



TRAINING OPTIONS

SERVICE

Service “Did You Know?” Webinar (1 hour)

For: Dealer Principals, General Managers, Service Managers, Service Writers

By popular demand, this class has been expanded to provide a more in-depth look at the Service module. Learn new tips, enhancements, and little-known techniques in various programs that will increase productivity and efficiency.

Getting More from Service Webinar (1 hour)

For: Service Managers, Service Writers, System Managers, Dealer Principals, General Managers

Review the repair order process, including tracking repair orders, history of repair types, and creating and maintaining repair order status codes. Learn how to change invoice descriptions for alternate accounting and enhance repair orders with additional fields for tracking customer and unit information. Gain a better understanding of what parameters may be affecting the reports you run and the programs you use. We will show you the reports you need to run to see if your shop is running at peak performance.

Miscellaneous Purchase Orders for Parts & Service Webinar (1 hour)

For: Parts Counter, Service Writers, Service Managers, Parts Managers, Accounting Personnel

The use of the miscellaneous purchase order impacts all departments in your company. Learn the “do’s and don’ts” for creating, referencing, and billing out a miscellaneous purchase order in this session. Gain a better understanding of how and why to use miscellaneous purchase orders for more efficient processing and recording of essential information in your system.

Service Management Overview Webinar (1 hour)

For: Service Personnel

Dive into the Service Management module, designed to improve service sales through effective analysis and efficient pricing of your services. Review basic setup and functionality, walk through the major applications, and see features such as attached documents, technician performance, and more.

Remanufacturing Webinar (1 hour)

For: Controllers, General Managers, Service Managers, Service Writers

Learn to set up necessary files, parameters, and customers to accurately create reman repair orders. We’ll review the process of creating a reman repair order, tracking both material and labor to remanufacture any product in your inventory from the time of creation through invoicing.

Time Entry Management & Labor Reconciliation Webinar (1 hour)

For: Controllers, General Managers, Service Managers, Service Writers, Office Managers

Is adjusting technician time slowing down productivity in your Service department? Let us show you the program options for adjusting and adding technician time, billable and non-billable procedures, as well as open and closed time transactions. We’ll also show you reports that make labor reconciliation easier to understand and correct, as well as parameter options that will shift your service department efficiency into the next gear.

Service Scheduling Overview Webinar (1 hour)

For: General Managers, Service Managers, Service Writers

Eliminate frustration by efficiently tracking customer appointments and scheduling service shop resources with Scheduling. Quickly search, schedule, and share appointment information across business operations using one straightforward product that integrates with Karmak systems. Come see an overview of the features Scheduling offers, such as creating repair orders and scheduling and dispatching appointments.

Service Warranty Processing Webinar (1 hour)

For: Warranty Managers, Warranty Clerks, Warranty Personnel, Service Managers

Learn how to generate, maintain, and download warranty claims through the system. Learn how a claim gets created from the information on the repair order and how to maintain warranty claims before downloading.



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Service Management Training (2 days Onsite or In-house)

For: Service Managers, Service Writers, Branch Managers, Warranty Administrators

Attend this class for in-depth instruction on the functions and uses of Service Management. Learn how each step to complete a job in the service shop is entered and tracked. We will start with the basic repair order and then delve into details such as adding parts, labor, and miscellaneous charges. We will also show you setup procedures that will help managers control criteria such as the hourly rate for specific customers, deferred repairs, and tracking technician performance. The available reports will be briefly covered along with the Report Generator application to build your own reports. This overview offers both current and future users a better understanding of the functional benefits inherent in Service Management.

**Price will be quoted based on need.*

Service Preventive Maintenance Webinar (1 hour)

For: Service Managers, Service Writers

Learn how to effectively utilize the Preventive Maintenance (PM) program with Service Management. Learn how to set up a PM code with a day and mileage interval. Also, learn how to use grace periods and see how it all comes together by tying everything to a unit. Adding PM to a repair order and reporting are just a few of the many features that will be covered in this class. See what the new and improved Preventive Maintenance with Service can do to boost your profits.

Service Labor Rates & Customer Overrides Webinar (1 hour)

For: Service Managers, General Managers

In this class, we will focus on the methods available to creatively price labor and miscellaneous charges based on customer needs. Learn how to structure automatic pricing so that offering discounts in appropriate places can lead to an increase in revenue in others. We will explain the effective use of a labor rate code and the capabilities of setting up a customer override record to maximize your earning potential by customer and job.

Repair Order Entry/Processing & Invoicing Webinar (1 hour)

For: Service Managers, Service Writers

There are many options for you to choose from when creating a repair order. We will review all of these various options, including unit, repair type, or customer searches, and adding and maintaining repair order detail. We will review the invoicing process, including reviewing parts, labor, and comments, and applying billing adjustments. This class is appropriate for a new hire or as a refresher course.

Service Deferred Repairs Webinar (1 hour)

For: Dealer Principals, General Managers, Service Managers, Service Writers, Service Personnel

The Deferred Repairs feature of Service Management gives you the ability to flag a repair as deferred, indicate the deferred status on the invoice, associate the deferred repair status with the unit, and remind service writers that the repair has not been completed the next time a repair order is opened for that unit. Experience this whole new world of deferred repair orders and enhance your customer service efforts and the overall performance of your customer's equipment.

Service Comeback Webinar (1 hour)

For: Service Managers, Service Directors, Operation Managers

In another effort to maximize your efficiency using details in the service shop, this session focuses on the ability to track and code tasks as comeback tasks. The comeback feature allows you to automatically be notified of a potential comeback task. We will demonstrate how the current task can be set as a comeback task either through automatic or manual notification, and how one or more technicians can be set as the technician(s) responsible. This ability leads to a new performance measurement called proficiency.

Ready to Enroll?

To schedule a webinar, or for more information on additional training options, email us at webinars@karmak.com or give us a call at 800-622-6311!