

Service Manager with ERO Tune-Up



ADP has developed the Service Manager with ERO Tune-Up particularly with you in mind. The Tune-Up will help you make the most of your position and assist you in increasing your knowledge and productivity levels as a new Service Manager with ERO.

Below, we've outlined the details that will be covered in this on-the-job training session. The Service Manager with ERO Tune-Up will be completed by an ADP professional trainer in 4 days of on-site training.

Dispatching Repair Orders

- Dispatch Menu and Screen
- Clocking Technicians and Alerts
- Locating Work
- Dispatch Commands
- Dispatch Status
- Shop Work Distribution
- Hours-to-Sell

Dispatch Set-ups

- Set-up Menu
- Skill Codes

- Make Codes
- Department and Team Information
- Dispatch Codes
- OpCode Review with Estimated Durations
- Tech and Team Schedules
- Priority Variables
- Alert Sequences

Technician Workstations

- Tech Commands
- Communication with Service Advisors
- Communication with Parts Department

ERO Options

- ERO Options
- Tech Information
- Team Information
- Operating Options

Information Management

- Managing Technician Time
- Technician Payroll
- Review Reports