PROCEDE TESTING FAQ

January 25

DSDA/HISTORICAL DATA DURING CONVERSION AND BEYOND

- CDK (view only) access will be available for you through conversion and following go live (for a period of time) so that you are still able to view historical data. A conversion of the DSDA data is underway and will be available through Excede under the name Paper Vision shortly after go live. We will let you know when this is complete.

COV PROCESS

- If you get an error message in Procede that a customer has no available credit, the process remains the same as it did with CDK. Please email Sue, Gina, and Jean like you normally would if you had a COV. Sue (or Gina/Jean as backup) will release and let you know when you are all set. Please make sure to add COV needed in your email subject line.

PHONE # REQUIREMENT ON NEW BUS RO's

- We have added a default phone # in for all New Bus Bill To's (&NBIC, &NBTT, & &NBCOM) so that you should no longer need to add a phone number. You may need to log out and back in to Excede to see this change.

TIME CLOCK – VARIOUS ITEMS

- **RO VISIBILITY BY TECHS** - Backend setting have now been updated to allow techs to see all open RO's in the Time Clock
- **BREAKS** – Techs should use for lunch breaks only
- **BUS DRIVERS** – Will not use the Excede Time Clock
- **TIME SELECTION FOR TRIAGE JOBS** - When triage job is selected two choices come up - 1 hr. or 2 hr. diagnostic time. In most cases the triage time should be 1 hr. and we can get that time through warranty. The only time 2 hrs. should be chosen would be with a more intensive engine problem where we could get that 2 hr. diagnostic time from warranty.
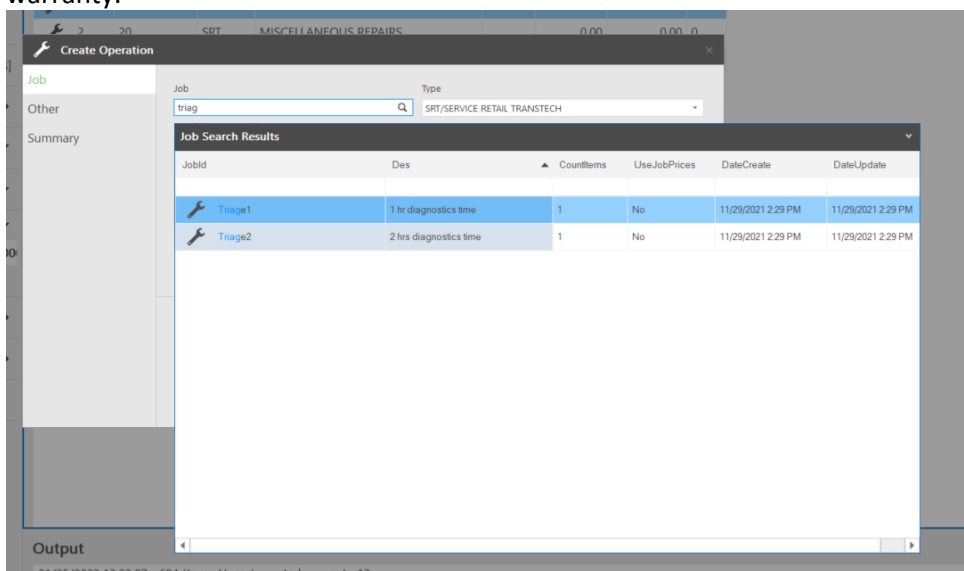
TECH TIME ENTRY ERROR

- **i**f you make a mistake when adjusting or manually entering a tech time in Excede (eg: used am and/or pm in error), and the system will not let you delete - Instead click and drag and it will reverse it. A negative amount appears and will not be reflected in final totals.

Create Shop Floor Time-Entry

Shop Floor

Employee
785   Jeff McKinney

DateTime Start	DateTime End	Elapsed
1/25/2022 2:31:59 PM	1/25/2022 2:31:59 PM	0 minute

Service Order

Description	Service Order
	R101000009

Hourly Rate	Operation	Labor Guide
Shop - Regular	1	12

OK   Cancel   Help

Labor Item 12 [R101000009 / 1]

EmpId	ParentItm...	ItmTyp	Des	Reason	DateStart	DateEnd	MinsElapsed	AmtCostHrs	UpdateEmp...	DateUpdate	TotalHrsM
785	247	Shop-Floor	MOVED...		01/11/2022 3:42 PM	01/24/2022 1:50 PM	18608	*** 764		01/24/2022 1:53 PM	12 days 22
785	247	Shop-Floor			01/11/2022 3:42 PM	01/11/2022 4:30 PM	48	*** 764		01/24/2022 1:54 PM	48 minute
785	247	Shop-Floor			01/12/2022 6:11 AM	01/12/2022 7:15 AM	64	*** 764		01/24/2022 1:55 PM	1 hour 4
785	247	Shop-Floor			01/12/2022 7:54 AM	01/12/2022 8:58 AM	64	*** 764		01/24/2022 1:55 PM	1 hour 4
785	247	Shop-Floor			01/18/2022 9:55 AM	01/18/2022 11:25 AM	90	*** 764		01/24/2022 1:56 PM	1 hour 30
785	247	Shop-Floor			01/18/2022 9:55 AM	01/18/2022 11:25 AM	90	*** 764		01/24/2022 1:56 PM	1 hour 30
785	247	Shop-Floor			01/18/2022 3:28 PM	01/18/2022 4:31 PM	63	*** 764		01/24/2022 1:57 PM	1 hour 3
785	247	Shop-Floor			01/19/2022 7:35 AM	01/19/2022 11:33 AM	238	*** 764		01/24/2022 1:58 PM	3 hours 58
785	247	Shop-Floor			01/24/2022 12:09 PM	01/24/2022 12:22 PM	13	*** 764		01/24/2022 1:59 PM	13 minute
785	247	Shop-Floor	MOVED...		01/24/2022 1:50 PM	01/11/2022 3:42 PM	-18608	*** 535		01/25/2022 9:22 AM	-12 days 2

PRINTER ACCESS

- We are working closely with ICS to get all of the needed printers pushed out to all users. We are hopeful this will be complete by tomorrow AM. Once complete we will ask all users to test that all documents are printing to the correct place as needed.