TMW AMS – SQL

Interactive Workstation
User Guide
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Interactive Workstation

Interactive Workstation is the internet based version of TMT Fleet Maintenance's Mechanics Workstation plus a few additional features. The Interactive Workstation includes the Mechanics Workstation, Gate In and Gate Out features, Yard Checks and Inspections. Whenever possible we have kept the look and feel of the installed applications, so that the learning curve is kept to a minimum.

Logging into Interactive Workstation

1. First you will have to log onto the website. The User Name and Password will provided to you by your IT department.

Interactive Workstation is customizable so your log on screen will probably not look like the one pictured below. You should however have a place for User Name and Password.

Show me

2. You will now be on the Welcome page. The first time you log in you will need to select Interactive Workstation from the appropriate menu.

3. Now you are at the Work Status screen. Selecting your name from the list of employees at the top of the page will automatically fill in the User Name at the bottom of the page. If your name doesn't appear in the list, type it in the User Name field. Then enter your Password (if one is required) and press the Post button. By selecting the 4 squares icon in lower left you will view employees as icons, by selecting the lines the names will be in list format with more detailed information.
4. When you log in if you are already working on a repair order it will take you directly to that repair order. If you are not logged on you will get a screen of options you can select what you would like to do. When a user logs in and is already working on a repair order they will see the Job Activities screen.
This is the **Job Selection** screen. This screen is shown if a user is not assigned to a job (repair order, indirect, Gate In, Gate Out, Yard Check or Inspection Ticket) when he logs into Interactive Workstation.

In TMW AMS Masters > Employees > Workstation Default Mode if an employee is set to **MechanicWS**, the employee will default to the **Job Logon** screen.
Common Page Elements

There are two common elements found on most of the Interactive Workstation screens. The Workstation Keypad is found on the right hand side of every screen in Interactive Workstation. The Activities buttons are found at the bottom of most screens in Interactive Workstation.

The Workstation Keypad - this is seen on the right hand side of every screen in the Interactive Workstation. The following are descriptions of the sections/keys found on the Workstation Keypad:

- **Employee information** - this section includes employee's name, Direct Time and SRT Time.
• **Clear** - Will clear out the information in a text field, unless the text has been previously posted.

• **Post** - press this after you are finished typing in a field to commit your text to the repair order.

• **Escape** - takes you back one screen

• **Time Card** - Allows user whose name appears in Employee Information to view their time card. The time card shows Start Time, End Time, Job Time, Description, Order Number, Section, Unit ID and Component. Below it shows your Total Shift Time and Total Paid Time for completed orders. At the bottom of the screen there are buttons that allow you to search through older time cards.

  **Show me**

<table>
<thead>
<tr>
<th>Start Time</th>
<th>End Time</th>
<th>Job Time</th>
<th>Description</th>
<th>Order Number</th>
<th>Section</th>
<th>Unit ID</th>
<th>Component</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/1/2012 9:30:00 AM</td>
<td>10:00 AM</td>
<td>0:30</td>
<td>Clock-In</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10/1/2012 9:30:15 AM</td>
<td>10:00 AM</td>
<td>0:30:15</td>
<td>REPAIR</td>
<td>000000001095</td>
<td>1</td>
<td>1001CP</td>
<td></td>
</tr>
<tr>
<td>10/2/2012 10:00:25 AM</td>
<td>10:30 AM</td>
<td>0:30:25</td>
<td>REPAIR</td>
<td>000000001095</td>
<td>1</td>
<td>1001CP</td>
<td></td>
</tr>
<tr>
<td>10/2/2012 10:04:00 AM</td>
<td>10:30 AM</td>
<td>0:30:00</td>
<td>REPAIR</td>
<td>000000001095</td>
<td>1</td>
<td>1001CP</td>
<td></td>
</tr>
<tr>
<td>10/4/2012 10:40:25 AM</td>
<td>10:50 AM</td>
<td>0:10:25</td>
<td>REPAIR</td>
<td>000000000002</td>
<td>1</td>
<td>20012</td>
<td></td>
</tr>
<tr>
<td>10/4/2012 12:00:04 PM</td>
<td>12:30 PM</td>
<td>0:30:00</td>
<td>REPAIR</td>
<td>000000000002</td>
<td>1</td>
<td>20012</td>
<td></td>
</tr>
</tbody>
</table>

• **Print** – This button allows you to print. It is not active on all screens.

• **Unit RO Inq.** - allows you to see the Closed RO's, Open/Pending RO's, PM Info and Specs for the current unit by clicking on the appropriate tab. Then select order from the list and click the **View** button.
Show me

- **Numeric Keys (0-9)** - keys used for entering numbers in Interactive Workstation
- ← - Moves the cursor to the left and deletes existing characters as it goes.
- → - Moves the cursor to the right.
- . - Types a period or decimal.
- - - Types a dash/hyphen
- **Menu** - will take you to the **Job Selection** screen.

Show me

- **Install IWS** - clicking this button will install Interactive Workstation as a free standing application that does not require you to open a web browser. To install the free standing version:
  - Click the **Install IWS** button
You will be presented with this Security Warning. Click Install.

In a moment you will be presented with the Interactive Workstation Work Status screen. You can proceed as you normally would. The web version and the free standing version look and act exactly the same so the documentation here applies no matter which version you use.
Show me
• A wrench icon will be placed on your desktop to re-launch the free standing version.

**Show me**

1. **On-Screen Keyboard** - To bring up the On-screen Keyboard go to Start > All Programs > Accessories > Ease of Access > On-Screen Keyboard. Windows 7 go to Start > All Programs > Accessories > Ease of Access > On-Screen Keyboard.

![On-Screen Keyboard](image)

2. The **On-Screen Keyboard**. The on-screen keyboard can be used to enter data in Interactive Workstation, when touchscreens are being used.

![On-Screen Keyboard](image)

3. **The Activities buttons**

**Show me**

- **Indirect** - this button allows the user to log onto new indirect orders. See [Creating Indirect Repair Orders](#) for more detail.
• **Break** - Allows the user to take a break. His time will not be counted toward a repair or indirect order. When you come back from a break click **Post** and you will go to the repair order you were on before break or the **Job Selection** screen.

• **Lunch** - allows user to take a lunch. His time will not be counted toward a repair or indirect order. When you come back from a break click **Post** and you will go to the repair order you were on before break or the **Job Selection** screen.

• **Clock Out** - logs the user off from the system for the day.

### Gate In

The Gate In feature allows a brief set of checks to be performed whenever a driver checks a unit into the yard. The Gate In screen consists of the following sections: **Tractor Information**, **Trailer Information**, **Reefer Information**, **Load Information** and **Services Due**.

#### Show me

![Gate In Screen]

#### Tractor

The **Tractor Information** section consists of the following:

**Show me**

![Tractor Screen]

**Tractor**

**Search (represented by binoculars)**

The binoculars allow you to search for units by Unit Number, Department, Status, Shop, Unit Type, Unit Description, License, Serial Number and/or Customer.
Show me

**Tires**
Record and view information about the tires. See [Tire Data](#) for more information.

**Out of Service**
When this button says Yes the unit will be out of service.

**Chains**
Click **YES** if it has chains. The default is set to **NO**.

**Clean**
Click **YES** if the unit is clean. The default is set to **NO**.

**Load Locks**
Type in the number of Load Locks being used. The default is set to **NO**.

**Spare Tire**
Click **YES** if the unit has a spare tire. The default is set to **NO**.

**Med Card**
Click **YES** if the driver has a company issued medical card. The default is set to **NO**.

**CDL**
Click **YES** if the driver has a CDL. The default is set to **NO**.

**PM**
If the unit has a PM due a button will show in the header. Pressing the **PM** button will display the PM’s that are due.

**Pending**
If the unit has any pending repair orders a button will appear in the header. Pressing the **Pending** button will display the pending repair orders.

Show me

**TRACTOR**

2011

PM Screen:

<table>
<thead>
<tr>
<th>Description</th>
<th>Last Done</th>
<th>Due %</th>
<th>Interval</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pm Level A</td>
<td>12/19/2009</td>
<td>150</td>
<td>3000</td>
</tr>
</tbody>
</table>

Pending Screen:
The **Trailer Information** section consists of multiple fields:

**Show me**

**Trailer**

Type the unit number in this field.

**Search (represented by binoculars)**

the binoculars allow you to search for units by Unit Number, Department, Status, Shop, Unit Type, Unit Description, License, Serial Number and/or Customer

**Show me**

**Tires**

Record and view information about the tires. See [Tire Data](#) for more information.

**Out of Service**

When this button says **YES** the unit will be out of service. The default is set to **NO**.

**Empty**

If the trailer is empty select **YES**. The default is set to **NO**.
Locked
If the trailer is locked select YES. The default is set to NO.

Seal
Enter the seal number if the load is sealed.

B.O.L. (Bill of Lading)
If the Gate In Attendant has collected the B.O.L. set this to YES. The default is set to NO.

Clean
If the unit is clean select YES. The default is set to NO.

PM
If the unit has a PM due a button will show in the header. Pressing the PM button will display the PM’s that are due.

Pending
If the unit has any pending repair orders a button will appear in the header. Pressing the Pending button will display the pending repair orders.

Show me

PM Screen:

<table>
<thead>
<tr>
<th>Description</th>
<th>Last Done</th>
<th>Due %</th>
<th>Interval</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pm Level D</td>
<td>11/1/2009</td>
<td>584</td>
<td>188</td>
</tr>
<tr>
<td>Annual Dot Inspection</td>
<td>11/1/2009</td>
<td>1247</td>
<td>88</td>
</tr>
</tbody>
</table>

Pending Screen:

<table>
<thead>
<tr>
<th>Order</th>
<th>Description</th>
<th>Campaign</th>
</tr>
</thead>
<tbody>
<tr>
<td>000000000008</td>
<td>017-001 : Tire - Pneumatic</td>
<td></td>
</tr>
</tbody>
</table>
Show me

**LOAD**

**Driver:**
If a driver is associated with a unit, the driver's name will appear here.

**Driver Status:**
If a driver is associated with a unit, the driver's status will appear here.

**Order:**
The order number.

**Customer:**
Who the load is being delivered to.

**Due Out:**
When the load needs to leave the shop.

**Loaded:**
Tells when the unit was loaded.

---

**Reefer**

The **Reefer Information** section consists of the following:

Show me

**REEFER**

**Reefer**
Type the reefer number in this field.

**Search (represented by binoculars)**
The binoculars allow you to search for reefers by Unit Number, Department, Status, Shop, Unit Type, Unit Description, License, Serial Number and/or Customer.
Out of Service  When this button says YES the unit will be out of service. The default is set to NO.

Dry  If YES is selected this is a dry load. The default is set to NO.

Fuel  Slide the bar to represent the amount of fuel for the reefer. Fuel is measured by 1/4 tank increments.

Hours  The number of hours the reefer has run.

Actual °  The actual temperature of the reefer.

Set °  The temperature that you set as the desired temperature.

PM  If the unit has a PM due a button will show in the header. Pressing the PM button will display the PM’s that are due.

Pending  If the unit has any pending repair orders a button will appear in the header. Pressing the Pending button will display the pending repair orders

Show me

REEFER

BRRR01

PM Screen

PM

<table>
<thead>
<tr>
<th>Description</th>
<th>Last Done</th>
<th>Due %</th>
<th>Interval</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reefer PM</td>
<td>2/4/2013</td>
<td>133</td>
<td>9</td>
</tr>
</tbody>
</table>

Pending Screen

Pending

<table>
<thead>
<tr>
<th>Order</th>
<th>Description</th>
<th>Campaign</th>
</tr>
</thead>
<tbody>
<tr>
<td>000000000009</td>
<td>013-06 : Front Brakes &amp; Drums</td>
<td></td>
</tr>
</tbody>
</table>
Gate Out

The Gate Out feature allows a brief set of checks to be performed whenever a driver checks a unit out of the yard. The Gate Out screen consists of the following sections: Tractor Information, Trailer Information, Reefer Information and Load Information.

Show me

The Tractor Information section consists of the following:

Show me

Tractor

Type the unit number in this field.

Search (represented by binoculars)

The binoculars allow you to search for units by Unit Number, Department, Status, Shop, Unit Type, Unit Description, License, Serial Number and/or Customer.
**Tires**  
Record and view information about the tires. See [Tire Data](#) for more information.

**Chains**  
Click **YES** if it has chains. The default is set to **NO**.

**Clean**  
Click **YES** if the unit is clean. The default is set to **NO**.

**Load Locks**  
Type in the number of Load Locks being used. The default is set to **NO**.

**Spare Tire**  
Click **YES** if the unit has a spare tire. The default is set to **NO**.

**Med Card**  
Click **YES** if the driver has a company issued medical card. The default is set to **NO**.

**CDL**  
Click **YES** if the driver has a CDL. The default is set to **NO**.

**PM**  
If the unit has a PM due a button will show in the header. Pressing the **PM** button will display the PM’s that are due.

**Pending**  
If the unit has any pending repair orders a button will appear in the header. Pressing the **Pending** button will display the pending repair orders.

---

**Trailer**

The **Trailer Information** section consists of multiple fields:

**Show me**

**TRAILER**

1001CPM

Empty **NO**  
Removed Yard Lock **NO**  
B.O.L. **NO**  
Clean **NO**  
Seal

**Trailer**  
Type the unit number in this field.

**Search (represented by binoculars)**  
the binoculars allow you to search for units by Unit Number, Department, Status, Shop, Unit Type, Unit Description, License, Serial Number and/or Customer

**Show me**
Tires

Record and view information about the tires. See Tire Data for more information.

Empty

If the trailer is empty select YES. The default is set to NO.

Removed Yard Lock

If the yard lock is removed select YES. The default is set to NO.

Seal

Enter the seal number if the load is sealed.

B.O.L. (Bill of Lading)

Does the driver have the B.O.L.? If he does set this to YES. The default is set to NO.

Clean

If the unit is clean select YES. The default is set to NO.

Load Information

The Load Information section contains the following, non-editable, information:

**Show me**

**LOAD**

- Driver: If a driver is associated with a unit, the driver's name will appear here.
- Driver Status: If a driver is associated with a unit, the driver's status will appear here.
- Order: The order number.
- Customer: Who the load is being delivered to.
- Due Out: When the load needs to leave the shop.
- Loaded: Tells when the unit was loaded.

Reefer

The Reefer Information section consists of multiple fields:

**Show me**

**REEFER**

- Reefer: Type the reefer number in this field.

Dry
Fuel

Type the reefer number in this field.
Search (represented by binoculars)  
The binoculars allow you to search for reefers by Unit Number, Department, Status, Shop, Unit Type, Unit Description, License, Serial Number and/or Customer.

![Unit Search](image)

Dry  
If YES is selected this is a dry load. The default is set to NO.

Fuel  
Slide the bar to represent the amount of fuel for the reefer. Fuel is measured by 1/4 tank increments.

Hours  
The number of hours the reefer has run.

Actual °  
The actual temperature of the reefer.

Set °  
The temperature that you set as the desired temperature.

Yard Checks

Yard Checks allow you to a physical check of the units that are in your yard. Yard Checks provide a way to monitor a unit’s location, condition and on reefers making sure the unit has fuel and is maintaining the proper temperature.

![Yard Checks](image)

If a **Yard Check** is done on a unit that does not have a **Gate In** record, a **Gate In** record will automatically be created. For trailers a **Gate In** record will be created based on whether it is empty or not. If the trailer is **Empty** is marked **Y** then fields will be set as follows **B.O.L.** - N, **Locked** - N, **Seal #** is disabled, and **Pallets** are enabled. If trailer is **Empty** is **N** then the fields will be set as follows **Pallets** are disabled, **Seal #** is enabled and is required.

**Show me**

1. **Unit Number** - Type in the number of the unit you are searching for. This searches the list of units in the bottom half of the screen.
2. **Search** - Allows you to look for units in the Yard Check list.
3. When you press the **New Yard Check** button you will be presented with the **Yard Check** screen.
4. The **Yard Check** screen is divided into 3 sections; the first is for tractors, the second section is for trailers and the third for reefers. You may fill in 1, 2 or all 3 of the sections to create a Yard Check. Click the **Post** button after the section(s) have been filled in. The **Tractor** section has the following fields:

- **Tractor #** - type the unit number in this field
- **Search** (represented by binoculars) - The binoculars let you search for units by Unit Number, Department, Status, Shop ID, Unit Type, Unit Description, License, Serial Number or Customer.
• **Out of Service** - Press this button to take the unit out of service.
• **Chains** - Click Y if the unit has chains and N if it does not.
• **Clean** - Click Y if yes and N if no
• **Load Locks** - Type in the number of load locks used.
• **Location** - Enter a physical location like B-12 or back lot by dumpster.
• **Driver** - if the driver is associated with a unit this field will be populated with the driver's name.
• **Status** - if the driver is associated with a unit this field will be populated with the driver's status.

**Show me**

![Interactive Workstation Interface]

5. The **Trailer** section has the following fields:
• **Trailer #** - type the unit number in this field
• **Search** (represented by binoculars) - The binoculars let you search for units by Unit Number, Department, Status, Shop ID, Unit Type, Unit Description, License, Serial Number or Customer.

**Show me**

![Unit Search]

• **Out of Service** - Press this button to take the unit out of service.
• **Empty** - Is the trailer empty?
• **B.O.L.** - Bill of Lading, has the check in attendant collected the B.O.L.?
• **Locked** - Is the trailer locked?
• **Clean** - Click Y if yes and N if no
• **Pallets** - Write in the number of pallets
• **Seal #** - Fill in the seal number if the load is sealed.
- **Location** - Enter a physical location like B-12 or back lot by dumpster.

**Show me**

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trailer #</td>
<td></td>
</tr>
<tr>
<td>Empty</td>
<td>Y</td>
</tr>
<tr>
<td>B.O.L.</td>
<td>Y</td>
</tr>
<tr>
<td>Locked</td>
<td>Y</td>
</tr>
<tr>
<td>Clean</td>
<td>Y</td>
</tr>
<tr>
<td>Pallets</td>
<td></td>
</tr>
<tr>
<td>Seal #</td>
<td></td>
</tr>
<tr>
<td>Location</td>
<td></td>
</tr>
</tbody>
</table>
6. The **Reefer** section has the following fields:

- **Reefer #** - type the reefer number in this field
- **Search** (represented by binoculars) - The binoculars let you search for reefers by Unit Number, Department, Status, Shop ID, Unit Type, Unit Description, License, Serial Number or Customer.

**Show me**

![Image of Unit Search form]

- **Out of Service** - Press this button to take the unit out of service.
- **Fuel** - Estimated amount of fuel by 1/4 tank increments
- **Dry Freight** - Does the trailer contain dry freight?
- **Hours** - Number of hours the reefer has run
- **Actual Temp** - the actual temperature
- **Set Temp** - the temperature that you set as the desired temperature
- **Location** - Enter a physical location like B-12 or back lot by dumpster.

**Show me**

![Image of Reefer Section form]
Inspection Tickets

You log into Inspection Tickets from the Job Selection screen. Inspection Tickets for Interactive Workstation have slightly different rules than other Inspection Tickets:

- If a unit does not have a Gate In record one will be created for it when you create the inspection ticket.
- On the Inspection Ticket screen, the list of inspection tickets is for units that have open inspection tickets and are in the yard.

Show me

1. **Search** (represented by binoculars) - The binoculars let you search for reefers by Unit Number, Department, Status, Shop ID, Unit Type, Unit Description, License, Serial Number or Customer.

Show me
2. The **Refresh** button, when pressed will update the list of units with inspection tickets.

Show me

![Image of Refresh button](image1.png)

3. To create new inspection tickets click the **New Inspection** button.

Show me

![Image of New Inspection button](image2.png)

4. You are now on the **New Inspection Ticket** screen.

Show me

![Image of New Inspection Ticket](image3.png)
5. To create an **Inspection Ticket** type the units number in the **Unit Number** field and press enter or tab. You may also use the search to find a unit. The unit search works the same way it does for Gate In unit searches. The Inspection Tickets fields will populate after the unit has been entered.

**Show me**

6. The Inspection Ticket contains the following fields:
   - **Ticket No** - the inspection number is filled in for you in the Title Bar and can't be edited
   - **Unit Number** - the number of the unit. Uses the same search screen as other unit searches.
   - **Odometer** – if an odometer reading is required the odometer filed will appear. You can see previous meter readings by clicking the ellipses (3 dots). The odometer field is shown with the previous readings screen open.
• **Inspection Type**- Select the type of inspection by clicking the pointing finger icon after the Inspection Type field. **Standard** is the default Inspection Type. The Inspection Type selection screen is shown.

Show me

![Select Inspection Type](image)

• **Date Time** - by default today's date and time. To change the date or time you can type over the defaults or select the calendar/ clock icon and select the new date or time.

Show me

![Date Time](image)

• **Remarks** - You can type any comments you have here.

Show me

![Remarks](image)

• **Checklist** - If an item on the list does not pass inspection click on the pointing finger after the Complaint and select the Complaint from the list. Then type in a comment about the failure on the inspection. You can also check if this item is **Critical** or not.

Show me

![Checklist](image)

7. When you click on a unit that has an open **Inspection Ticket** you will see that new options appear at the top of the screen. They are Add Plan/RO, Quick RO and View.
8. If you click the **View** button you will see the **Inspection Ticket**. The **Inspection Ticket** will not be editable and it will only show the failed checklist items.

9. If you click the **Quick RO** button the **Quick RO** screen will appear. From this screen you can add parts, once a part is added a repair order is created in TMT Fleet Maintenance and the button to close the **Quick RO** becomes highlighted. When you press the **Close** button the entire **Quick RO** will be closed, even if there are other sections.

Quick RO's were designed as a way to create repair orders for minor repairs discovered during vehicle inspections. Quick RO's are for such things as replacing bulbs on trailer lights, replacing wiper blades, giving driver fill or add oil. A separate inspection ticket should be created for all repairs that cannot be completed as part of an inspection.

If you require meter readings in repair orders make sure you go to **Masters > Units > Meters** and check the option to add the meter reading to **Inspection Tickets** for each unit. If you do not do this you won't be able to **Add Plan/RO** or to create **Quick RO**.

No direct labor is charged on a Quick RO, all of the labor is recorded as indirect time.

Every inspection item that does not pass the inspection will automatically appear on the Quick RO screen. When a part is added to the inspection item a section will be created on the Quick RO for that item. If a part is not added to the inspection item a section will not appear on the Quick RO.
10. To add a part highlight the section on the left side that you want to add the parts to, then click the **Add Parts** button. The **Charge Parts** screen will appear. Type in the **Part Number** and then press **Tab** to fill in the part. Click **Post** to add to **Quick RO**. The right hand side of the screen is where the position will appear if it is required.

If you don't know the **Part Number** click the binoculars icon after the **Part Number** field. You will come to the **Part Search** screen. From the **Part Search** screen you can search for a part by **Part Type**, **Component**, **Part Description**, **Manufacturer** or **Manufacturer Part ID**. Select the correct part from the list at the bottom of the window and click **Post**. This will take you back to the Add Parts screen. On the **Add Parts** screen click **Post** to add to **Quick RO**.

11. 2 New buttons will appear once you add a part to the Quick RO. The **Close Quick RO** button will close repair order. The **Complete Quick RO** button will put the Quick RO in the complete status so it can be reviewed by a manager before being closed.
12. When you click the Close Quick RO or the Complete Quick RO buttons you will get a confirmation box asking if you are sure you want to close/complete the Quick RO. Click the Yes button.

13. If you highlight an Inspection Ticket in the list and press the Add Plan/RO button The Create Plan/RO window appears. If an item on the inspection was marked as critical the Critical box will be checked and highlighted in red. Each item on the inspection can be dealt with individually. The items can have plans created for them by checking Plan Only. You can turn an item into a pending repair order by checking the Pending box. If you check RO or VRO a repair order or vendor repair order will be created for that item. In addition if you check RO or VRO a plan will also be created. After you have decided what action to take with each item click the Process Selections button.

14. When you click the Add Plan/RO button you will be presented with a window prompting you to select a shop for the plan/repair order. Select the shop. The plan
and/or the repair order will be created in the appropriate shop and the inspection ticket will disappear from the list of Inspection tickets.

Show me
Mechanics Workstation

If you need to work on a repair order, log into the Mechanics Workstation. There are several buttons and tabs on the Job Logon screen.

Show me

• **Order and Section** – when a repair order is selected from the list below, the repair order number and section selected will be displayed here.

• **Refresh** - will refresh the list of repair orders on the screen

• **New RO** - click to create a new repair order

• **Add Section** - will add a section to the repair order that is currently highlighted

• **View** - shows 5 tabs:
  - **General** – shows Repair Order, Customer and Unit Info
  - **Section** – Shows the Section Info, Comments and Employee Assignments
  - **Diagnostics** – will show diagnostic definitions if they apply
  - **Pick** – will show the Pick List with any parts on order
  - **Check-Off** – will show the Check-Off List for the repair order

• **Assigned Tab**- shows all repair orders that have open sections assigned to the technician

• **Completed Tab** - shows all closed sections assigned to technician where the repair order is still open

• **All Tab** - shows all open repair orders assigned to any technician

• **Pending Tab** - shows all pending repair orders

• **PM Tab** - shows all PMs due for units

• **Template Tab** – allows you to create a repair order based on the template selected
Creating a New Repair Order

1. After you have logged into Mechanics Workstation, click the New RO button. The New RO screen will appear. You will need to fill in the Unit Number, Customer (if there is one), Customer PO (if required), Repair Site (defaults to Facility) and the Repair Class (defaults to Scheduled). You can also fill in the Promised By and Priority. Press the Post button to move to the Add Section screen.

Show me

The Meter Readings section will be blank if no meters are required for the unit or it may have multiple meters if the unit has more than 1 meter.

2. You are now on the Add Section screen. You will need to fill in the Component, Complaint, Employee (default is set for whoever creates the repair order. This can be changed if you want to assign to another technician), Repair Reason, Job Code, Warranty Type (if not correct), Est. Time and Priority. When you click Post, the repair order will appear under Assigned; unless you changed the employee then it will appear under their Assigned tab.

Show me
Creating a New Repair Order from a Template

You must have existing templates that show in the Template tab before you can create repair orders from the template.

1. Go to the **Template** tab and select the template you want to use. It will be highlighted in red when selected.

Show me

<table>
<thead>
<tr>
<th>ASIGNED</th>
<th>COMPLETED</th>
<th>ALL</th>
<th>PENDING</th>
<th>PM</th>
<th>TEMPLATE</th>
<th>INSPECTION</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Repair Lighting, Front</td>
</tr>
</tbody>
</table>

2. Click **Post** and the Unit Search screen will appear. Find the unit you want to create repair order for and click **Post**.

Show me

3. The **Assignment** box will appear. Make adjustments if needed and click **OK**.

Show me

4. The employee will now be logged onto the repair order and the **Log In** screen will be displayed showing this.

Show me
Adding a Section to an Existing Repair Order

1. To add a section to an existing repair order, select it from the list. Then click the Add Section button.

2. You are now on the Add Section screen. You will need to fill in the Component, Description, Complaint, Repair Reason, Warranty Type (changeable, if not correct), Priority, Employee (default is set for whoever creates the repair order, this can be changed if you want to assign to another technician), Job Code, and Estimated Time. When you click Post, you and the repair order will appear under Assigned, for you unless you changed the employee, then it will appear under their Assigned tab.
Viewing the Repair Order from the Job Logon Screen

1. To view an existing repair order, select it from. Then click the View button.

2. There are four tabs in the View screen. The first is the General tab. The General tab has three sections: Unit Info, Repair Order Info and Customer Info. The information on these tabs is not editable.
   - **Unit Info** - contains unit number, unit description, domicile, make, cost center, model, license, year, VIN and in service
   - **Repair Order Info** - contains repair order number, status, shop, repair class, repair site, down date and up date
   - **Customer Info** - contains customer number and customer name
3. The next tab is the **Section** tab. The **Section** tab is divided into three sections: **Section Info**, **Employee Assignments** and **Comments**.

- **Section Info** - contains section, complaint, priority, repair reason, component, component description and warranty
- **Employee Assignments** - contains employee, job code, description and estimated time
- **Comments** - contains section comments

Show me

![Table Image]

4. The third tab is the **Pick** tab. The **Pick** tab shows a list of all of the parts that need to be retrieved from the parts room.

You will only get a **Pick List** if you have the Mechanic Workstation option **Use Parts Workstation for Part Requests** checked.

Show me

![Table Image]

5. The final tab is the **Check Off** tab. This tab contains the list of tasks to be performed for the unit.
Viewing and Adding Lines to a Repair Order

You will need to be on the Job Activity screen in order to view and add lines. Have a technician log onto a repair order and then when his name and the repair order appear on the Work Status screen, have him click on his name and then the Post button. The Job Activity screen will appear.
Viewing Repair Order Lines

1. To view the lines on an order, go to the **RO Lines** section of the **Job Activity** screen and click **View**.

   ![RO Lines Screen](image)

   **RO LINES**

   - **View**
   - **Charge Parts**
   - **Part Req.**
   - **Services**
   - **Comments**

   **Show me**

2. This is the **RO Lines** screen. It is divided into four sections:

   - **Sections** - lists all of the sections on the repair order. It includes basic info like unit number, complaint and component code.
   - **Lines** - this section displays the lines on the repair order. The lines that are displayed correspond with the section that is selected in **Sections**. (for example, if section 1 is selected you will see all of the lines pertaining to section 1.) If you highlight a line, you can press the delete button and remove that line from the repair order. Any associated fees, taxes, etc., will also be removed. If you have the tire module, you will not be able to delete tires through the Interactive Workstation.
   - **Parts on Order** - this section will show all parts that are on order for this repair order.
   - **Parts on Request** - this section will display the parts that are on request (optional).

   **Show me**
Charging Parts to a Repair Order

1. From the Job Activity screen, go to the RO Lines section and click on the Charge Parts button.

Show me

![RO Lines Section]

2. This is the Parts screen. It has multiple fields you can search with. After you find the part, press the Post button to add it to the repair order. The space on the right hand side of the screen is where positions show up if required for that part.

Show me

![Parts Screen]

- **Part** - type the part number here. If the part is properly entered in the shop inventory, all of the remaining fields will automatically fill in.

- **Binoculars** - by clicking on the binocular icon, you can search for parts. You will be presented with the Part Search screen. Once you are on the Parts Search screen, you can look up a part by **Part, Part Type, Component** (there is another binocular here to find the component), **Part Description, Manufacturer** or **Manufacturer Part**.
Show me

- **Description** - type in the description of the part you want to search for

  Make your search as generic as possible. Searching for "brake" will bring back more results than searching for "brakes". Some manufacturers use different names for parts (for example, one may call it an interior light and one may call it a dome light, searching for "light" would bring back both).

- **Quantity** - enter the quantity of that part
- **Price** - the charge amount for the part. This will be filled in for you
- **Quantity UOM (Unit of Measure)** - the Unit of Measure for the part. Select from the pull down menu (for example each, dozen and quart). This will be filled in for you
- **Total** - quantity X Price. This will be filled in for you
- **Component** - the part component number. This will be filled in for you
- **Charge Category** - this allows charges to be categorized for reporting. This will be filled in for you

The search/selection buttons after **Quantity UOM, Component** and **Charge Category** do not work at this time. Since the part is coming from your inventory, this information will already be filled in for you. These buttons will become active when we add the ability to add new parts to shop inventory and the option to add local parts is turned on.
Adding Part to the Parts Requisition List

1. From the **Job Activity** screen, go to the **RO Lines** section and click on the **Part Req** button.

2. You are now on the **Request Parts** screen. The **Request Parts** screen contains the following:

   - **Part Number** - type the part id here or click the **Binoculars** icon to search for the part. The **Part Search** screen includes fields for Part, Part Type, Component, Part Description, Manufacturer and Manufacturer Part

   - **Description** - this will be filled in for you once you select the part

   - **Quantity** - enter the quantity used on the repair order
- **Quantity UOM** - this will be filled in for you. (for example, each, foot, quart, etc.)
- **Vendor** - this will be filled in for you, once you select the part, or you can search for it by clicking the **Binoculars** icon. The **Vendor Search** screen includes field for Vendor, Vendor Type, State and City.

**Adding Service Lines**

1. From the **Job Activity** screen, go to the **RO Lines** section and click on the **Services** button.

Show me
2. On the **Services** screen, you will need to fill in the description, amount and charge categories. You can also select whether this service is Vendor Supplied. Click **Post** after you are done. By clicking on the arrow after the **Charge Category**, you can select from the existing charge categories.

Services:

**Show me**

![Add Service Line](image)

Charge Categories:

**Show me**

![Select Charge Category](image)
**Adding Line Comments**

1. From the **Job Activity** screen, go to the **RO Lines** section and click on the **Comments** button.

**Show me**

2. This is the **Line Comments** screen. In the Description field, type your comments, and then click **Post**. The comment will then appear in the dark gray area and cannot be edited. Any previous comments will also appear in the gray area.

**Show me**
RO Section Comments, Check Off Lists and Logging Off

You must be on the **Job Activity** screen in order to add comments, complete check off lists and log off repair orders. To do this, have the technician log onto a repair order and then when their name and the repair order appear on the **Work Status** screen, have them click on their name and then **Post** button. The **Job Activity** screen will appear.

Show me
Adding Repair Order Comments

1. From the Job Activity screen, go to the RO Section and click on the Comments button.

Show me

2. This is the Section Comments screen. You can type and view section comments here.

Section Comments:
Show me

**Section Comment**

Component 000-001
Vendor Blank
Priority 5
Complaint PM
Reason for Repair PM
Warranty Type No Warranty
Billable No

![Section Comment](image)

**Standard Messages** – click the Standard Messages button in lower left corner of the Section Comments and the Standard Messages screen will appear with the Job Code filled in. Press Search and the available messages will appear in the lower section of the screen. Select the messages you want to add to the repair order and click Post. The messages displayed on the Standard Messages screen may be truncated; you will see the full message in the comments section of the repair order.

Show me

**Standard Messages**

<table>
<thead>
<tr>
<th>Title</th>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Survey</td>
<td>Please take the time to answer the following questions:</td>
</tr>
<tr>
<td>Include Oil Amount</td>
<td>Include up to 5 quarts of oil on Automobiles</td>
</tr>
<tr>
<td>Monthly Drawing</td>
<td>Please call 800-654-123 for a chance to win a percentage off</td>
</tr>
</tbody>
</table>

![Standard Messages](image)
Filling Out Checkoff Lists

1. From the Job Activity screen, go to the RO Section and click on the Checkoff List button.

Show me

2. This is the CheckList screen. When you click on the button before the item, an X will appear to show that it has been done. If comments are required, a Comment field will be activated so you can type in it. After the item has been checked, a technicians name and the date the item was done will appear after the Details button. At the top of the page, the Previous and Next buttons will be active only if the Checklist is over one page long. The page number will appear below the word Checklist.

Show me

3. Some items on a Checkoff List need additional details. If an item has more detail (for example, another checkoff list or detailed instructions), the Details button will be darker. Click the button to see the details. The example shows the detail for check all fluids in step 2.
Filling Out Checkoff Lists With MOTOR Labor Standards

If you are licensed for MOTOR Labor Standards you can get the MOTOR data to display as well. The MOTOR Labor Standards functions a little differently on the checklists than it does in the rest of the product. Here are the differences:

- The search uses the existing jobcode.
- Only the VIN is used to query MOTORS and will only return labor times if the VIN exists in MOTORS.
- The MOTOR standard time is created as a task for the associated work order only, and is not assigned to the Jobcode in Jobcode assignments.

The process is the same for the MOTOR Checkoff List as it is for the standard Checkoff List.

1. Go to the Job Activity screen click on the Checkoff List under the RO section. The Checkoff List screen will appear but this time it will have a second tab, the MOTOR tab.

2. When you click on the MOTOR tab, you will need to select the System Code, Assembly Code, Labor Code and check the Task.
3. Now click the **Post** button. The Motor code will now appear as a task on the Checkoff List and include the SRT time, the mechanic who added it and the date it was completed. At this point it should be treated like any other Checkoff List item.
Pausing a Repair Order

Use this function when you are working on a repair order and need to assist someone with a different repair order or have to stop to do a rush job. When this situation occurs, you may pause the repair order you are working on and log onto another.

1. From the Job Activity screen, go to the RO Section and click on the Pause button.

2. You will be taken to the Log In screen where the mechanic will be paused.
3. When the technician clicks on their name and presses Post, they will be presented with the Pause/Resume screen. On the Pause/Resume screen, the technician can select whether they need to work on a New RO, Existing RO or Indirect.

Show me

![Pause/Resume Screen]

4. If you click the New RO button you will be prompted to create a new repair order, as described [here](#).

5. If you select the Existing RO button, you will be taken to a list of all repair orders and will have to select the one you are going to work with. You will then proceed as you would when working on an existing repair order.

Show me

![Pause RO List Screen]

6. If you press the Indirect button, you will proceed to the Select Indirect screen. Proceed as you would for an Indirect repair order, as described [here](#).
7. When you are done with the repair order or indirect you were working on, log off from it as you normally would, using the **Incomplete** or **Complete** buttons in the **Repair Order Section** (for repair orders) or **Indirect Charge Section** (for Indirect Orders) of the **Job Activity** screen.

**Show me**

Repair Order Job Activity Screen:

![Repair Order Job Activity Screen](image)

Indirect Order Job Activity Screen:

![Indirect Order Job Activity Screen](image)

8. You will return to the **Log in** screen which will show you are logged into the original repair order.
9. Clicking on your icon will return you to the **Job Activity** screen of the job you were working on when you pressed the **Pause** button.
Logging Off a Section Incomplete

To log off a section incomplete means that you logged off without completing the section.

1. From the Job Activity screen, go to the RO Section and click on the Incomplete button.

Show me

2. You will be asked to select the Cause and Correction for the repair order section. To do this, click on the box before the Cause or Correction you want to select. Then click Post.

Show me

3. You will now be on the Repair Order Selection screen. From this screen, select the new repair order, indirect, break, lunch or clock out.
Logging Off a Section Complete

To log off a section complete means that you logged off and completed all of the work for the section.

1. From the Job Activity screen, go to the RO Section and click on the Complete button.

2. Now you will be asked to select the Cause and Correction for the repair order section. To do this, click on the box before the Cause or Correction you want to select. Click Post after they are selected.

3. You will now be on the Repair Order Selection screen. From this screen, select the new repair order, indirect, break, lunch or clock out.
Rebill Option

The rebill option is used when you have units that aren’t yours but you cover them with a maintenance agreement. Marking sections with the rebill reason for repair will flag accounting that this repair order or section needs to be rebilled to the owner of the unit because it isn’t covered in their maintenance agreement.

To set up the rebill option you must do the following:

1. Go to SysMgr > System Setup > Codekeys.

2. Now go to Reason Codes for Accounting Transactions. Right click and select Insert Code. On the right side the Code field should be Rebill, the Description field should be Rebill Expense and you should make sure the Active box is checked. Then click Post. This will create the account disbursements for rebill.
3. Now go to the **Reason for Repairs** codekey. Right click and select **Insert Code**. On the right side the **Code** field should be **Rebill**, the **Description** field should be **Rebill** and you should make sure the **Active** box is checked. Now go to the **Reason Group Code** and select **Rebill**. Click **Post**.

Show me

Show me

5. You will need to set up the disbursements that apply to your situation and disable the others. The rules will vary by each company using TMT Fleet Maintenance and you should check with your accounting department to see what rules need to be enabled and what accounts should be associated with each disbursement.

Show me

6. Now go to Masters > Customers > Options > Invoicing. Click the Prompt for REBILL option. This will have to be done for each account you want to rebill.
7. The **Billable Default to ‘Y’** will need to be set for the rebill option to work. **Billable Default to ‘Y’** can be set at any one of 3 different locations; globally, shop or customer.

- **Show me**

  **Globally** – If set here all repair orders created for all customers will be set to billable. To set this option go to **SysMgr > Options > Invoicing**.

  ![Options - Invoicing](image1)

  **Shop Level** – If you set the **Billable Default to Y** here, all repair orders in this shop for customers will be set as billable. To set this go to **Masters > Shops > Options > Invoicing** and check the **Billable Default to ‘Y’**.

  ![Shops](image2)

  **Customer** - If you set the **Billable Default to Y** here, all repair orders for this specific customer will be set as billable. To set this go to **Masters > Customer > Options > Invoicing** and check the **Billable Default to ‘Y’**.

  ![Customer](image3)
8. When you close a repair order, as complete, you will be presented with the **Select Optional Rebill Code** screen. The Select Optional Rebill Code screen will list all of the reasons for repair assigned to the **Reason Group Code Rebill**. Select the appropriate reason from the rebill and finish closing the repair order as you normally would.

Show me
ORDER

Viewing the Repair Order

1. On the Job Activity screen go to the Order section.

Show me

2. Click the View button. On the View screen there are 2 tabs. The first is the General tab. The General tab has 3 sections Unit Info, Repair Info and Customer Info. The information on these tabs is not editable.

- Unit Info - contains unit number, unit description, domicile, make, cost center, model, license, year, VIN, in service, etc.

- Repair Order Info - contains repair order number, status, shop, customer number, shop, repair class, repair site, down date and up date.

- Customer Info - contains customer number and customer name.
3. The next tab is the **Sections** tab. The **Sections** tab is divided into 3 sections **Section Info**, **Employee Assignments** and **Comments**.

- **Section Info** - contains section, complaint, priority, repair reason, component, component description and warranty
- **Employee Assignments** - contains employee ID, job code, description and estimated time
- **Comments** - contains any section comments
4. The third tab is the **Pick** tab. The **Pick** tab shows a pick list of all of the parts that need to be retrieved from the parts room.

You will only get a **Pick List** if you have the Mechanic Workstation option **Use Parts Workstation for Part Requests** checked.

**Show me**

<table>
<thead>
<tr>
<th>GENERAL</th>
<th>SECTION</th>
<th>PICK</th>
<th>CHECK-OFF</th>
</tr>
</thead>
<tbody>
<tr>
<td>Part No.</td>
<td>Quantity</td>
<td>Description</td>
<td>Bin Loc</td>
</tr>
<tr>
<td>10W40</td>
<td>5</td>
<td>10W40 Motor Oil</td>
<td>BIN1</td>
</tr>
</tbody>
</table>

5. The final tab is the **Check Off** tab. This tab contains the list of tasks to be performed for the service being done to the unit.

**Show me**

<table>
<thead>
<tr>
<th>GENERAL</th>
<th>SECTION</th>
<th>PICK</th>
<th>CHECK-OFF</th>
</tr>
</thead>
<tbody>
<tr>
<td>Task Description</td>
<td>Checked</td>
<td>CheckedDate</td>
<td>Employee</td>
</tr>
<tr>
<td>Change oil and filter.</td>
<td>□</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Check all fluids.</td>
<td>□</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Check tire pressure.</td>
<td>□</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Check all belts and hoses.</td>
<td>□</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lubricate chassis.</td>
<td>□</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Adding a Section to a Repair Order**

1. From the **Job Activity** screen, go to the **Order** section and click on the **Add Sec** Button.
Show me

2. You are now on the **New Section for Repair Order** screen. You will need to fill in the **Component, Description, Complaint, Repair Reason, Warranty Type** (if not correct), **Priority**. Under the **Assignment Information** section, fill in **Employee** (default is set for you change if you want to assign to another technician), **Job Code** and **Est. Time**. Click **Post** you and the repair order will appear under **Assigned** for you unless you changed employee then it appears under their **Assigned** tab.

Show me

**Adding Meter Readings**

1. From the **Job Activity** screen, go to the **Order** section and click on the **Meter Rdg.** button.
2. Type the new reading in the meter field. After the meter is entered press the **Post** button. After you post a reading you will return to the **Job Activity** screen.

3. To see previous meter readings for a unit click the **View Readings** button on the **Meter Reading** screen:

**Indirect Repair Orders**

When you log into Interactive Workstation, Gate In, Gate Out, Yard Checks or Inspection Tickets you should see the icon to log into **Indirect** on the bottom of the screen.
1. Click the indirect icon. You will be on the **Select Indirect** screen. At the bottom of the screen you will notice a page number and next and previous arrows; this indicates there are more options.

Show me

![Select Indirect Screen](image)

2. After you select the indirect you will be working on you will be returned to the **Log In** screen.

Show me

![Log In Screen](image)

3. When you highlight your name and click **Post** you will be taken to the indirect **Job Activity** screen.
**Indirect Charge Lines**

**Viewing Indirect Charge Lines**

1. On the **Ind. Charge Lines** section of the **Job Activity** screen select the **View** button.

2. You will now be on the screen that shows the sections and lines of the indirect. The lines are not editable. Press **Escape** to go back to the **Job Activity** screen.
Show me

### Charging Parts on an Indirect

1. On the **Ind. Charge Lines** section of the **Job Activity** screen select the **Charge Parts** button.

Show me

2. The **Charge Parts** screen appears. For detailed information on charging parts click [here](#).
Adding Service Lines to Indirects

1. On the **Ind. Charge Lines** section of the **Job Activity** screen select the **Services** button.

2. On the **Services** screen you will need to fill in the Description, Amount and Charge Category. You can also select whether this service is Vendor Supplied. Click **Post** after you are done. By clicking on the arrow after the **Charge Category** you can select from the existing charge categories.

Services:
Adding Comment Lines to an Indirect Order

1. On the Ind. Charge Lines section of the Job Activity screen select the Services button.
2. Now you are on the Line Comments screen. In the Description field type your comments, then click Post. The comment will then appear in the dark gray area and cannot be edited. Any previous comments will also appear in the gray area.
Administration Options

In order to view the following option you have to log into Interactive WorkStation as an administrator. Microsoft SQL 2008 R2 is required for the SSRS reports to work properly.

**Printing an Inspection Ticket**

First you will need to configure the SSRS reports to print the Inspection Ticket.

1. Go to **Setup > Options > IWS Application Options**.

Show me

2. Go to **Reports** and click in the **Value** space after **Path to SSRS Server** and type the path to your **SSRS Print Server**.

Show me

3. Now go to the **Inspection Ticket Detail Report** and under value type in **Inspection Ticket.rdl**. Then press the **Save Changes** button.

Show me
4. Now when you go to the **Inspection Tickets** page and click **View** the **Print** option in the **Common Page Elements** section should be active.

**Printing Repair Order Details**

First you will need to configure the SSRS reports to print the **Repair Order Detail Report**.

1. Go to **Setup > Options > IWS Application Options**.

2. Go to **Reports** and click in the **Value** space after **Path to SSRS Server** and type the path to your **SSRS Print Server**.

3. Now go to the **Repair Order Detail Report** and under value type in the path to the report. Then press the **Save Changes** button.

4. When the **Repair Order Detail Report** is configured you should be able to print when you are logged onto a repair order and are on the **Job Activity** screen.
Printing the Repair Order Signoff Sheet

First you will need to configure the SSRS reports to print the Repair Order Signoff Sheet.

1. Go to Setup > Options > IWS Application Options.

   ![Setup Options](image)

   Show me

2. Go to Reports and click in the Value space after Path to SSRS Server and type the path to your SSRS Print Server.

   ![Reports](image)

   Show me

3. Now go to the Repair Order Signoff Sheet and under value type in the path to the report. Then press the Save Changes button.

   ![Application Options](image)

   Show me

4. This report will automatically print when technician completes a repair order section, if the option is active.
How to Contact TMT Fleet Maintenance Customer Support

If you have a technical question about TMT Fleet Maintenance, refer to the printed documentation that is available at http://www.tmwcare.com. You can also find late-breaking updates and technical information in the Readme file. If you still have a question, TMW Systems offers customer support and services ranging from no-cost online documentation to direct assistance.

The TMT Fleet Maintenance Support Team now has 4 convenient ways for you to get information about TMT Fleet Maintenance TMW NetSuite Customer Care Center, Email, Phone and the Client Center.

- **TMW NetSuite Customer Care Center** - The TMW Customer Care Center allows you to create new troubleshooting cases or update and review existing ones, just go to http://www.netsuite.com. This site requires that you have an account set up before you can access it. To have an account set up or have any questions answered about this website contact your Support Team.

- **Email** - By emailing tmtsupport@tmwsystems.com a NetSuite case will automatically be opened for you. You will be emailed the case number and any notes that a Support Team member puts in the case.

- **Phone** - Call 919.493.4700 select option 6 then option 3 and talk directly to your Support Team representative. They are available Monday through Friday 8:00 AM to 6:00 PM EST. Note: after 15 minutes on hold all calls will automatically go to voicemail.

- **Client Center** - The Client Center is your source for Upgrades, Installs and documentation for TMT Fleet Maintenance. The Client Center is available at http://www.tmwcare.com and requires a user id and password which you can get by contacting your Support Team.