TMT Fleet Maintenance - Windows
Motor Labor Standards Interface
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Motor Labor Standards Interface

The MOTOR Labor Times Integration enables a TMT Fleet Maintenance - Windows user to import the MOTOR SRT (Standard Repair Times) into their TMT Fleet Maintenance System.

**BENEFITS:**

- Eliminate Data Entry of your TMT Job Codes
- Increase productivity on your shop floor
- Standard invoicing using MOTOR Labor Times
- Ease of implementation of TMT Job Codes
- No need to have a MOTOR book at each location for SRT look up

**FEATURES and FUNCTIONS:**

- MOTOR Labor Times are based on the VIN number of the unit or the Year, Make, and Model.
- Ability to assign MOTOR tasks to non-MOTOR Job Codes
MOTOR Labor Standard Installation Guide

Requirements

- TMW AMS version 13.10 or newer
- .NET version 4.0
- An Account with MOTOR Labor Systems.

**Important Note:** If you have a current MOTOR Account, you will need to request a separate account for the TMT Integration. The MOTOR account used must be exclusive to the TMT to Motors integration for it to function properly.

- The public IP must be registered with MOTOR Labor Systems
- Download the MOTOR Labor Standards executable from the Client Center. Follow the instructions from the installer.
- A Reliable Internet Connection

Installation

1. Download the AMSXXXX-MOTOR Interface zip file from the Learning Center. The XXXX represents the version of TMW AMS you are running. When you unzip the file double click the setup.exe.

2. You will see the **Welcome Screen**. Click **Next**.
3. The **Readme Information** screen will appear. Read this and follow all instructions on screen to insure a successful upgrade. Click **Next**.

![Readme Information Screen](image1)

4. Now you are on the **Customer Info** screen. Fill in the **User Name** and **Organization** and check if the install is for everyone or just for person installing. Click **Next**.

![Customer Information Screen](image2)
5. You are on the **Destination Folder** screen. Click the **Change** button to map to where you want to install the file or leave the default setting. Click **Next** after the destination is selected.

6. The **Ready to Install** screen is showing, if the information is correct click **Install** if not Click **Back** and go back and fix the problem.
7. The **InstallShield Wizard Completed** screen will appear. Click **Finish**.

8. The second **Welcome** screen will appear. Click **Next**.
9. The **Select Installation Folder** screen will appear. You can go with the default or click browse and select the new destination. Under **Install TMW AMS Motor Interface Service or yourself or for anyone who uses this computer** select **Everyone** and click **Next**.

10. On the **Confirm Installation** screen select **Next**.
11. On the **Installation Complete** screen click **Close**.

![Installation Complete screen](image)

### Setup

1. For the MOTOR Labor Standards to function, the module must be licensed. To verify you have the module licensed go to **SysMgr > Licensed Modules** and verify that **MOTOR Labor Standards** is checked. If you don’t have the module license code installed, please contact **TMW AMS Support** to obtain a license code.

![Licensed Modules window](image)
2. Now you will need to go to EIS and log in as the administrator. Then go to **AMS > System Settings > Integration Options > MOTOR > Basic**. Enter the **User ID** and **Password** provided to you by MOTOR Labor Standards. Click **Save Changes**.

3. Now locate your Transman.INI file. By default the file will be in **C:\Windows**. There should be a section called **MOTOR** with the **Filename** and **Filepath** in it.
4. Now go to **SysMgr > Options > Repairs > Jobcodes**. In the **Jobcodes** section check the **Employee and Jobcode assignments** box. On the **Jobcodes** screen also check **Auto Create Tasks on Jobcode Assignment**. Press F6 to save changes.

5. Now go to **Masters > Shops > Options > Repairs > Jobcodes** and check **Employee and Jobcode Assignments**. Press F6 to save changes.

7. On the right hand side of the window you will see Code and Description you will need to fill these in. Active should be checked and you can check Avail. On Handheld if you use a palm or windows device with TMW AMS. You will have to add each model that does not appear exactly as it does in MOTOR Labor Standards. Then Click Post.

**NOTE**: The Code has to match the model in MOTOR Labor Standards exactly. For example F350, F-350 and F 350 do not match and will be counted as 3 different units. Make sure you use the code from MOTOR Labor Standards and update all of your TMW AMS units to match the code used in MOTOR Labor Standards.
8. Next go to **Masters > Units**. Under the **Model** pull down select the correct model that you added in the CodeKeys. Make sure that each **VIN / Serial No** is correct. Press F6 after adding each model and updating the VIN.
MOTOR Labor Standards Search Window

This section will take a detailed look at how to bring up the MOTOR Labor Standards search window and explain all of the sections of the search window.

1. Open a repair order for one of the units with a MOTOR Labor Standards model. Create a section using a 3 or 6 digit component code. You can use the 9 digit component code but MOTOR Labor Standards only uses up to 7 characters and truncates any numbers after that (they include the hyphen between digit 3 and 4 as one of the characters). Click OK when the section is completed.

2. In the Employee\Jobcode section of the repair order right click and select New Assignment.
3. Fill in the **Assigned Employee**. Then click the **Flashlight** icon on the **Jobcode** field. When the **Jobcode Search** window appears click the **MOTOR Search** button.

![Employee Assignments and Jobcode Search](image)

4. The **MOTOR Labor Search** screen will appear. If you get prompted for a User Name and Password you have probably lost connection to EIS/network.

![MOTOR Labor Search Screen](image)

**Note:** the **MOTOR Labor Standards** interface is a real time interface that uses an internet connection to retrieve data. When you select a vehicle it returns the system components, when you select a system component, it returns the appropriate assembly component, etc. If you notice any latency it is more than likely your internet connectivity causing the problem.
5. **17 Digit VIN** – this will be filled in from the unit on the repair order. The VIN number will take precedence over year, make and model and the displayed year make and model shown will be the ones from the VIN number not what is shown in TMW AMS. If there is no VIN Number and you have to add one or you have to alter the VIN Number that appears press the **VIN Lookup** button to refresh the screen with the new VIN number. Here is what you will see with a valid VIN Number:

- **17 Digit VIN:**
  - 3GNEC18RZG194307

If there is an error your screen will look like this:

- **17 Digit VIN:**
  - 1D7R31CT5B5628103
  - More than One vehicle matches this VIN!

If the VIN number is not valid you will be shown this message:

- **17 Digit VIN:**
  - 3GNEC88RZG194307
  - No matching VIN int he system at this time!

If you do not have a VIN number you will see 17 hyphens:

- **17 Digit VIN:**
  - ------------

If you have less than 17 characters it will display a hyphen for each missing character and tell you 17 characters are required. If you have more than 17 characters it will truncate the number to the first 17 characters:

- **17 Digit VIN:**
  - 3GNEC18RZG1-

If the VIN number is not valid you will be shown this message:

- **17 Digit VIN:**
  - 3GNEC88RZG194307
  - No matching VIN in the system at this time!

If you do not have a VIN number you will see 17 hyphens:

- **17 Digit VIN:**
  - ------------

If you have less than 17 characters it will display a hyphen for each missing character and tell you 17 characters are required. If you have more than 17 characters it will truncate the number to the first 17 characters:

- **17 Digit VIN:**
  - 3GNEC18RZG1-

6. The next fields on the screen are **Year, Make, Model – Engine**. They are numbered in the order that they must be filled out to get proper jobcodes. When you fill out the **Year, Make and Model** the **System Component** will fill in. When you select the **System Component** the **Assembly Components** will fill in. When you select the **Assembly Component** the **Jobcodes** will fill in. Finally when you select the **Jobcode** the **Task Times** will fill in if they exist.
7. **Year** - This menu is a pull down list of years which you can select. If you have a VIN number the list may only include years that the make and model were manufactured. If you don’t have a VIN the list will be a long selection like 1978 – 2013.

![Year Menu]

8. **Make** - The make menu lists all makes of passenger cars, light/medium trucks and medium/heavy trucks. This menu is populated based on the year and model of the vehicle and not all makes will be listed for every year. The list is populated with the unit’s description but it uses the 5 digit ATA Code for passing information. (examples Ford listed as make but passes FORDX or make is Freightliner but it will pass FRGHT)

![Make Menu]
9. **Model – Engine** – The Model – Engine menu allows the model and the engine to be selected at the same time. This was done because TMW AMS does not require you to save the engine type. If a model has more than one engine type the first one will automatically be returned and you will have to select the correct one from the menu.

10. **System Component** – The System Component section of the screen lists all of the 3 digit system components available for that combination of model and engine. If a system component is passed with the repair order that component code will be selected automatically. Once the System Component is selected the corresponding Assembly Component will be shown.
11. **Assembly Component** – the Assembly Component is the 6 digit component code. If the repair order has a 6 digit code it will be used, if not you will have to select the System Component and then the Assembly Component.

Note: If the Assembly code uses 000 as the last 3 digits TMW AMS will use the System Code as the Assembly Component. This is because TMW AMS does not allow 000 to be used as the 4th, 5th and 6th digits.

<table>
<thead>
<tr>
<th>Assembly Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>045-003</td>
<td>CRANKSHAFT (045-003)</td>
</tr>
<tr>
<td>045-007</td>
<td>CYLINDER HEAD (045-007)</td>
</tr>
<tr>
<td>045-019</td>
<td>OVERHAUL KIT - ENGINE (045-019)</td>
</tr>
<tr>
<td>045-020</td>
<td>ENGINE ASSEMBLY (045-020)</td>
</tr>
<tr>
<td>045-004</td>
<td>FLYWHEEL (045-004)</td>
</tr>
<tr>
<td>045-012</td>
<td>REGULATOR - OIL TEMPERATURE (045-012)</td>
</tr>
<tr>
<td>045-013</td>
<td>OIL PAN (045-013)</td>
</tr>
<tr>
<td>045-009</td>
<td>OIL PUMP AND DISTRIBUTION SYSTEM (045-009)</td>
</tr>
<tr>
<td>045-005</td>
<td>CRANKSHAFT - HARMONIC BALANCER (045-005)</td>
</tr>
</tbody>
</table>

12. **Jobcodes** – The MOTOR Labor Standards description maps to the TMW AMS job code. The Assembly Component has to be selected for the proper Job Code to display.

<table>
<thead>
<tr>
<th>Job Code</th>
</tr>
</thead>
</table>
| POWER PLANT-CATERPILLAR 3116/320, OIL PUMP, IN FRAME - R AND R OR REN
|   EW - INCLUDES REMOVE AND DISCONNECT ALL NECESSARY COMPONENTS          |
| POWER PLANT-CATERPILLAR 3116/320, OIL PUMP, OUT OF FRAME - R AND R OR R
|   ENW - INCLUDES REMOVE AND DISCONNECT ALL NECESSARY COMPONENTS        |
| POWER PLANT-CATERPILLAR 3176, OIL PUMP, IN FRAME - R AND R OR RENW NO N
|OTE                                                                             |
| POWER PLANT-CATERPILLAR 3176, OIL PUMP, OUT OF FRAME - R AND R OR RENW NO N |
OTE                                                                             |
| POWER PLANT-CATERPILLAR 2090, OIL PUMP, OUT OF FRAME - R AND R OR RENW - A
FTER FRONT HOUSING IS REMOVED                                                |
| POWER PLANT-CATERPILLAR 3006, OIL PUMP, IN FRAME - R AND R OR RENW - I
CLUDES REMOVE AND DISCONNECT ALL NECESSARY COMPONENTS                       |
| POWER PLANT-CATERPILLAR 3406/1/C, OIL PUMP, IN FRAME - R AND R OR RENW    |
|   - INCLUDES REMOVE AND DISCONNECT ALL NECESSARY COMPONENTS              |
| POWER PLANT-CATERPILLAR 3406/1/C, OIL PUMP, OUT OF FRAME - R AND R OR R
|   ENW - INCLUDES REMOVE AND DISCONNECT ALL NECESSARY COMPONENTS          |
| POWER PLANT-CATERPILLAR 3406, OIL PUMP, IN FRAME - R AND R OR RENW        |
|   - INCLUDES REMOVE AND DISCONNECT ALL NECESSARY COMPONENTS              |
| POWER PLANT-CATERPILLAR 3406, OIL PUMP, OUT OF FRAME - R AND R OR RENW - I
CLUDES REMOVE AND DISCONNECT ALL NECESSARY COMPONENTS                      |
| POWER PLANT-CATERPILLAR C-15/C-28, OIL PUMP, IN FRAME - R AND R OR RENW
|   - INCLUDES REMOVE AND DISCONNECT ALL NECESSARY COMPONENTS              |
| POWER PLANT-CATERPILLAR C-15/C-28, OIL PUMP, OUT OF FRAME - R AND R OR R
|   ENW - INCLUDES REMOVE AND DISCONNECT ALL NECESSARY COMPONENTS          |
| POWER PLANT-CATERPILLAR C-15/C-28, OIL PUMP, IN FRAME - R AND R OR RENW
|   - INCLUDES REMOVE AND DISCONNECT ALL NECESSARY COMPONENTS              |
| POWER PLANT-CATERPILLAR C-15/C-28, OIL PUMP, OUT OF FRAME - R AND R OR R
|   ENW - INCLUDES REMOVE AND DISCONNECT ALL NECESSARY COMPONENTS          |
| POWER PLANT-CATERPILLAR C-15/C-28, OIL PUMP, IN FRAME - R AND R OR RENW - |
| INCLUDES REMOVE AND DISCONNECT ALL NECESSARY COMPONENTS                   |
| POWER PLANT-CATERPILLAR C-15/C-28, OIL PUMP, OUT OF FRAME - R AND R OR R
|   ENW - INCLUDES REMOVE AND DISCONNECT ALL NECESSARY COMPONENTS          |
13. **Task Times** – This is where the MOTOR Labor Standards Labor Time maps to TMW AMS’ Task Time. A Job Code must be selected for the proper Task Times to be displayed. Task Time is the only section where multiple lines can be selected, since a Job Code can have multiple tasks assigned to it. Each Task Time has 4 fields **Task**, **Additional?**, **Time** (hours) and **Task Description**. **Task** is the Task ID assigned to it by MOTOR Labor Standards. **Additional?** if this box is checked the task is a child of the task above it. If multiple tasks in a row are checked they are all a child of the first unchecked task above the list. In the example below all of the tasks with checks are children of the first task. **Time** indicates in hours how long it will take that task to be performed. **Task Description** is a description of the task.

<table>
<thead>
<tr>
<th>Task</th>
<th>Additional?</th>
<th>Time</th>
<th>Task Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>5735</td>
<td></td>
<td>6.5</td>
<td>ALL MODELS - R&amp;R OR RENEW</td>
</tr>
<tr>
<td>5742</td>
<td></td>
<td>2.3</td>
<td>UNDERFRAME CROSSMEMBER, ADD FREIGHTLINER 120 - R&amp;R OR RENEW</td>
</tr>
<tr>
<td>5744</td>
<td></td>
<td>1.2</td>
<td>W/O OIL PAN PLATE, ADD - R&amp;R OR RENEW</td>
</tr>
<tr>
<td>5745</td>
<td></td>
<td>0.4</td>
<td>W/OLEC TRIMMER (GARDEN), ADD - R&amp;R OR RENEW</td>
</tr>
<tr>
<td>5746</td>
<td></td>
<td>0.4</td>
<td>W/O OIL PAN SOUND SUPPRESSION, ADD - R&amp;R OR RENEW</td>
</tr>
</tbody>
</table>

14. **Pop Up Window** - after you have filled out the VIN, verified the Year, Make and Model, selected the System and Assembly Components, Job Code and Task Times click **OK**. The MOTOR Labor Search window will appear with the MOTOR Labor Standards Job Code in it. By default the MOTOR Labor Standards Job Code will be the component code plus and underscore and then an assigned number. You can click OK and it will be accepted as it appears. Or you can also click on the Job Code pull down menu and select the Job Code you want to use. The default Job Code will be the first one on the list. The Second space on the list will be blank. The blank is set to automatically change to the default code; this will prevent accidentally inserting a blank as the Job Code. The MOTOR Labor Standards interface is smart enough not to insert duplicate Job Codes. If you enter 045-001_1 and there already is a 045-001_1 with different criteria it will number the new code as 045-001_2. When you save the 045-001_1 will become 045-001_2 and 045-001_1 will become inactive in the system. The MOTOR Labor Standards Job Code will also back fill numbers so if the number was 045-001_2 and you entered a new code it will now become 045-001_1.
15. After you have pressed OK on the Pop Up window and accepted the Job Code. You will return to the MOTOR Labor Standards Search Screen. Click the X in the upper right corner. You will return to TMW AMS Job Code search screen and will see the MOTOR Labor Standards Job Code. Click OK.

16. You will now see the Employee Assignments screen with the MOTOR Labor Standards Job Code. Click OK.

17. Now you will be back to the repair order with the section created and the assignment filled out with the MOTOR Labor Standards Job Code.
Using MOTOR Labor Standards with Interactive WorkStation

Using MOTOR Labor Standards with a checkoff list works by:

- The search uses the existing job code.
- 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 Job code in Job code 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.
MOTOR Labor Standards Trailer Search

This section will take a detailed look at how to bring up the MOTOR Labor Standards search window and explain all of the sections of the search window.

1. Open a repair order and create a section using a 3 or 6 digit component code. You can use the 9 digit component code but MOTOR Labor Standards only uses up to 7 characters and truncates any numbers after that (they include the hyphen between digit 3 and 4 as one of the characters). Click OK when the section is completed.

2. In the Employee\Jobcode section of the repair order right click and select New Assignment.

3. Fill in the Assigned Employee. Then click the Flashlight icon on the Jobcode field. When the Jobcode Search window appears click the MOTOR Search button.
4. The **MOTOR Labor Search** screen will appear. If you get prompted for a User Name and Password you have probably lost connection to EIS/network. Click Ok if the information is correct.

5. If the MOTORS does not return data for the VIN number you have associated with your trailer you will need to select the appropriate selection form the 1.**Trailer/Misc** menu or re-enter the VIN number and press the **VIN Lookup** button.

**Note:** the MOTOR Labor Standards interface is a real time interface that uses an internet connection to retrieve data. When you select a vehicle it returns the system components, when you select a system component, it returns the appropriate assembly component, etc. If you notice any latency it is more than likely your internet connectivity causing the problem.
6. After you have selected the **Trailer/Misc** item go to the **System Component** section and select the appropriate component code.

### System Component:

<table>
<thead>
<tr>
<th>System Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>012</td>
<td>AXLES - REAR (012)</td>
</tr>
<tr>
<td>013</td>
<td>BRAKES (013)</td>
</tr>
<tr>
<td>014</td>
<td>FRAME COMPONENTS (014)</td>
</tr>
<tr>
<td>016</td>
<td>SUSPENSION (016)</td>
</tr>
<tr>
<td>017</td>
<td>TIRES, TUBES, LINERS AND VALVES (017)</td>
</tr>
<tr>
<td>018</td>
<td>WHEELS, RIMS, HUBS AND BEARINGS (018)</td>
</tr>
<tr>
<td>044</td>
<td>LIGHTING SYSTEM (044)</td>
</tr>
<tr>
<td>051</td>
<td>GENERAL ACCESSORIES (051)</td>
</tr>
<tr>
<td>057</td>
<td>SPARE WHEEL MOUNTING (057)</td>
</tr>
<tr>
<td>071</td>
<td>BODY (071)</td>
</tr>
</tbody>
</table>

7. After you have selected the **System Code** the **Assembly Components** will populate based on your **System Code** selection. Click on the correct **Assembly Code**.

### Assembly Component:

<table>
<thead>
<tr>
<th>Assembly Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>013-002</td>
<td>REAR BRAKES AND DRUMS (013-002)</td>
</tr>
<tr>
<td>013-004</td>
<td>SPRING PARKING BRAKE (SEPARATE OR COMBINATION W/SERVICE BRAKE)</td>
</tr>
<tr>
<td>013-007</td>
<td>BRAKE LINES AND FITTINGS - HYDRAULIC (013-007)</td>
</tr>
<tr>
<td>013-010</td>
<td>AIR TYPE POWER BRAKES (013-010)</td>
</tr>
<tr>
<td>013-011</td>
<td>ABS, ANTI-LOCK SYSTEM (013-011)</td>
</tr>
</tbody>
</table>
8. After you have selected the **Assembly Component** the corresponding job codes will populate. Select the correct job code from the **Job Code** section.

<table>
<thead>
<tr>
<th>Jobcodes:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Job Code</strong></td>
</tr>
<tr>
<td>BRAKES - BRAKE DRUM - DISC TYPE WHEEL, R&amp;R OR RENEW - INCLUDES: HOIST TRAILER.</td>
</tr>
<tr>
<td>BRAKES - BRAKE DRUM - SPOKE TYPE WHEEL, R&amp;R OR RENEW - INCLUDES: HOIST TRAILER.</td>
</tr>
<tr>
<td>BRAKES - BRAKE DRUM, REFACE - DOES NOT INCLUDE: R&amp;R DRUM.</td>
</tr>
<tr>
<td>BRAKES - BRAKE SHOES, RENEW - NO NOTE</td>
</tr>
<tr>
<td>BRAKES - SLACK ADJUSTER, RENEW - NO NOTE</td>
</tr>
</tbody>
</table>

9. After you have selected the **Job Code** the task times may appear. One or more task time may appear. Control click on a **Task Time** to add it to the unit, and then click **OK**.

<table>
<thead>
<tr>
<th>Task Times:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Task</strong></td>
</tr>
<tr>
<td>60</td>
</tr>
<tr>
<td>70</td>
</tr>
<tr>
<td>74</td>
</tr>
<tr>
<td>75</td>
</tr>
<tr>
<td>67</td>
</tr>
<tr>
<td>66</td>
</tr>
<tr>
<td>63</td>
</tr>
</tbody>
</table>

10. The **JobCode** box will appear. Click **OK** to continue.

12. You will return to the repair order with the Jobcode Search window open. Click OK to accept the selected jobcode.
13. The Employee Assignments window will now be displayed. Tab off from the Jobcode field and the Est. Time field will populate. Click OK to create the assignment.

14. You will now be back to the repair order with the Assignment section populated. Proceed with the repair order as you normally would.

A few notes on Motor Labor Standards (MOTORS):
Motor Labor uses the VIN number for primary search. If it determines the VIN is for a Tractor or it does not recognize the VIN it will default to the Power Units tab. If it determines the VIN is for a Trailer or Misc unit it will open to the Trailer/Misc. tab.

If MOTORS is launched independently from TMT Fleet Maintenance it will default to the Power Unit tab.
Tips and Techniques

- Always use the VIN Number over manually inputting the Year, Make and Model/Engine. The VIN Number will automatically populate the Year, Make and Model/Engine.

- If you do not have a valid VIN Number. You will need to select the Year first. After you select the Year the valid Makes for that year will appear in the Make pull down menu. Select the Make. When you select the Make the Valid Model/Engine will load.

- Once the valid Year, Make and Model/Engine have been selected the appropriate System Codes will load. Select the System Code and the corresponding Assembly Codes will load. When the Assembly Code is selected the Job Codes will load. After the Job Code is the appropriate Task Times will load. You can select multiple Task Times. It is important to wait for the correct codes to load after you have selected an item, depending on your internet connection this might take a minute.

- If the parameters are set up correctly the user should never have to search for the correct codes. The only exception to this will be when new models come out they will not be in MOTOR Labor Standards instantly. For instance if you can’t find the 2013 models yet add the unit with the 2012 data and update when the new Years become available. The following are the parameters that can be set up:
  - DATABASE – The TMW AMS database
  - SERVER – the database server
  - USERNAME – the database username
  - PASSWORD – the database password
  - USEINI – Y or N, Y defaults to C:\Windows\Transman.ini for previous 4 settings. If set to N then it will try to use the INI created by the install, if the INI is set to a path. When you are using input parameters this can also be set to N.
  - INI – The location of the INI file, this can also be used to set the location of Transman.ini if the doesn’t exist.
  - SVCUSER – MOTOR user account (comes from EIS, expected to be passed from TMW AMS)
  - SVCPW – MOTOR Labor Standards password (comes from EIS, expected to be passed from TMW AMS)
  - YEAR – Year of the unit from TMW AMS
  - MAKE – Make of the unit from TMW AMS this should be the 5 digit ATA Code
  - MODEL – Model of the unit from TMW AMS. The model in TMW AMS must match the model in MOTOR Labor Standards exactly. For example F350, F 350, F-350 are not the same and will be treated as different models.
  - COMPCODE – Component Code of the unit from TMW AMS
  - VIN – VIN of the unit from TMW AMS
  - SHOPID – ShopID of the unit from TMW AMS
• **CUSTOMER** – CustomerID of the unit from TMW AMS
• **COMPLAINT:**”” – Complaint of the unit from Transman
• **UNITID** – UnitID of the unit from TMW AMS
• **FLEETID** – FleetID of the unit from TMW AMS

When the following items are passed the data will automatically populate with what it can find starting with VIN, then Year, Make, Model, and finally Component Code

• **Year** – year of the vehicle
• **Make** – make of the truck
• **Model** – model of the truck
• **Compcode** – component code of the section
• **VIN** – VIN Number of the unit

You can add parameters to the path of the shortcut to get certain criteria to return. Here is an example: `USEINI:"y" SVCUSER:"motor_user" svcpw:"password" year:"2005" make:"fordx" model:"ranger" vin:"1FTCR15X0TTA01050" compcode:"045-008"`

The recommended parameters are: `USEINI:"y" SVCUSER:"motor_user" svcpw:"password" year:"2005" make:"fordx" model:"ranger"`

The required parameters are: `year:"2005" make:"fordx" model:"ranger"`
**Troubleshooting**

The following are a list of common errors that occur in the TMW AMS MOTOR Labor Standards Interface.

- **Permission/Authentication Error – Invalid Login Credentials** - If you get this error the MOTOR Labor Standards login (SVCUSER) or password (SVCPW) are incorrect.

  ![Permission/Authentication Error - Invalid Login Credentials](image)

- **Model XXXX was not found; Please Select Model** – The XXXX represent the incorrect model name. This message can also occur for Year and Make. To resolve select the Model, Make, Year from the pull down menu.

  ![Model PICK-UP was not found; Please Select Model](image)

- **More than One vehicle matches this VIN!** – This means that more that there are multiple vehicles that that fit the VIN Number. MOTOR Labor Standards will not return the Year, Make or Model as it does not know which one is correct. You will have to fill that in manually.

  ![More than One vehicle matches this VIN!](image)

When you go to select the Model (after Year and Make have been selected) you will see the units returned were the same unit with different trim packages.
• **Please select at least one job code to continue.** – If you accidentally press OK before a Job Code is selected you will receive this error. To fix select the correct Job Code.

![Job Code Not Selected](image1)

• **Please select at least one task time to continue.** – If you accidentally press OK before a task time is selected. To correct this select a task time from the list.

![Task Time Not Selected](image2)

• **Data found but you do not have permission to see it** – This means that you are not licensed to view VIN numbers for this type of vehicle. For example if you licensed Heavy Duty trucks from MOTOR Labor Standards and you look up a passenger car VIN Number you will get this error.

![17 Digit VIN:](image3)

• **No matching VIN in the system at this time!** – This indicates that the VIN Number is either invalid or it has not been entered into MOTOR Labor Standards at this time.

![17 Digit VIN:](image4)
How to Contact TMT Fleet Maintenance Support

TMW Systems offers four convenient ways to obtain customer support and services including: no-cost online documentation, product announcements, software updates, and more!

**TMW Systems Client Center** - This is your one-stop source for self-service upgrades, installs and documentation for TMT Fleet Maintenance. A username and password is required and can be obtained from TMT Fleet Maintenance Support.

**NetSuite Customer Care Center** - The TMW Systems Customer Care Center allows you to create, edit, and monitor technical support cases. A username and password is required and can be obtained from TMT Fleet Maintenance Support.

**Phone** - Call 919.493.4700; option 6 then option 3 and talk directly to a Support Analyst. They are available Monday through Friday 8:00 AM to 6:00 PM EST.

After 15 minutes on hold, all calls automatically rollover to voicemail.

**Email** – Messages to tmtsupport@tmwsystems.com result in a technical support case being opened for you. By default, Email cases are assigned Medium priority and are addressed after NetSuite and Phone cases.