ROME
COLLISION MANAGEMENT SYSTEM
EST. 1989

BALANCING & CLOSING TICKETS

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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. 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. (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 layers to see if there are multiple estimates on the same RO.*

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.

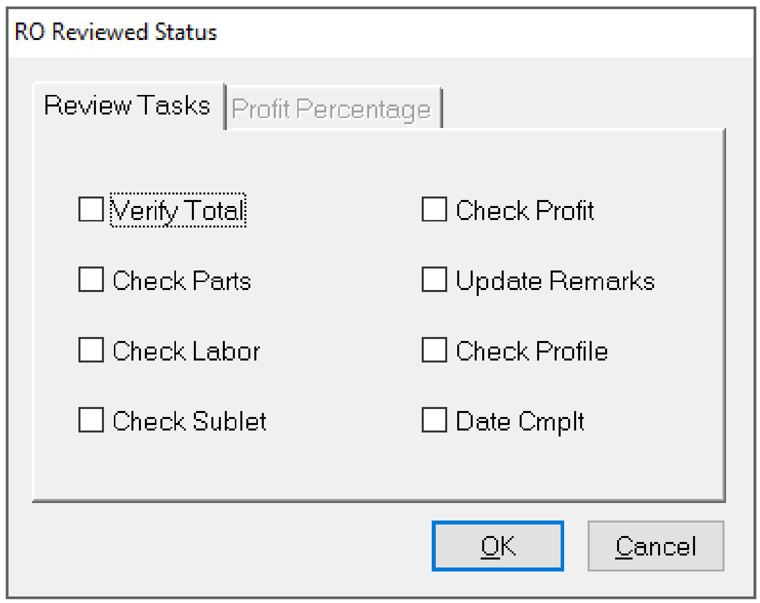
6. Returns:
   White letters - money is counting
   Black letters - not counting revenue

NEW FEATURE EXPLANATION: RO REVIEW ASSISTANT

Rome users have stressed how important it is to have the Estimator/Writer review an RO prior to the RO being dated out. The review process is intended to create accountability to the accounting accuracy of the RO as well as the viability of any accounts receivable created. Without this review process it is possible for RO's to be closed to accounting without vendor invoices entered, tech labor unpaid and parts credits and core charges not completed.

The RO Review Assistant is a new feature in Rome Management and was first suggested as a program improvement by members of the Rome 20 Group. This feature replaces and improves upon the previous "Review" expansion button at the top right of the customer tab of the RO. The original review method (the eight check boxes; Verify total, Check Parts, Check Labor, Check Sublet, Check Profit, Check Cashier Remarks, Check Profile, Date Cmplt) would simply be shaded out if any of the following conditions were present within the RO.

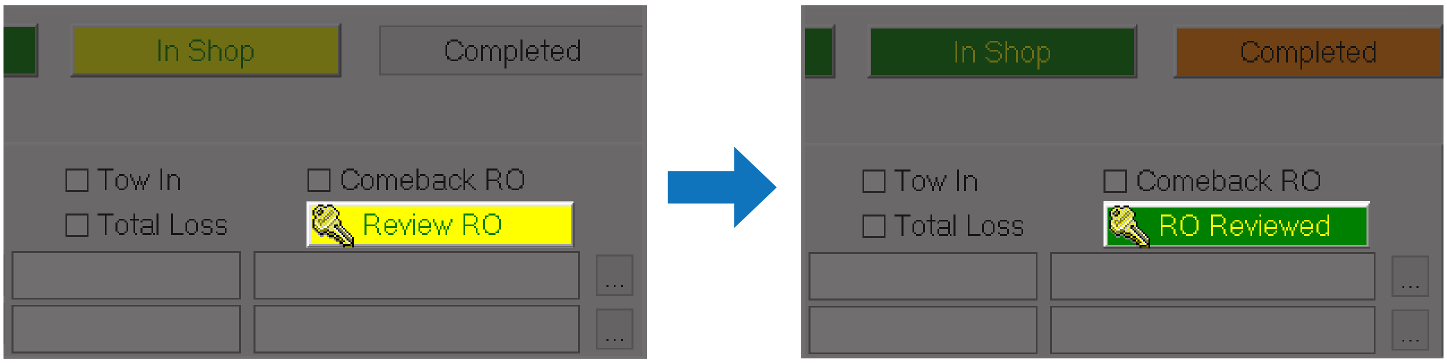
- Parts needed to be returned
- Core charges were not returned
- Labor was not fully paid
- Sublet charges were not costed to a vendor invoice
- Gross profit was below the minimum goal



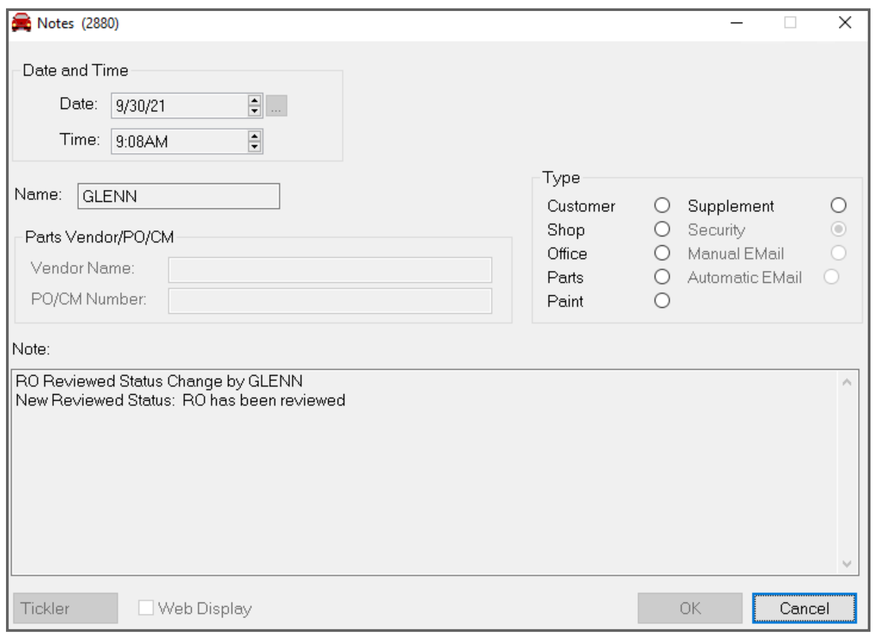
The new RO Review Assistant is located at the same RO customer tab screen position as the original “Review” method and the color and text of the button will identify the RO’s Review status:

- **Red background** No required items to review the RO have been completed.
- **Yellow background** Some required items to review the RO have been completed.
- **Green background** All required items to review the RO have been completed

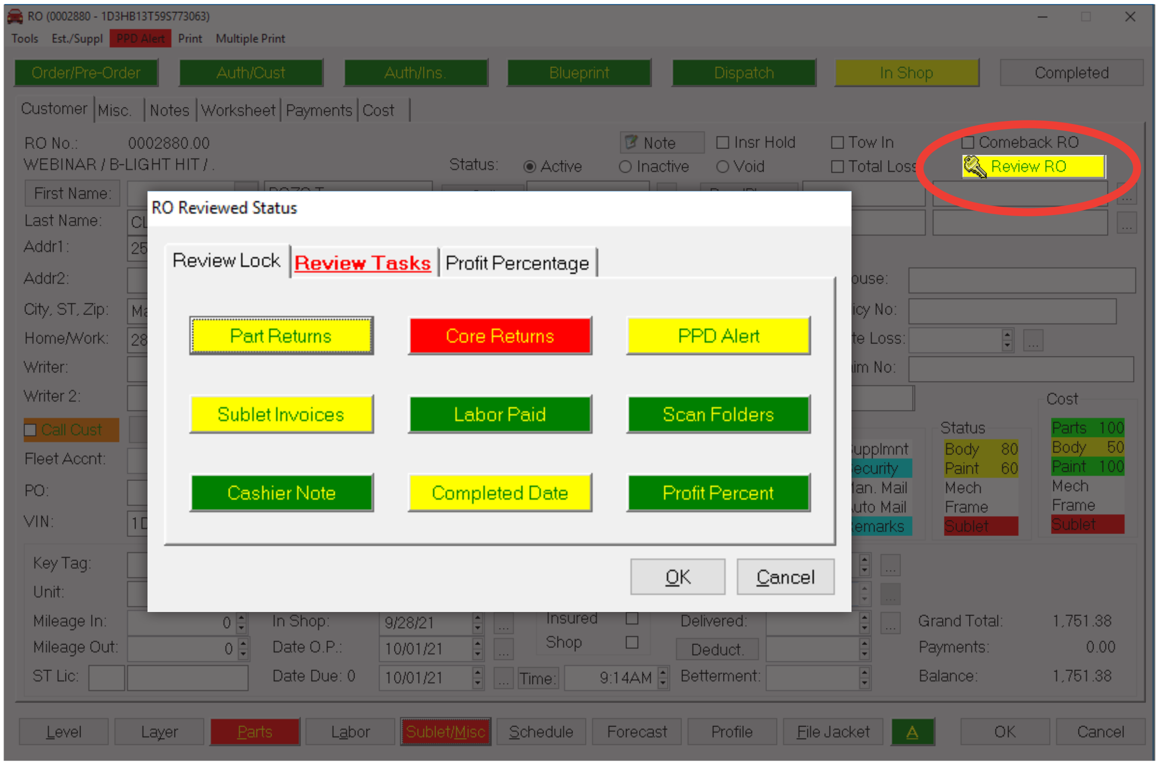
The new Review button is labeled “Review RO” while it is in red or yellow and it will change to “RO Reviewed” in Green when the review process is completed.



A Reviewed security note is automatically inserted into the Notes tab of the RO when the review process is completed.

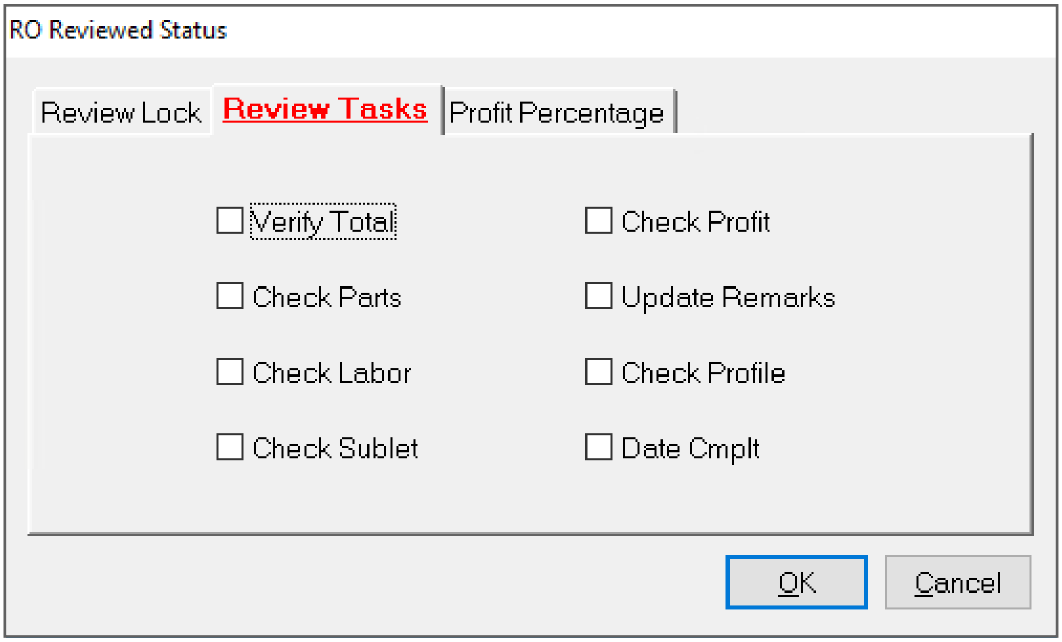


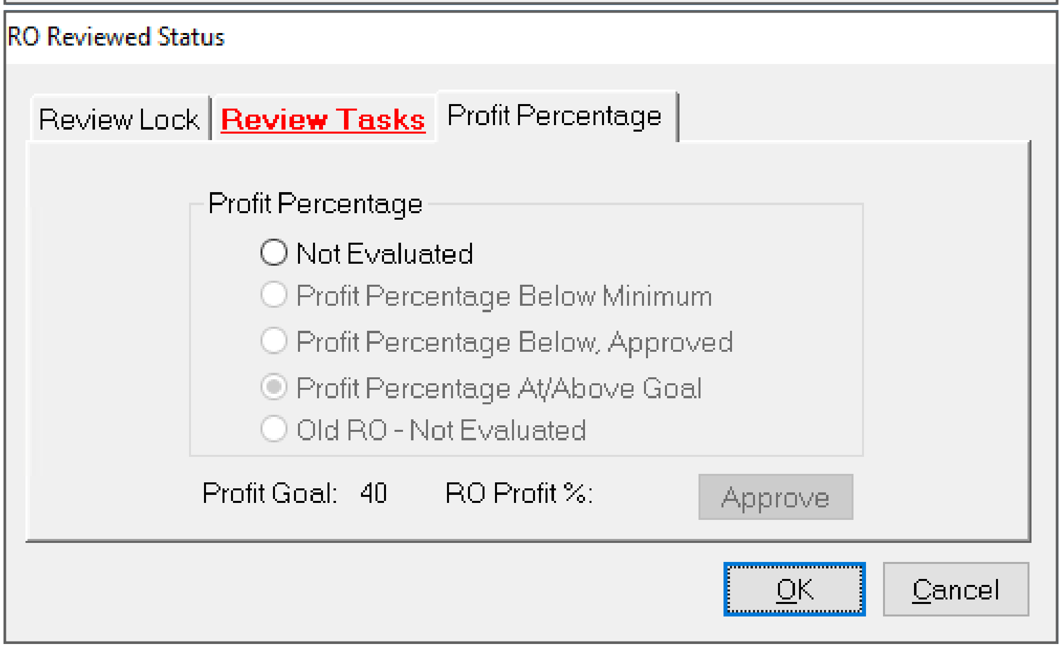
An RO must be reviewed by the Estimator/Writer ***PRIOR*** to the customer call to schedule delivery. It is recommended that the RO be reviewed the day prior to anticipated delivery to the owner. This allows time for any missing sublet actions, additional customer service requests (LOF or Recalls) and time to confirm final supplement payments.



To review the RO, simply click on the "Review RO" button and the new Review Assistant window will appear. In this example, the RO has been updated on the Big Board to "Sublet", there is an open core charge in parts, there is a PPD (Part Price Difference), and there is a sublet alignment to be costed. The "Parts PPD" button is a notification and does not keep the RO from being reviewed. The "PPD Alert" still allows the user to export parts price changes back to the estimating system.

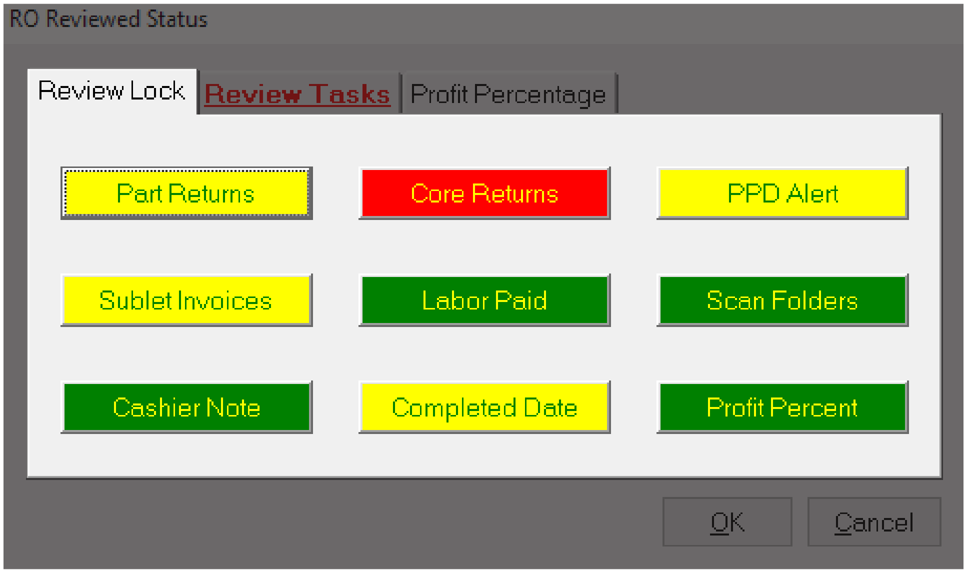
NOTE: The RO parts button in Red still indicates that there are parts to return or core charges to process. The Main Parts button in the program now includes additional RO status colors that assist the parts team in proactively managing parts to return, open credits and core charges.


RO Reviewed Status
Review Lock
Review Tasks
Profit Percentage
Verify Total
Check Profit
Check Parts
Update Remarks
Check Labor
Check Profile
Check Sublet
Date Cmplt
OK
Cancel

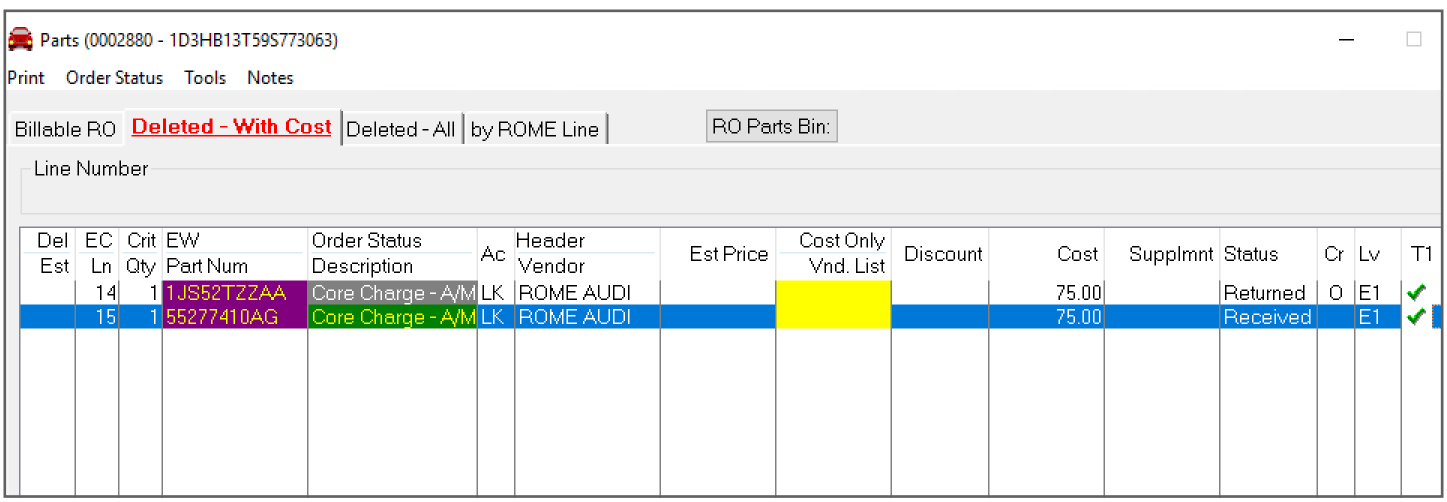

RO Reviewed Status
Review Lock
Review Tasks
Profit Percentage
Profit Percentage
Not Evaluated
Profit Percentage Below Minimum
Profit Percentage Below, Approved
Profit Percentage At/Above Goal
Old RO - Not Evaluated
Profit Goal: 40
RO Profit %:
Approve
OK
Cancel

The Review Lock Tab

The 9 buttons on the Review Lock Tab display in Red, Yellow and Green to indicate the individual review actions required. A **Red** button needs to be reviewed and corrected, a **Yellow** button contains partial corrections, and a **Green** button has no actions required.



Each of these buttons are interactive and when “clicked” will guide the user to the area of Rome that needs review corrections. Below is an example of the “Parts Returns” button being selected. Each of the 9 “Review Lock” buttons behave in a similar and intuitive manner.

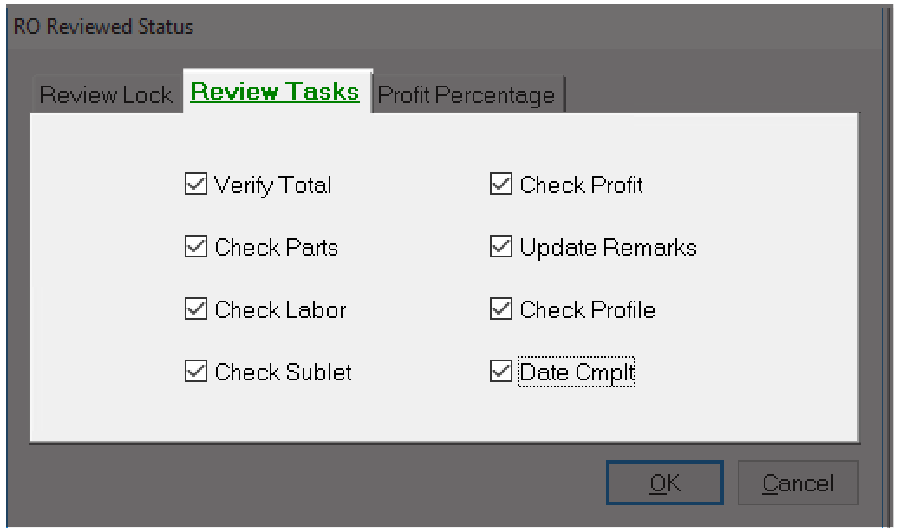


In this example the “Part Returns” button was clicked and the “Deleted With Cost” tab of the parts detail screen was selected. There is one core charge that has been returned but the second core needs to be located and a core sheet printed. Note that there are buttons for “Cashier Note” and “Scan Folders”. These are newly added review requirements to ensure that final payment and A/R details are noted in the “Misc Tab” of the RO and that key documents are scanned into the “File Jacket” area of the RO. Each customer folder in the File Jacket can be individually designated as required for review and there is a separate Rome Socrates document on how to implement required File Jacket Folders.

The Review Tasks Tab

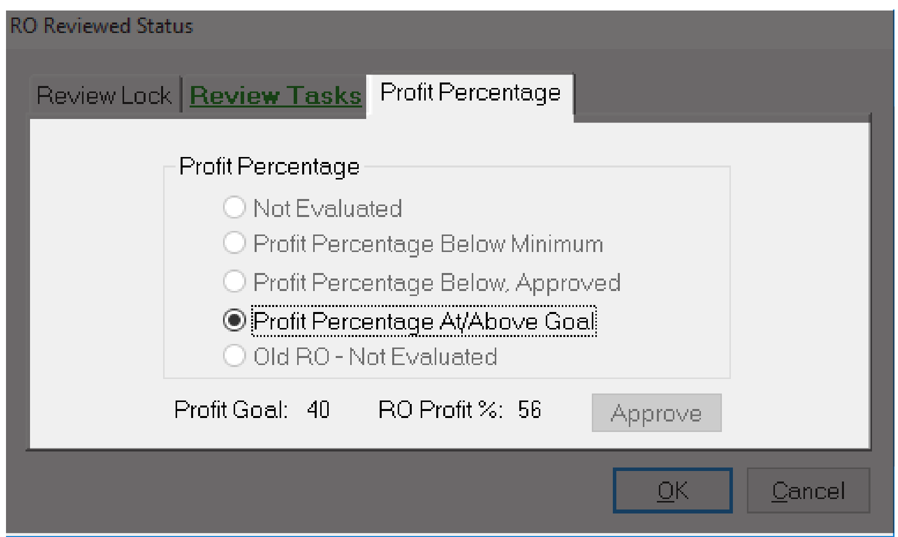
Once all Review Lock buttons are Green, the user needs to select the "Review Tasks" tab (this tab will display in Red, Yellow and Green based on the checkboxes being selected). This tab functions as the original Review RO screen.

Each of these checkboxes is customizable to unique shop needs and are intended as a checklist for reviewing an RO. Since there is some overlap between the "Review Lock" tab and the "Review Tasks" tab, shops may consider changing the "Review Tasks" to include unique shop considerations. For example, changing the "Review Tasks" to just include Verify Total and Check Profile could be adequate.



The Profit Percentage Tab

The "Profit Percentage" tab functions as it did previously. This tab is only active when a minimum RO gross profit percentage is entered in Rome Installation Options. This tab is the last on the "RO Review" screen as the "Review Lock" steps will update the RO Cost/Profit as parts are returned and sublet is costed. If the RO gross profit is below the minimum goal, then a manager level user will need to "Approve" the RO to finalize the RO Review.



If you have any further questions, please contact Rome Technical Support at 1-800-373-7663 or you may login to the Rome Technologies Client Portal to view further Rome Socrates Client documentation, video training or to request 1-on-1 remote training. If you do not have your login and password for your shop to the client portal, then simply call Rome Support to request your credentials. As always, it is our pleasure to serve you.

ROME

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