ROME

2022 WORKBOOK

CANONS OF SUCCESS

BALANCING & CLOSING TICKETS

2022

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REPAIR ORDER REVIEW PROCESS

Before sending a Repair Order over to accounting, there are eight simple steps to follow before you can finalize your ticket. Many of these steps need to be followed in order to click the review button and check the tasks have been completed. These steps are critical to maintaining a balance between Rome and your Dealership Management System or accounting software.

1. **Verify Total**
   a. Verify that the Rome Estimate matches the amount in the estimating system. If the amounts do not match, check the following:
   b. If the difference is only a penny or two, it is most likely a tax rounding issue. Add the difference to Hazerdous Waste on the Sub/Misc. screen.
   c. If the difference is more than a couple of cents, divide the amount of the difference by your tax rate. This will determine the price of the item that was over/under taxed. Check the Sub/Misc. screen to see if there is an item for that amount. Change the tax flags on that line.
   d. If it does not appear to be a tax issue, go to the cost screen and compare each account code (parts, labor, sublet) with the account code amounts in the estimating system. This should narrow the search down to a specific area. Once the problem area is located, delve into that area to find the discrepancy.
   e. If the issue is in the labor worksheet, click on the Profile button and verify labor rates. Once labor rates are correct, click on the Reset Line Items button to verify all account codes are set correctly.

2. **Check Parts**
   a. If the parts box is red, it means that there is something that is not costed out. You can also tell this if the Cost box is less than 100% costed out.
   b. Is the Parts cost not at 100% but you have everything ordered and received on the parts screen? Check your sublet/misc.
   c. Click on the Parts box and see if there are any unordered parts in billable, check if there are parts that still need to be returned in the Deleted-With Cost tab. This tab would be RED if there is anything not returned or needed attention on that tab.
   d. Finally, check if your credit memos have not been printed. Click Print then check the Core Parts or Credit Memo boxes. If there is something listed with the Credit Memo number in RED, the parts department did not print the memo to attach to the returned part.

3. **Check Labor**
   a. a. If something is still outstanding, the cost box will be less than 100% and yellow.
   b. Verify that all labor has been assigned and paid (click pay all).
   c. The labor box will be RED if there is an issue with the labor lines. This means that we have labor in deleted with cost that needs to be paid on.
   d. Going into the labor box and hitting pay all will resolve the issue with the labor lines indeleted with cost.

4. **Check Sublets/Misc.**
   a. Items must be costed out with an invoice if it is a type of sublet OR also designated a sublet with a sublet account code.
   b. Hit CHANGE on the line and enter the Vendor, Invoice, Date and Cost of the sublet in order for the ticket to be reviewed**.**
   c. Make sure a line is not mistakenly the type of sublet that shouldn't be. If that is the case, click change type and switch it to misc.
   d. Double check and make sure the correct account code are selected for sublets. Sometimes it could come over as Paint Material if the line properties in CCC One were not updated.

5. **Check Payments/Misc. Notes**
   a. Verify all payments and/or notes have been added.

6. **Check "Profits" in cost screen.**
   a. a. (If the profit seems too high or too low, find out why)
      i. Labor heavy job = high profits
      ii. Part heavy job = low profits

7. **Check Profile (Internal/Retail)**
   a. To change the profile, go to Tools – Change profile
   b. The billing profile is very important when sending over to your accounting system.
   c. There are two types of profiles; Retail and Internal. Shops can have multiple profiles depending on where they want the money to go in the accounting system.

Once all the items have been verified, you may check all the boxes in the Review area in order for the Review box to be checked and the ticket can be dated out. Fill in the "Date Delivered" field when the car has been picked up by the customer. Fill in the "Dated out" field. This takes the vehicle off the calendar. Make sure as a clean-up item Date out and review "voids" to remove them from the export screen.
   a. Labor heavy job = high profits
   b. Part heavy job = low profits

*If the RO is not balancing, check for "1000's" numbers in parts on billable and also check import layersto see if there are multiple estimates on the same RO.

ROME

CHECKLIST OF ISSUES

1. Top Left hand is a PPD Alert, either positive or negative that will offset my total from Rome. You can accept or not accept them and have parts go in and correct it. By clicking on the "PPD Alert" button at the upper left of the RO you can export these changes to a file and CCC1 will require that you apply or discard the changes in their system. This requires that a CCC1 EMSIN path is setup both in Rome and CCC1. For assistance setting this up call 800-373-7663.

2. Worksheet – has the estimate line numbers, if there is a line with no Est line, means that it was manually entered in, something is going on there. You may have to manually delete the manually entered part or item to bring in.

3. Light blue boxes will show up on the lines   If the line has been changed manually (fingerprints).

4. Sublet/Misc – 9/10 if it's there it's going to be a tax issue or converted line that the account was not changed on. Change the Account to the appropriate department (Paint Materials or Sublet).

5. Old School – CCC and print the supplement with summary shows all the hours and make sure that all my amounts match. If my labor matches, I know it's either a problem with parts or tax/sub/misc.

6. Returns:

   White letters- money is counting

   Black letters- not counting revenue

ROME