Sales Summary - For Accounts	92102
Garage Sales Summary	92103
Garage Daily Sales Detail	92104
Garage Sales By Repai Type	92105
Hours Sold and Unit Serviced by Repair Type	92106

11.3 Garage productivity reports

This page list all the standared garage sales reports in terms of report name and report id. The report that can be produced is generated when you double click on the report name.

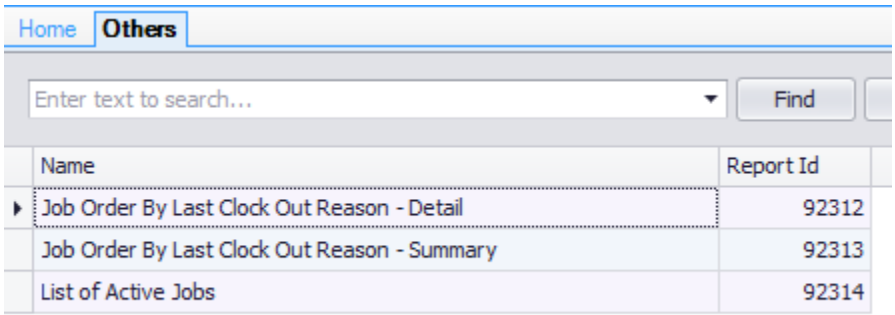
Home | **Productivity**

Enter text to search...

Name	Report Id
Labour Utilization and Productivity By Department	92301
Labour Utilization and Productivity By Section	92302
Labour Utilization and Productivity By Unit	92303
Labour Utilization and Productivity By Technician	92304
Labour Sales and Vehicle Serviced By Technician	92305
Labour Sales and Vehicle Serviced By Unit	92306
Labour Sales and Vehicle Serviced By Section	92307
Labour Sales and Vehicle Serviced By Technician Detail	92308
Technician Available Hours - By Date	92309
Job Order Movement Report	92310
Job Order Movement Report - Summary	92311
Labour Utilization and Productivity By Station	92320

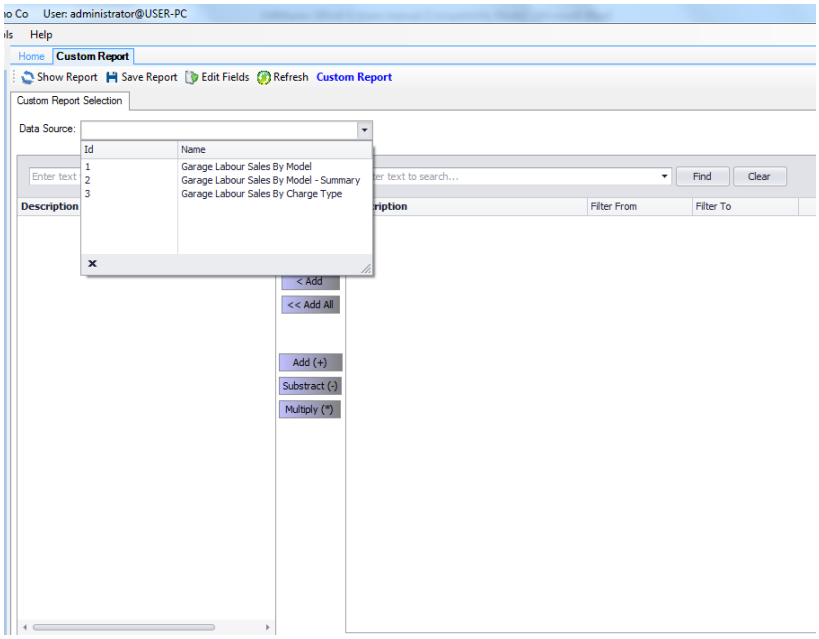
11.4 Other reports

This page list all the standared garage sales reports in terms of report name and report id. The report that can be produced is generated when you double click on the report name.

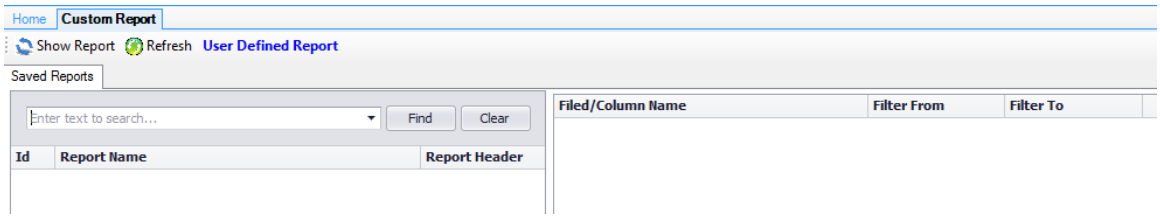


11.5 Custome reports

This page list all the custome reports that have been setup. You can double click on the report type and can generate the custome report. Other custom reports can be setup by assigning report name and then assigning data fields that should be used for the desiered report and saving it on the system.



- Select the report type;
- Click on "Show report"

11.6 User defined reports

This page list any user defined reports if any so that you can generate the report as needed. You can also define your own reports using the data fields available on the database.