



**RENAULT**

# Presentation of Dialogys

## USER MANUAL - CONTENTS

The Dialogys user manual consists of the following sections:

Title of the section	Content
Presentation of Dialogys	A brief overview of the Dialogys application (current document).
General information	An overview of the functions of the buttons, toolbars and other standard components of Dialogys.
Identity form	This section concerns the identities screen, vehicle/customer files and documentation relating to the technical specifications of the vehicle.
Vehicle Spare Parts	Explains how the vehicle spare parts catalogues can be consulted.
Engine peripheral parts	Explains how the engine peripherals parts catalogues (400, 401) can be consulted.
Sundry Items	Explains how the sundry items parts catalogue (830) can be consulted.
Parts list	In this section you will find all the information concerning the parts list and its associated functionalities.
Operation time	Details of the operation time catalogues
Repair manual	Details of the repair manuals
Technical Notes	Details of the Technical Notes
Actis Solutions	Overview of Actis Solutions and access with Dialogys
Estimate	In this section you will find all the information concerning the estimate and its associated functionalities.
Service coupon	In this section you will find all the information concerning the service coupon and its associated functionalities.
Order form	In this section you will find all the information concerning the order form and its associated functionalities. Important: this section only concerns "stand-alone" and "networked stand-alone" versions.
Current Part Numbers	This section describes the function of the <b>Current Part Numbers</b> window.
Sundries	This section describes the function of the <b>Sundries</b> window.
Admin screen	In this document you will find full explanations concerning the configuration of your Dialogys terminal (operating parameters, estimate calculation parameters, etc.).
Contact form (Pb)	This document describes the operation of our problem sheet. It allows you to feed back errors which could creep into our documentation and comments or suggestions you might make.
Motrio	The Motrio catalogue contains all the parts for Renault vehicles which are no longer made and parts for competitor vehicles.

## THE DIALOGYS APPLICATION

Dialogys contains the RENAULT After-Sales documentation in electronic format. Distributed on compact discs, it gives you access to RENAULT's Spare Part documentation and technical documentation. It also allows you to prepare various documents such as Estimates and Orders for parts.

The functions are accessed by a simple click on the buttons located on the Dialogys menu bar at the top of the screen.

### The Spare Parts documentation

Dialogys allows you to consult:

#### - Parts catalogues for vehicles

These catalogues contain all the parts necessary for repairing RENAULT vehicles.

The DIALOGYS application automatically works out their part numbers using the technical specifications of the vehicle you provide.

For each part number obtained, if it appears in the Prices file, the application extracts its description, price, MSDT (Manufacturer, Source, Duty and Tax), bar code and its replacement sequence. Users of versions connected to the local network can also find out the availability of the part.

#### - Parts Catalogues for Discontinued Ranges

These catalogues contain all the parts necessary for repairing RENAULT vehicles belonging to discontinued ranges.

The vehicles concerned are as follows: Renault 4, Renault 5, Renault 6, Renault 9/11, Renault 12, Renault 14, Renault 15/17, Renault 16, Renault 18, Renault 20/30, Renault 25, Fuego, Alpine, Jeep, Trafic.

**The information is presented as it might be in the vehicle parts catalogues or microfiches.**

Automatic determination of part numbers according to the technical specifications is therefore not available and a basic knowledge of using traditional documentation is required.

#### - Parts Catalogues 400 and 401 (Engine peripherals/Engine parts)

PR 400 and 401 involve engine peripheral assemblies: carburettor (or injection), starter, alternator and ignition module.

They are essentially used to find part numbers for the components of these assemblies since, unlike the part numbers of the assemblies, the part numbers of components are not shown in the vehicle parts catalogues.

Dialogys no longer automatically determines the part number as with vehicle spare parts. It is the user himself who determines the part number according to the technical specifications of the vehicle.

### **- Parts Catalogue 830 (sundry items/small parts)**

PR 830 involves sundry items: attachment components (nuts and bolts, rivets, clips, etc.) and miscellaneous parts (door hinges, adhesive tapes, etc.).

In Dialogys, the part numbers appear directly on the screen and the user can select them according to their characteristics.

For these part numbers, although the interrogation is not direct, it is possible to obtain the same information as for part numbers coming from other documentation (interrogation of the price list or the parts file using the **Current part numbers** window.

## **Technical documentation**

The technical documents found in Dialogys are:

### **- The operation time catalogues**

For each vehicle appearing in Dialogys, you will have access to the corresponding operation time catalogue.

You will find exactly the same content as the paper document. The operation descriptions are complete (full titles). The different operations contained in this catalogue can be selected and added to an estimate.

### **- The repair manuals**

Dialogys also allows you to access the repair manuals for each vehicle. If required, you can print these documents in order to follow a diagram close to the vehicle.

### **- Technical Notes (general and fault-related repair procedures)**

The Technical Notes (with the exception of wiring diagrams) are shown in Dialogys, and are updated with each new CD-ROM. Dialogys allows you to find them easily according to the selected vehicle, and to consult them. If the A2A connection is available, the fault-related Technical Notes can be accessed online.

Other functionalities assist the search process. You can, for example, find Technical Notes by looking for a particular word in their titles or list the new Notes contained in the Dialogys update.

#### - [Actis solutions](#)

Actis Solutions can be accessed in Dialogys, if there is an A2A connection. Solution searches operate in the same way as in Actis.

### The estimate

Using mainly the Spare Parts documentation and the operation time catalogue, you will be able, with Dialogys, to submit a pricing estimate to your customers.

These are **à la carte** estimates whose content will have been defined by the user himself.

Other functionalities can enhance this estimate. The user can for example create and store labour operation times not provided in the RENAULT standard catalogue (non-coded operations). For each item he can also apply discounts: manually on a particular estimate or automatically on certain customer groups.

The DIALOGYS customer/vehicle file allows this estimate to be retained for a certain configurable period and to retrieve it at any time.

For certain connected versions, and for the "Agent DMS" with the "**file exchange**" function, the estimate made on DIALOGYS can then be used as input to the DMS invoicing system.

### Service coupons

The Dialogys spare part order is a parts list of which there are two types: the service coupon and the order form.

The service coupon is associated with a particular repair for a vehicle or the order of a particular customer. In its stand-alone version, it provides input to the dealership order form and possibly invoicing for terminals equipped with the **File exchange** function. In its connected version, it is automatically sent to the dealership management system (DMS).

The order form is specific to the stand-alone versions. Made out in the name of the dealership, it can accept parts coming from several service coupons. It is intended to be faxed to the organisation responsible for supplying the dealership with spare parts.

### Current part numbers

This functionality allows the user to store the most commonly used part numbers. About 200 part numbers can be stored and the user can give them his own description allowing them to be quickly identified.

## Miscellaneous products

The "miscellaneous products" functionality is basically identical to the previous one. It allows the user to store part numbers for components and products. The essential differences are:

- It is possible to store part numbers for components and products which are not RENAULT part numbers.

- That these part numbers can be classified by **Group** and **Marque** and therefore found more easily.

- That there is no storage capacity limit.

An equally important point is that it is possible to store a "group" of part numbers with their quantities. Therefore, during "standard" operations such as servicing, the user can quickly find all the parts necessary and with a single click add them to a service coupon or an estimate.

## THE DIFFERENT CONFIGURATIONS

Currently, three different Dialogys configurations can be installed:

- in stand-alone mode.
- in Client-server mode - connected to the DMS via a Dialogys server.
- in connected client terminal mode - connected to the DMS.

**For these 2 latter modes, the DMS must be one which has been validated by Renault's central IT department.**

### Stand-alone mode

This is the simplest installation mode to set up and is best suited to small and medium-sized dealerships. This is the mode used by the secondary network in the majority of countries. It is also the mode used in those countries where Renault does not have a sales office.

In this mode, the application update (CD0) and the data update must be run on each individual terminal.

In this mode, the prices and operation times (TM) used for calculating estimates are those integrated on the data CDs.

The hourly rates used to calculate estimates are those manually entered in the Dialogys admin screen. The hourly rates, in addition to the discount rates, tax rates, customer types (normal, fleet, Renault personnel, etc.), must always be entered in the admin screen.

As Dialogys is not connected to the DMS, Repair Orders (RO) created in the DMS cannot be retrieved by Dialogys.

However, this mode does enable the user to connect to central applications and in particular to connect to the World Vehicle Database via the Ap2Ap electronic messaging system.

### Client-server mode - connected to the DMS via a Dialogys server

This mode is used by the larger dealerships. It is a mode which avoids multiple data re-entry on DMS and Dialogys. For example, an estimate generated on Dialogys can be sent to the DMS to directly invoice the client.

**In this mode, the application update (CD0) and the data update must only be run on the Dialogys server terminal.** The client terminals are thus automatically updated.

In this mode, the prices and operation times (TM) used for calculating estimates are those held on the DMS.

This mode requires a Dialogys client-server connection and a link between the Dialogys Server and the DMS to be configured.

The documentation in the admin screen is therefore more limited than in the stand-alone mode.

As Dialogys is connected to the DMS, Repair Orders (RO) created in the DMS can be retrieved by Dialogys.

This mode enables the user to connect to central applications and in particular to connect to the World Vehicle Database via the Ap2Ap electronic messaging system.

### **Connected client terminal mode - connected to the DMS**

The main difference from the client-server mode above is that with this mode there is no Dialogys server to which all the Dialogys client terminals are connected. A single terminal acts simultaneously as the client terminal and the Dialogys server terminal. Each terminal is directly connected to the DMS.

In this mode, the application update (CD0) and the data update must be run on each Dialogys terminal.

In this mode, the prices and operation times (TM) used for calculating estimates are those held on the DMS.

This mode requires a connection between each client-server terminal and the DMS to be configured.

The documentation in the admin screen is also more limited than in the stand-alone mode.

As Dialogys is connected to the DMS, Repair Orders (RO) created in the DMS can be retrieved by Dialogys.

This mode enables the user to connect to central applications and in particular to connect to the World Vehicle Database via the Ap2Ap electronic messaging system.



**RENAULT**

# General information

## INTRODUCTION

This section explains the functions of the buttons, the toolbars and other standard components of Dialogys.

## DIALOGYS SCREEN

Once the DIALOGYS application has been started, the following screen appears:

➤ Without CLIP connection:

Identité	Contact	MR	PR	PR Vis	Autres	Bon de service	Prod. Divers
Tableau de bord	Solutions ACTIS	NT	TM	PR Moteur	MOTRIO	Estimation	Réf. Courantes

- RAZ Général
- Supprimer Client
- RAZ Données techniq...
- Supprimer véhicule
- Plaque Après-Vente
- Documentation croisée
- Localisation référence
- Bons en cours
- BS N°
- ES N°
- BVM

<p style="text-align: center; margin: 0;">DOSSIER CLIENT</p> <p>Nom : Prénom : N° Compte :</p> <p>Adresse :</p> <p>N° téléphone : N° fax : E-mail :</p> <p style="text-align: right; margin-right: 20px;">Sélection véhicule</p>	<p>Modèle .....</p> <p>Type du véhicule .....</p> <p>Numéro de fabrication du véhicule .....</p> <p>Date de fabrication .....</p> <p>Version .....</p> <p>Série limitée .....</p> <p>Type moteur .....</p> <p>Type plus indice du moteur .....</p> <p>Numéro de fabrication du moteur .....</p> <p>Date de fabrication du moteur .....</p> <p>Type de carburant .....</p> <p>Cylindrée .....</p> <p>Type de transmission .....</p> <p>Nombre de vitesses .....</p> <p>Type de boîte de vitesses .....</p> <p>Type plus indice de boîte de vitesses .....</p> <p>Numéro de fabrication de la boîte de vitesses .....</p> <p>Date de fabrication de la boîte .....</p>
<p style="text-align: center; margin: 0;">DOSSIER VEHICULE</p> <p>Immatriculation : VIN :</p>	<p>Niveau d'équipement .....</p> <p>Code équipement .....</p> <p>Complément niveau d'équipement .....</p> <p>Complément serie limitée .....</p> <p>Code particularités technique. ....</p> <p>Emplacement du volant .....</p> <p>Affichage sur le compteur .....</p> <p>Type de climat .....</p> <p>Harmonie intérieure .....</p> <p>Revêtement des sièges (voir nouvelle plaque ou PR 101) .....</p>

Figure 1: start screen

➤ With CLIP connection:

The screenshot shows the Dialogys software interface. At the top, there is a horizontal toolbar with buttons for 'Identité', 'Contact', 'MR', 'PR', 'PR Vis', 'Autres', 'Bons Service', and 'Prod. Divers'. Below this is a secondary row of buttons: 'Tableau de bord', 'Solutions ACTIS', 'NT', 'TM', 'PR Moteur', 'MOTRIO', 'Estimation', and 'Réf. Courantes'. The main window title is 'LAGUNA III - BX91 - F4R - JR5 - S002341'. On the left, a vertical sidebar contains several menu items: 'RAZ Général', 'Supprimer Client', 'RAZ Données techniques', 'Supprimer véhicule', 'Display fault finding', 'Plaque Après-Vente', 'Documentation croisée', 'Localisation référence', 'Bons en cours', 'BS N°', 'ES N°', and 'BYM'. The main content area is split into three sections. The top-left section is 'DOSSIER CLIENT' with fields for 'N° OR:', 'Nom:', 'Prénom:', 'N° Compte:', 'Adresse:', 'N° téléphone:', 'N° fax:', and 'E-mail:'. Below these is a 'Sélection véhicule' button. The top-right section is 'RESULTAT DU DIAGNOSTIC (CLIP)' with two dropdown menus labeled 'ELEMENT:' and 'OPERATION:', each followed by a 'Consulter' button. The bottom section is 'DOSSIER VEHICULE' containing a list of vehicle specifications:
 

- Modèle ..... Laguna III
- Type du véhicule ..... BX91
- Numéro de fabrication du véhicule ..... S002341
- Date de fabrication ..... DA71034
- Version .....
- Série limitée .....
- Type moteur ..... F4R
- Type plus indice du moteur ..... F4R712
- Numéro de fabrication du moteur .....
- Date de fabrication du moteur .....
- Type de carburant .....
- Cylindrée .....
- Type de transmission .....
- Nombre de vitesses .....
- Type de boîte de vitesses ..... JR5
- Type plus indice de boîte de vitesses ..... JR5001
- Numéro de fabrication de la boîte de vitesses ..... S538228
- Date de fabrication de la boîte .....

The screen consists of an upper toolbar and a lateral toolbar on the left side of the screen. The top toolbar is permanent: it gives access to the main functions of Dialogys. The lateral toolbar, on the other hand, is context-dependent: the buttons it displays depend on the choice made in the upper toolbar.

## Functions of the top toolbar buttons

When you click on one of the upper toolbar buttons, it changes colour, and an icon symbolising the selection is displayed.

<b>Identité</b>	Identity Button (shown here in "selected" status).
<b>MR</b>	Button for access to the Repair Manual.
<b>NT</b>	Button for access to the Technical Notes.
<b>PR</b>	Button for access to the Spare Parts documentation.
<b>TM</b>	Button for access to Operation Times.
<b>Contact</b>	Button for access to the contact form, allows the documentation production department to be notified regarding a problem with document content.
<b>Tableau de bord</b>	Button for access to the Admin screen.
<b>PR Moteur</b>	Button for access to the Engine Peripherals menu.
<b>PR Vis</b>	Button for access to Sundry Items.
<b>Bon de service</b>	Button for access to the Service Coupon.
<b>Estimation</b>	Button for access to the Estimate menu.
<b>Ref. Courantes</b>	Button for access to Current Part Numbers.
<b>Prod. Divers</b>	Button for access to Sundries.
<b>Solutions Actis</b>	Button for access to Actis Solutions.

## Description of the icons



Represents the technical vehicle specification sheet.



Represents the Repair Manual (MR) documentation (repair method).



Represents the NT documentation (Technical Notes).



Represents the PR documentation (Spare Parts).



Represents the Actis Solutions



Represents the contact form.

Represents the Operation Times

## Functions of the side toolbar buttons

Most of these buttons depend on the current function. They will be described in the corresponding sections. Only a few buttons in the lower part of the toolbar are permanent:



You will also find a button allowing you to switch between two currencies: the euro and local currency. For countries in the euro zone, there is only one currency.



## DIALOGYS 3000 MENUS

Clicking on one of the PR [Spare Parts], MR [Repair Manual] or NT [Technical Notes] buttons in the upper toolbar brings up a menu allowing you to find what you are looking for in the documentation in question.

### The PR menu

The PR menu is shown below. Searches can be refined with a series of selections, which together form a **Technical Context** (Figure 2). So, in the case of spare parts, you choose in succession:

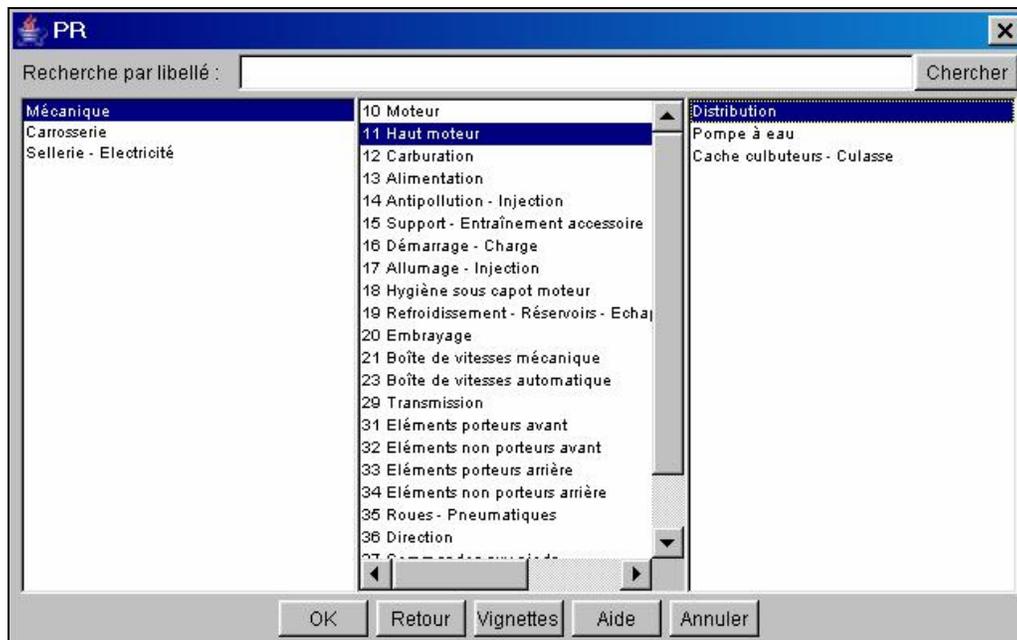


Figure 2: the PR access menu

The buttons on the bottom line have the following functions:

- OK** To confirm your choice and access the information (in some cases, the application will ask you for further information).
- Retour** Active if the documentation in question has already been consulted, this button allows you to return to the last technical context consulted.
- Aide** Allows access to help screens concerning the documentation being consulted.
- Annuler** Closes the menu without initiating any action.

Finally, the upper part of the window gives access if required to special functions depending on the documentation concerned. So, in the case of Spare Parts (figure 2), it is possible to search by title. The special features of the menus associated with a given set of documentation are described in the help pages of the documentation in question.

## The MR and Technical Note menus

Two menus (folder structures) are available for MR and Technical Notes, depending on the vehicle concerned.

- For Dialogys 3000 vehicles (Clio 3, Mégane 2, Scénic 2, Logan, Laguna 3 and forthcoming vehicles), the folder structure in figure 3 appears by default.
- The other menu (shown in figure 2, common to PR, MR and Technical Notes) can still be accessed however, via the "Classic folder structure" button (buttons at the bottom)
- You can search for text via the "Text..." button (buttons at the bottom)

You can also run a search by selecting a series of options from the special MR/Technical Note menu (figure 3).

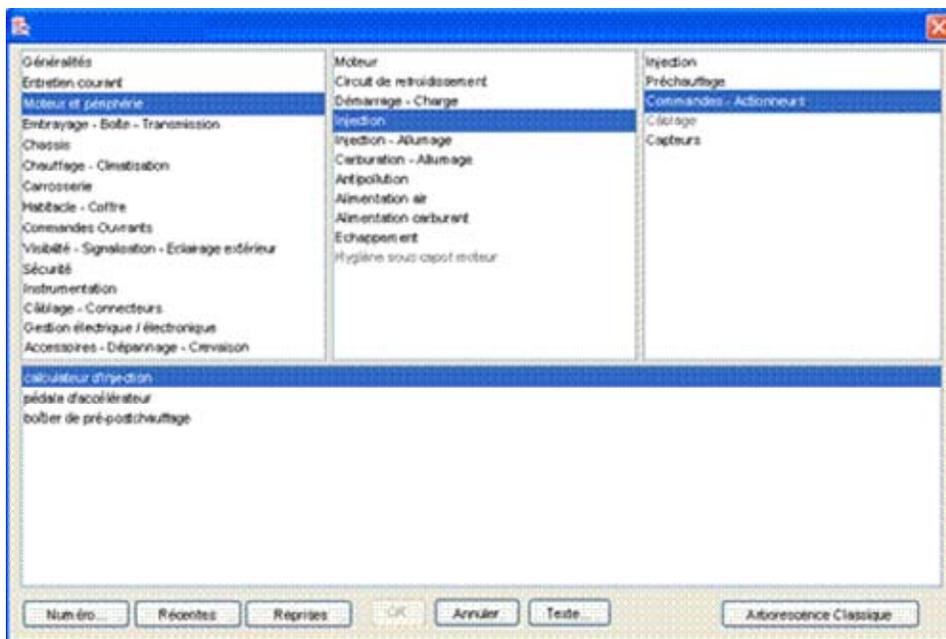


Figure 3: access menu for repair manuals (and Technical Notes)

## THE WINDOWS AND DIALOGUE BOXES

### The status bar

The on-screen data is summarised in an area under the top toolbar (figure 4).

*Example for a MR or a Technical Note:*

The vehicle context (Vehicle/After-Sales Type/Engine Type/Gearbox Type/Production Number) is given on the left.

The component and operation concerned are given on the right.



Figure 4: The status bar

### Display of the content of a window

In the application, you will find different windows allowing you to make your selection. These windows consist of several elements which perform a specific action (Figure 5).

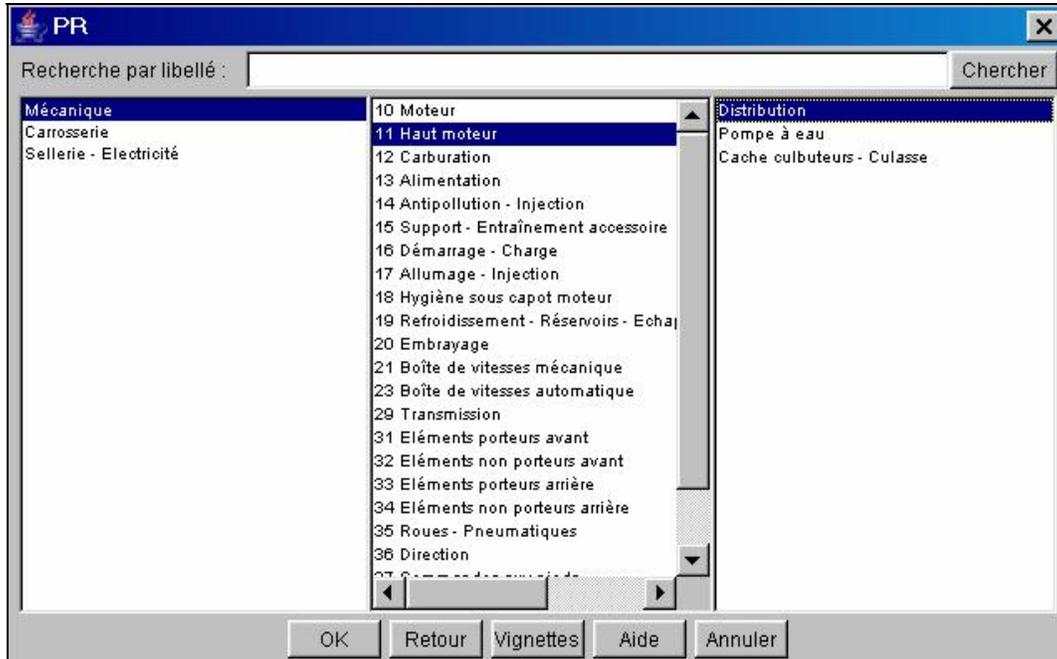
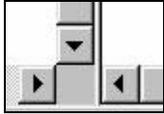


Figure 5: An example window

## Description of the elements of this window:



Type of document



By sliding the cursors contained in these strips, you can scroll through the content of the drop-down menu.

## Dialogue box

This element allows the system to send the user a message or an information request. It is necessary to respond to them to continue. There are different types of message in these dialogue boxes.

For Dialogys 3000 vehicles, if there are fewer than 5 search matches, you can access the data via the triple-panel layout.

If there are more than 5 possible results, you can filter by operation using a dialogue box (or, display all matches by clicking on "Display"). (figure 6)



Figure 6: filtering by operation

*Example of a dialogue box: choice of several options including cancellation (Figure 6).*

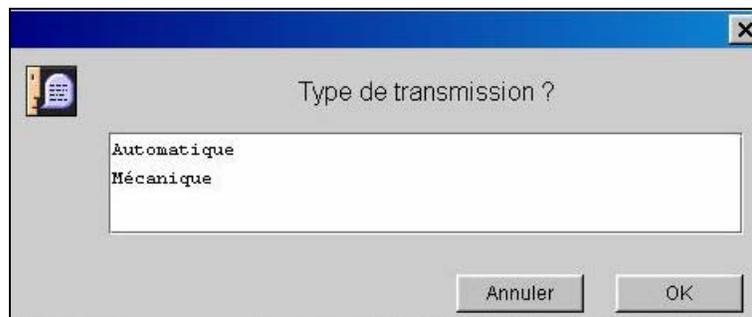


Figure 7: example of a dialogue box

## OVERVIEW OF MR/NT DOCUMENTS:

### Overview of PDF format

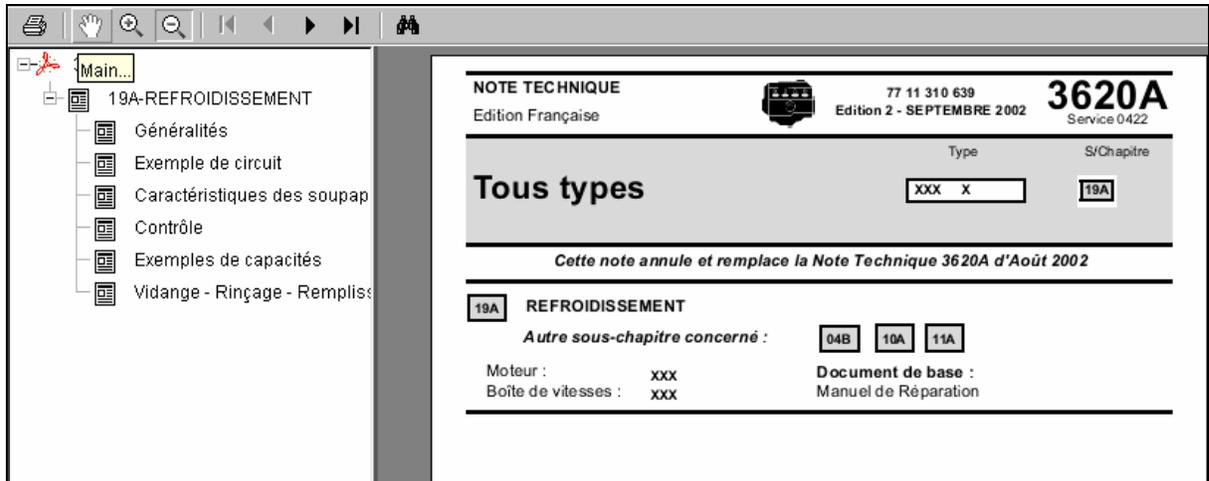


Figure 8: a document in Acrobat

A Repair Manual (MR) or Technical Note (NT) document displayed by Acrobat Reader consists of two separate sections:

- the **Table of contents** on the left-hand side, listing all the sections and sub-sections contained in the document. By clicking on one of them, you will go directly to the page concerned. The **Document** is displayed on the right-hand side.

**Note:** some documents do not have a table of contents. In this case, the area is blank.

- Clicking on the bar separating the two sections causes the table of contents to appear or disappear (when it disappears, the bar is located on the far left).

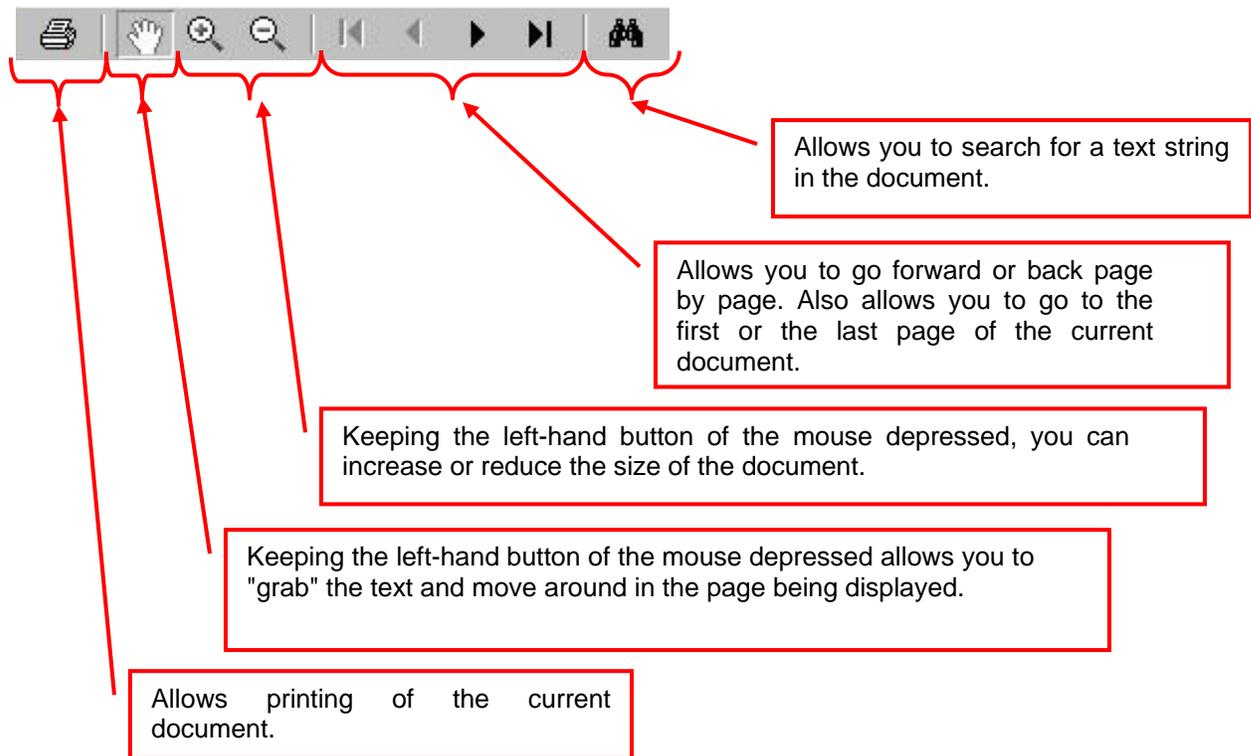
## Overview of Acrobat Reader and toolbar

Acrobat Reader is free program which comes with DIALOGYS. It opens automatically when you want to consult a Repair Manual (MR) or Technical Note (NT) document.

Its use is completely independent of DIALOGYS. For this reason, we provide you with a few tips concerning its use.

However, to obtain additional information, we invite you to consult the online help for this product by clicking on the ? located at the top right-hand side of the main menu.

### Toolbar



## OVERVIEW OF MR/NT DOCUMENTS:

### Overview of Dialogys 3000 format (online)

When the Repair Manual or the Mechanical Technical Note is displayed, the integrated document is shown on-screen, opening at the relevant section for the selected application.

This document appears in a single column and contains links between documents.



When a Dialogys 3000 Repair Manual or Technical Note is selected (e.g. Clio 3, Mégane 2, Scénic 2, Logan, Laguna 3 and forthcoming vehicles), a new special Dialogys 3000 page appears.

It is split into three areas (triple-panel layout), highlighting:

- the Repair Manual/Technical Note selected (field 1)
- the relevant fault-related Technical Notes (NTi) (field 2)
- the relevant Actis solutions (field 3)



**RENAULT**

# The Identity Form

## INTRODUCTION



When the DIALOGYS application is started, the **vehicle identity** screen appears.

This screen allows you to display vehicle/customer files and to document the vehicle on which you are working (by entering the technical specifications of the vehicle in question).

## THE IDENTITY FORM

### Overview of the identity form

The first screen displayed on starting the application corresponds to the **Identity** form of the vehicle.

In this form you document the main technical specifications of the vehicle: Model, Type, Production No., Year/month (the application will prompt you during the documentation process if necessary).

- Without CLIP connection:

Identité	Contact	MR	PR	PR Vis	Autres	Bon de service	Prod. Divers
Tableau de bord	Solutions ACTIS	NT	TM	PR Moteur	MOTRIO	Estimation	Ref. Courantes



**RAZ Général**

Supprimer Client

**RAZ Données techniq...**

Supprimer véhicule

Plaque Après-Vente

Documentation croisée

Localisation référence

Bons en cours

BS N°

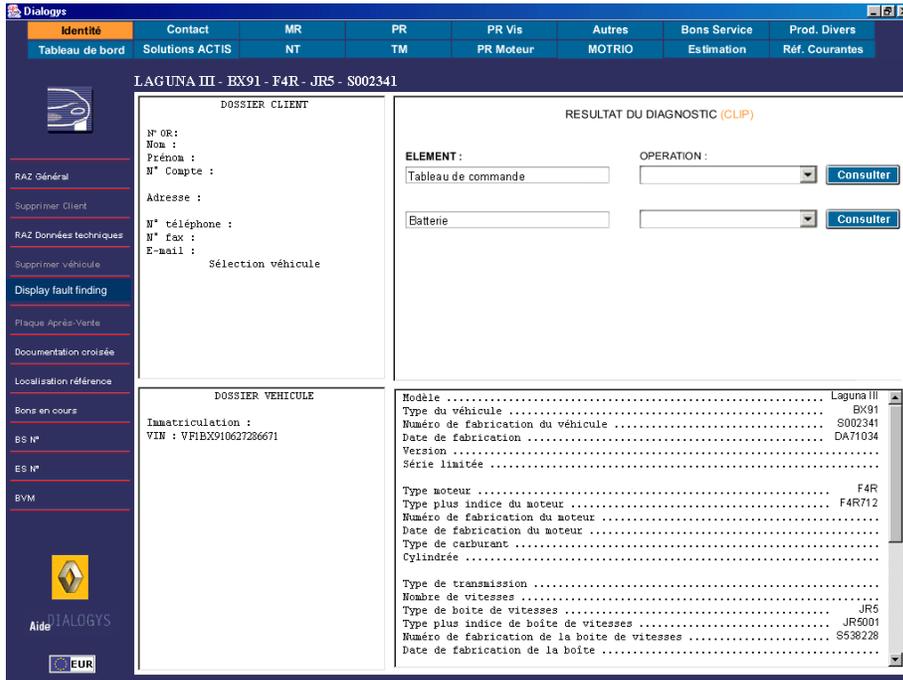
ES N°

BVM

DOSSIER CLIENT	DOSSIER VEHICULE
<p>Nom :</p> <p>Prénom :</p> <p>N° Compte :</p> <p>Adresse :</p> <p>N° téléphone :</p> <p>N° fax :</p> <p>E-mail :</p> <p>Sélection véhicule</p>	<p>Modèle .....</p> <p>Type du véhicule .....</p> <p>Numéro de fabrication du véhicule .....</p> <p>Date de fabrication .....</p> <p>Version .....</p> <p>Série limitée .....</p> <p>Type moteur .....</p> <p>Type plus indice du moteur .....</p> <p>Numéro de fabrication du moteur .....</p> <p>Date de fabrication du moteur .....</p> <p>Type de carburant .....</p> <p>Cylindrée .....</p> <p>Type de transmission .....</p> <p>Nombre de vitesses .....</p> <p>Type de boîte de vitesses .....</p> <p>Type plus indice de boîte de vitesses .....</p> <p>Numéro de fabrication de la boîte de vitesses .....</p> <p>Date de fabrication de la boîte .....</p> <p>Niveau d'équipement .....</p> <p>Code équipement .....</p> <p>Complément niveau d'équipement .....</p> <p>Complément serie limitée .....</p> <p>Code particularités technique. ....</p> <p>Emplacement du volant .....</p> <p>Affichage sur le compteur .....</p> <p>Type de climat .....</p> <p>Harmonie intérieure .....</p> <p>Revêtement des sièges (voir nouvelle plaque ou PR 101) .....</p>

Figure 1: Start screen

➤ With CLIP connection:



The "Display fault finding" button appears in the menu on the left.

## The different methods of access

### Data entered via World Vehicle Database (Figure 1)

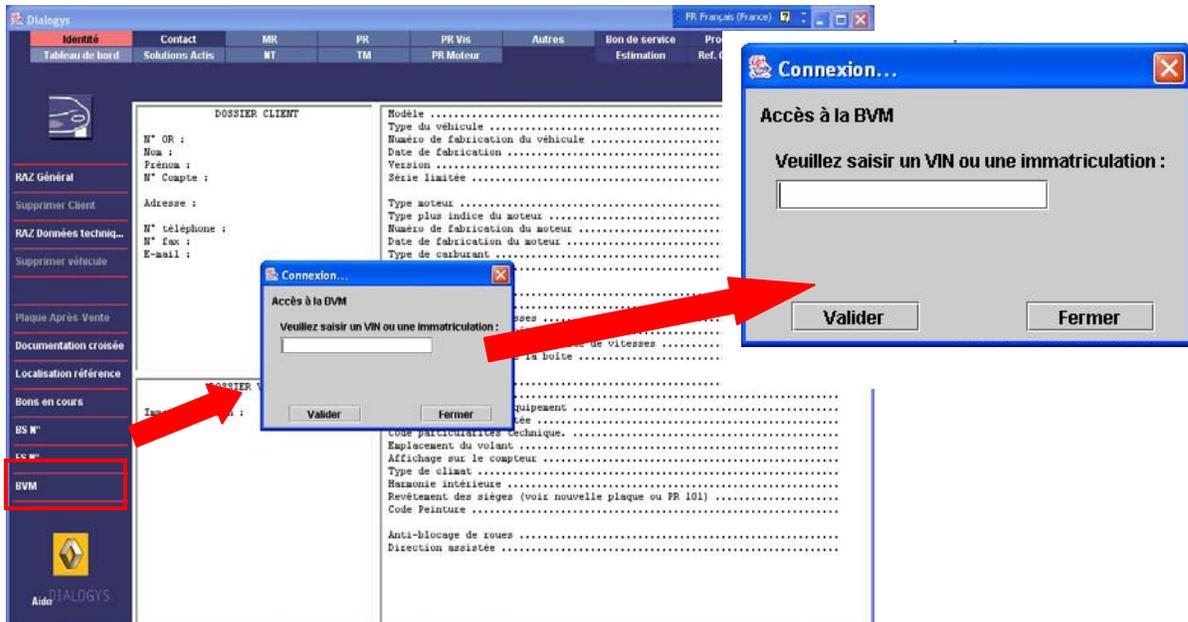


Figure 1: Identity form data entered via the World Vehicle Database (accessed via A2A)

## Data entered via Dealership Management System (Figure 2)

Data stored on the DMS can be accessed by entering data in the top section (customer file) or the bottom section (vehicle file).

Once data has been entered in the relevant fields (e.g. the vehicle identification number), the right-hand section of the identity form is populated with the relevant data related to the search request.

The screenshot shows the Dialogys software interface. At the top, there are tabs for 'Identité', 'Contact', 'MR', 'PR', 'PR Vis', 'Autres', 'Bon de service', and 'Prod. Divers'. Below these are sub-tabs: 'Tableau de bord', 'Solutions Actis', 'NT', 'TM', 'PR Moteur', 'Estimation', and 'Ref. Courantes'. The main window is divided into a left sidebar with navigation options like 'RAZ Général', 'Supprimer Client', 'RAZ Données techn...', 'Supprimer véhicule', 'Plaque Après-Vente', 'Documentation croisée', 'Localisation référence', 'Bons en cours', 'BS N°', 'ES N°', and 'BVM'. The central area is split into two sections: 'DOSSIER CLIENT' (top) and 'DOSSIER VEHICULE' (bottom). The 'DOSSIER VEHICULE' section has fields for 'Immatriculation : ' and 'VIN : '. A dialog box titled 'Saisir le VIN' is open, with a text input field and 'Annuler' and 'Rechercher' buttons. A red box highlights the 'VIN : ' field in the 'DOSSIER VEHICULE' section. The right side of the screen displays a list of vehicle specifications, including 'Type plus indice de moteur', 'Numéro de fabrication du moteur', 'Date de fabrication du moteur', 'Type de carburant', 'Cylindrée', 'Type de transmission', 'Nombre de vitesses', 'Type de boîte de vitesses', 'Type plus indice de boîte de vitesses', 'Numéro de fabrication de la boîte de vitesses', 'Date de fabrication de la boîte', 'Niveau d'équipement', 'Code équipement', 'Complément niveau d'équipement', 'Complément série limitée', 'Code particularités technique', 'Emplacement du volant', 'Affichage sur le compteur', 'Type de climat', 'Harmonie intérieure', 'Revêtement des sièges (voir nouvelle plaque ou PR 101)', 'Code Peinture', 'Anti-blocage de roues', and 'Direction assistée'. A red bracket is drawn under the bottom right portion of the specifications list.

Figure 2: Identity form data entered via the DMS

To do this, the terminal must be connected to the DMS (in connected client terminal mode or client-server mode).

The "Repair Order N°" data can only be accessed when connected to the DMS.

## Data entered via the vehicle type (Figure 3)

The model and engine type are then determined automatically.

In addition to these main details, other characteristics may be entered. This entry mode saves you having to answer possible questions later.

Modèle .....	.....
Type du véhicule .....	.....
Numéro de fabrication du véhicule .....	.....
Date de fabrication .....	.....
Version .....	.....
Série limitée .....	.....

Figure 3: Enter the vehicle type

## Procedure for populating the "Identity" form (cf. figure 1)

### Model

Select **Model** in the identity form, a dialogue box appears (Figure 4):

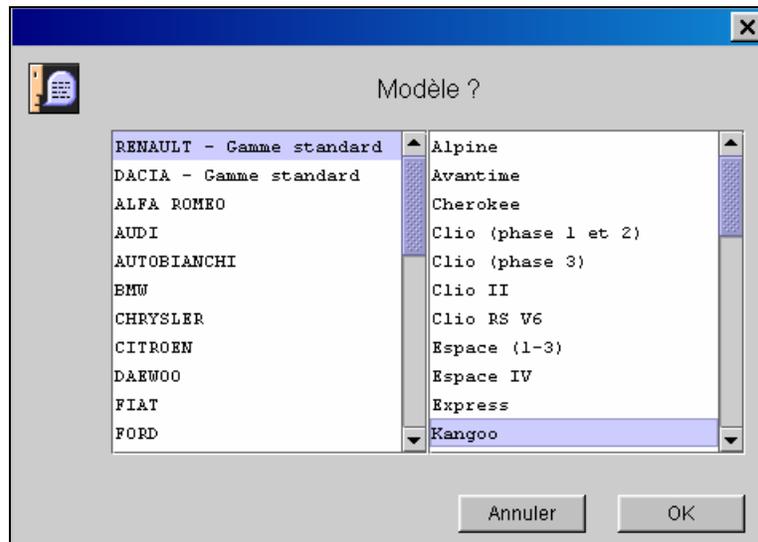


Figure 4: Choice of vehicle model

Then select the model from the list and click on the **OK** button. This information will be incorporated in the identity form.

### Type

Select **Type** in the identity form. A dialogue box appears with a list of the types corresponding to the model chosen (Figure 5):

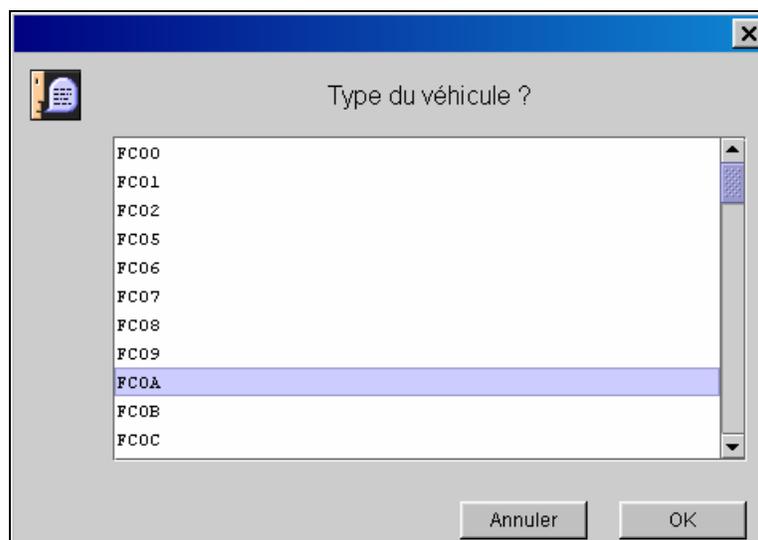


Figure 5: Choice of vehicle type

Select the type (**FCOA**) and click on the **OK** button. This information will be incorporated in the identity form.

### Production no.

Select **Vehicle production number** in the identity form, a dialogue box appears (Figure 6):

The dialog box has a title bar with a close button (X). The main content area contains the following text and fields:

- Text: "N° de fabrication du véhicule ?"
- Input field: An empty text box.
- Text: "à défaut, saisir la date de sortie (format AAMM) :"
- Input field: An empty text box.
- Text: "puis choisir un N° de fabrication approximatif :"
- Input field: A large empty text box.
- Buttons: "Annuler", "Supprimer", and "OK" are located at the bottom.

Figure 6: entering the vehicle fabrication number

Enter the production number which is 7 characters long (one factory letter followed by six numbers), and click on the **OK** button. This information will be incorporated in the identity form.

If you do not know the production number, this dialogue box will allow you to obtain an approximate number.

To do this, enter the year (last two numbers of the year), then, without leaving a space, enter the two numbers corresponding to the month (**E.g. 0002 for February 2000**) (Figure 7).

The dialog box is the same as in Figure 6, but with the following data entered:

- First input field: "F000001"
- Second input field: "0002"
- Third input field: A list box containing two items: "U025619" and "F000001". The item "F000001" is currently selected and highlighted in blue.
- Buttons: "Annuler", "Supprimer", and "OK" are still present at the bottom.

Figure 7: Obtaining a production number

The application will offer you a list of possible approximate production numbers based on the factories.

From the list select an approximate production number.

In the example above, the vehicle may have been manufactured at Maubeuge ('U') or Flins ('F').

Click on the **OK** button. This information will be incorporated in the identity form.

**Important:** This method of approximation allows you to consult the documentation but does not guarantee the reliability of the information. This is why it is essential to encourage entry of the actual production number.

Identity form with the information entered (Figure 6):

Modèle .....	Kangoo
Type du véhicule .....	FCOA
Numéro de fabrication du véhicule .....	F000001
Date de fabrication .....	0002

Figure 8: Summary in the identity form

## Status bar

The vehicle context (vehicle, After-Sales type, engine type, gearbox type, production number) is displayed in the top left-hand section of the identity form.

The relevant operation and component appear in the top right-hand section of the identity form..

Logan - Type FS0A - Moteur K7J - Boîte JR5 - N° fab. A999999 véhicule : entretien

## Other technical specifications of the vehicle

To enter the other technical specifications of the vehicle in the identity form, entry is identical to the previous selections.

## New vehicle

When you have finished consulting the documentation, to enter a new vehicle click on the **New vehicle** button.

**Important:** by clicking on the **New vehicle** button, you lose all previously entered information (but the parts list is retained).

## THE AFTER-SALES (APV) PLATE

After entering the vehicle type in the identity form, click on the **After-Sales Plate** button in the toolbar on the left of the screen.

The application may ask you to enter the production number, to find out whether your vehicle is fitted with the new **After-Sales Plate**.

If the vehicle is not affected by the new After-Sales Plate, the following message will appear on the screen (Figure 9).

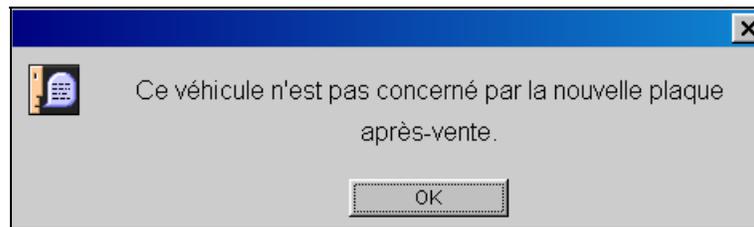


Figure 9: Vehicle not affected by the new After-Sales Plate

If it is affected, the application will display the **After-Sales Plate** information entry mask.

The type, and if available, the production number are already documented.

These two items of information cannot be changed in this entry mask: this can only be done in the **Identity** form.

Some details can be entered and changed on this page.

To do this, click in the area you wish to complete, and a drop-down menu will appear.

From the list, select the value shown on the **After-Sales Plate of the vehicle**. The selected value will then be entered in the field (Figure 10).

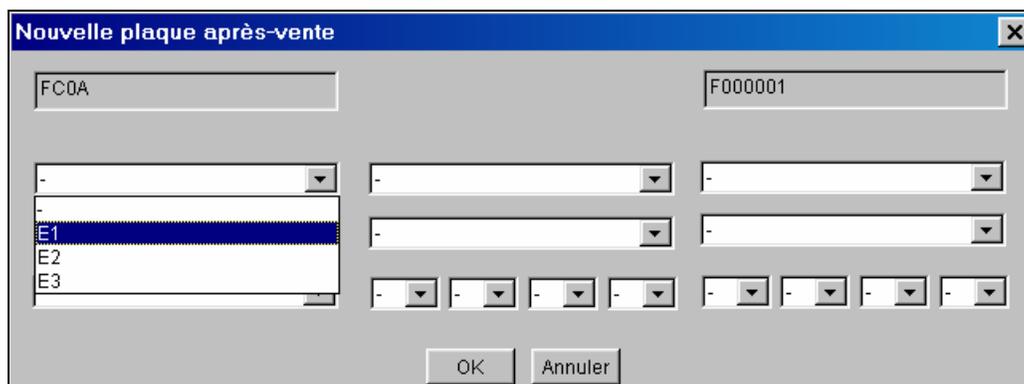


Figure 10: Entering other details

You can enter all the information appearing on the **After-Sales Plate** by repeating the operation for each field.

When you have entered all the information you consider necessary, click on the **OK** button. Afterwards, you will find all this information in the **Identity** form (Figure 11).

Niveau d'équipement .....	E1
Code équipement .....	(sans objet)
Complément niveau d'équipement .....	SAN913
Complément serie limitée .....	EVO
Code particularités technique. ....	
Emplacement du volant .....	
Affichage sur le compteur .....	(sans objet)
Type de climat .....	Climat tempérés
Harmonie intérieure .....	HARM01
Revêtement des sièges (voir nouvelle plaque ou PR 101) .....	DRAP20
Code peinture .....	
Anti-blocage de roues .....	Non
Direction assistée .....	Non
Type de climatisation. ....	
Condamnation des portes électromagnétique .....	
Girafon .....	
Nature des jantes .....	
Pays technico-législatif .....	TLAIC1
Protections spéciales .....	

Figure 11: Summary in the identity form

## The functions of the After-Sales Plate entry mask

1st line: **Vehicle type and production number**

2nd line: **Equipment level; additional limited edition then special edition specifications**

E1      SAN913      SAN513

3rd line: **Seat covers; interior matching trim**

DRAP20      HARM01

4th line: **Technical specification; Options contained in the vehicle**

TLAIC1      A      C      F      K      M      R      T      V

## CUSTOMER FILE

### Create a customer

Click on the NAME field in the **Identity** screen, a dialogue box appears (figure 12).

DOSSIER CLIENT

Nom :  
Prénom :  
N° Compte :  
Adresse :  
N° téléphone :  
N° fax :  
E-mail :  
Sélection véhicule

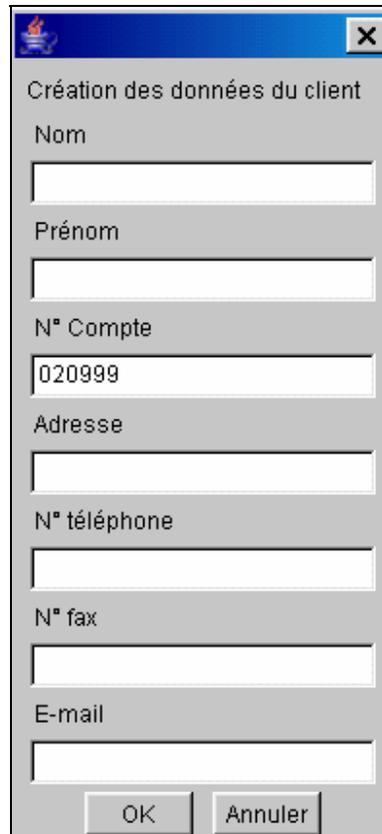
Modèle .....  
Type du véhicule .....  
Numéro de fabrication du véhicule .....  
Type de transmission .....  
Nombre de vitesses .....  
Type de boîte de vitesses .....

Saisir le nom

Annuler      Rechercher      Créer

Figure 12: Entering the name

Enter the name of the customer and click on **Create**, the following screen appears (figure 13).



Création des données du client

Nom

Prénom

N° Compte

020999

Adresse

N° téléphone

N° fax

E-mail

OK Annuler

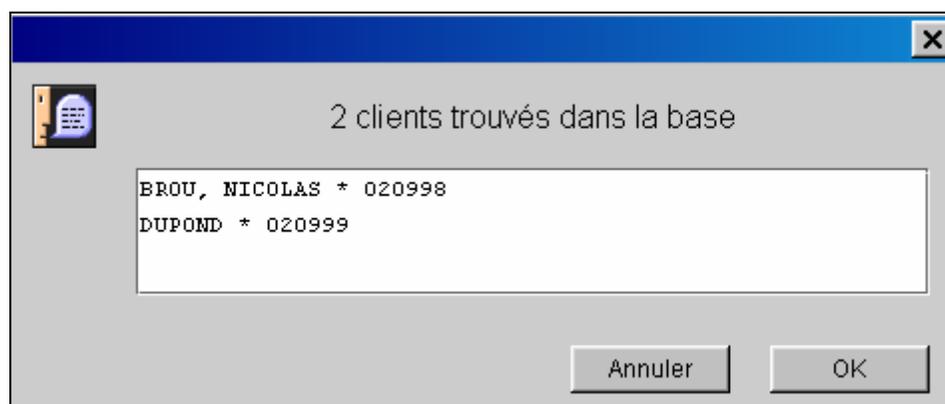
Figure 13: The customer information

Then complete all the fields. The customer is then stored in the application and displayed in the customer file.

## Finding a known customer in the application

Click on the NAME field in the **Identity** screen, a dialogue box appears (figure 12).

If you click on **Search** without entering a name, the application will display a sorted list of all the customers already entered, together with the number of customers found (figure 14).



2 clients trouvés dans la base

BROU, NICOLAS \* 020998

DUPOND \* 020999

Annuler OK

Figure 14: Searching for a customer

Select the customer to be searched for and confirm. The customer is then displayed in the customer file.

If you enter a single letter in the NAME field, the application will offer you a list of all names beginning with that letter. The more letters you enter, the more selective the search will be.

## Deleting a customer

To delete the customer, display the customer in the customer file and then click on the **Delete Customer** button. A dialogue box appears (figure 15). Confirm deletion of the customer.

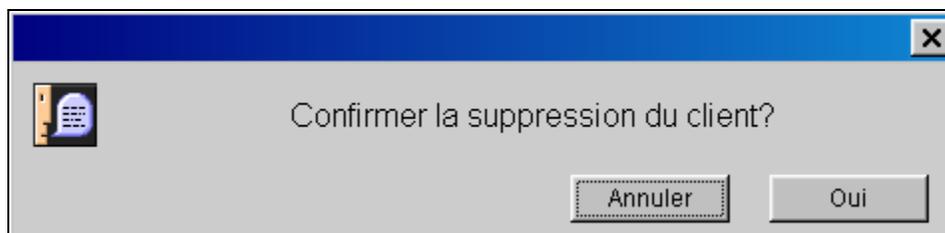


Figure 15: deletion of a customer

## Access by repair order

If you are connected to the DMS in workshop mode, you can fill in the technical context, customer and vehicle dossiers by using the repair order number. To do this, click in the "Repair Order No." field of the customer file. A dialogue box appears (figure 16).

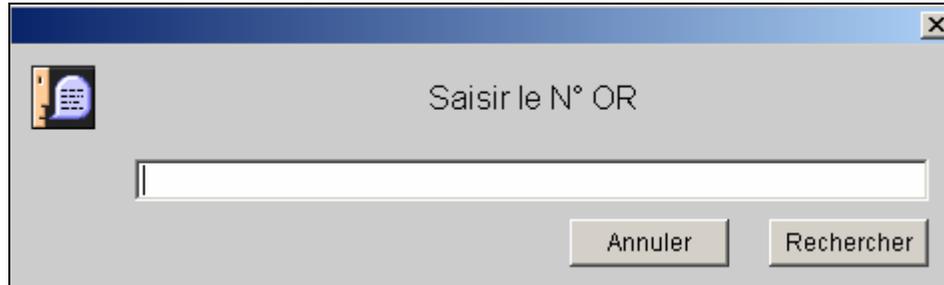


Figure 16: Requesting repair order information

All identity sections are filled in automatically (figure 17).

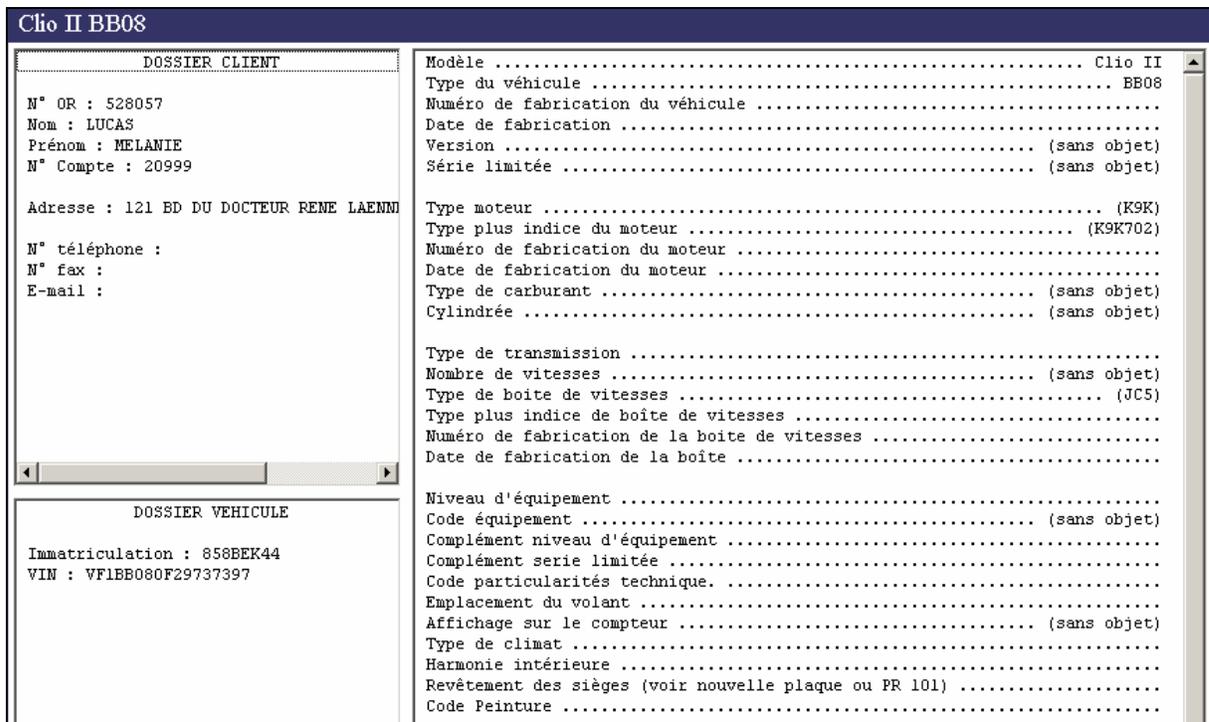


Figure 17: Identity section

**Note:** two modes are available with the DMS:

- **Bank mode:** this enables you to search for an account number but not for a repair order number.
- **Workshop mode:** this enables you to search for a repair order number but not for an account number.

## THE VEHICLE FILE

### Creating a vehicle

Click on the REGISTRATION NUMBER field in the **Identity** screen. A dialogue box appears (figure 18).



Figure 18: entering the registration number

Enter the registration number and click on the **Create** button.

You can enter the VIN if it is available. The vehicle is displayed in the vehicle file.

### Finding a known vehicle in the application

Click on the REGISTRATION NUMBER field in the **Identity** screen, a dialogue box appears (figure 18).

If you click on **Search** without entering a number, the application will display a sorted list of all the vehicles already entered, together with the number of vehicles found (figure 19).

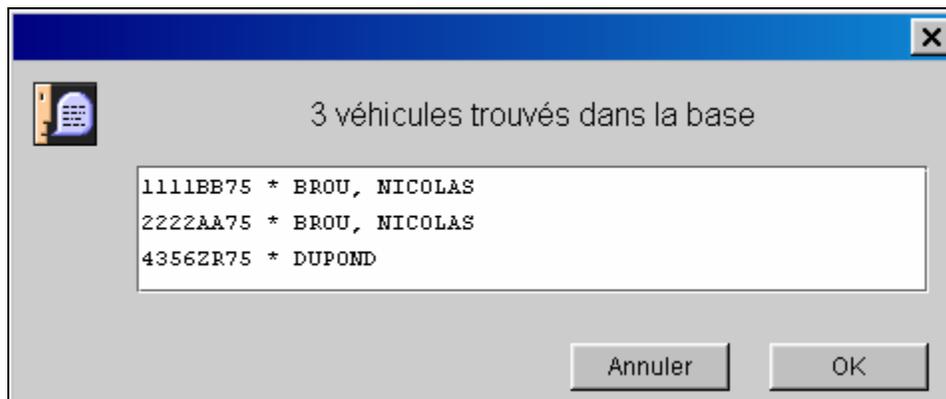


Figure 19: Searching for a vehicle

Select the vehicle to be searched for and confirm. The vehicle is then displayed in the customer file.

If you enter a single character in the REGISTRATION NUMBER field, the application will offer you a list of all registration numbers beginning with that character. The more characters you enter, the more selective the search will be.

## Deleting a vehicle

To delete a vehicle, display it in the vehicle file and then click on the **Delete Vehicle** button. A dialogue box appears (figure 20). Confirm deletion of the customer.

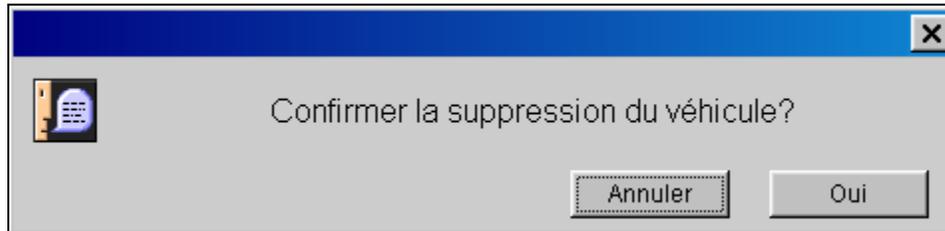


Figure 20: Deletion of a vehicle

## Linking the vehicle to the customer

Enter the registration number of the vehicle to be linked to a customer in the vehicle file.

Click on the NAME field in the **Identity** screen. Search for the required customer. A dialogue box appears (figure 21).

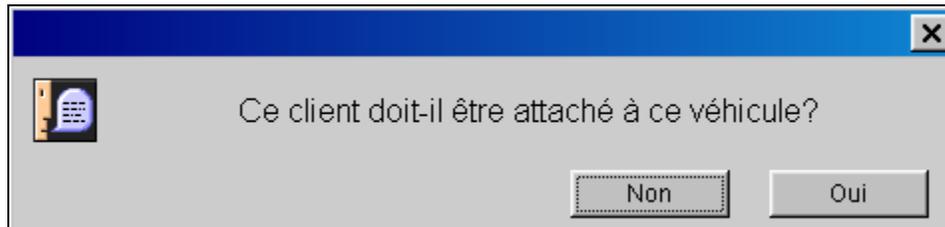


Figure 21: Linking the vehicle

Confirm linking of the vehicle.

Enter the vehicle's registration number or its VIN and confirm. The fields in the identity section are filled in automatically (figure 23).

```
Modèle ..... Mégane II
Type du véhicule ..... BMOF
Numéro de fabrication du véhicule ..... D000396
Date de fabrication .....
Version ..... (sans objet)
Série limitée ..... (sans objet)

Type moteur ..... K9K
Type plus indice du moteur ..... K9K722
Numéro de fabrication du moteur ..... D000464
Date de fabrication du moteur .....
Type de carburant ..... (sans objet)
Cylindrée ..... (sans objet)

Type de transmission ..... (sans objet)
Nombre de vitesses ..... (sans objet)
Type de boîte de vitesses ..... JR5
Type plus indice de boîte de vitesses ..... JR5102
Numéro de fabrication de la boîte de vitesses ..... A000515
Date de fabrication de la boîte .....
```

Figure 23: Identity section



**RENAULT**

# **Vehicle Spare Parts (PR)**

## INTRODUCTION



The PR catalogues contain all the parts necessary for repairing RENAULT vehicles.

The DIALOGYS application automatically works out the part number using the technical specifications of the vehicle you provide.

For each part number obtained, if it appears in the Prices file, the application extracts its description, price, MSDT (Manufacturer, Source, Discount and Tax) in a Parts window.

## ACCESS TO THE PR ILLUSTRATIONS

If not yet familiar with the organisation of the Dialogys menus, the reader should first refer to their general description, the present paragraph only describing the special features of the PR access menu.

Note: it is very likely that Dialogys will require information concerning the vehicle to be able to access the right illustration. If this is the case, Dialogys will ask you questions which you must answer.

### 1<sup>st</sup> mode: Access via main menu (top toolbar)

As for the other documents, a parts illustration can be accessed using the "PR" button on the main menu (top toolbar).

Note: it is very likely that Dialogys will require information concerning the vehicle to be able to access the right illustration. If this is the case, Dialogys will ask you questions which you must answer.

A search window containing a text search field and a panel for searching the folder structure is displayed (see information on "Types of search").

### 2nd mode: Access via the context menu (left-hand menu)

When a repair manual or a Technical Note is consulted, the related spare part(s) can also be viewed. To do this, click on the "PR" button on the context menu (left-hand menu).

Note: it is very likely that Dialogys will require information concerning the vehicle to be able to access the right illustration. If this is the case, Dialogys will ask you questions which you must answer.

There are several possible results:

- if there is a single result referring to a single illustration and a single diagram: the illustration is displayed directly;
- if there are several results referring to several illustrations but only one diagram: the first relevant illustration is displayed. The other illustrations can be viewed using the page turning button in the context menu.
- if there are several results referring to several diagrams: the various diagrams are displayed. The appropriate diagram must be selected. The illustration(s) is/are then

displayed. You can scroll through the other illustrations using the page turning button in the context menu.

## TYPES OF SEARCH

### 1) By part name

In addition to traditional access (by technical context), the PR menu also offers access by searching for the part name. The search is performed within the titles of parts as they appear in the Prices file.

For this search to be successful therefore, it is necessary to comply with the names used in it. You are in particular recommended to only enter the first few characters of the word sought, as the price list titles are themselves often truncated.

Example:

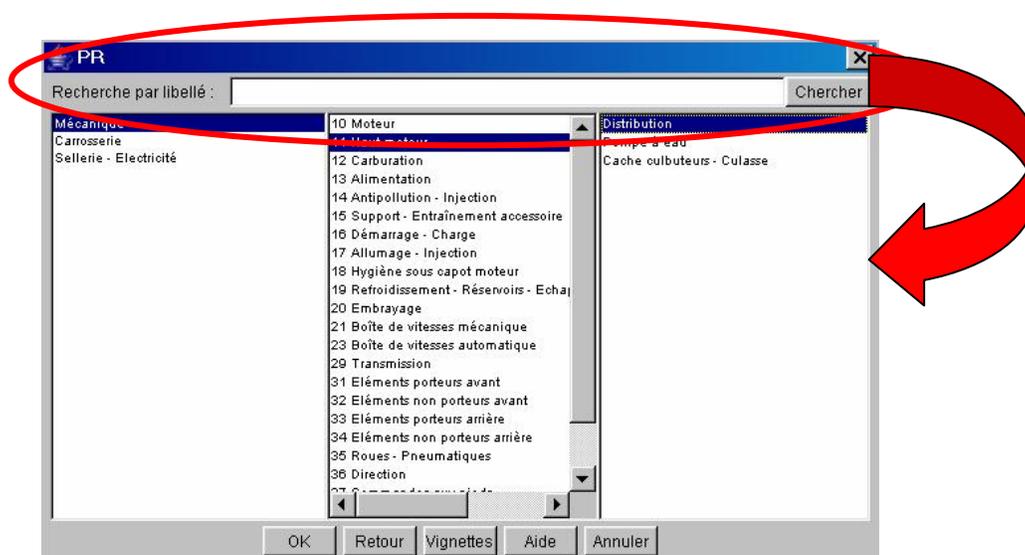


Figure 1: Search by name

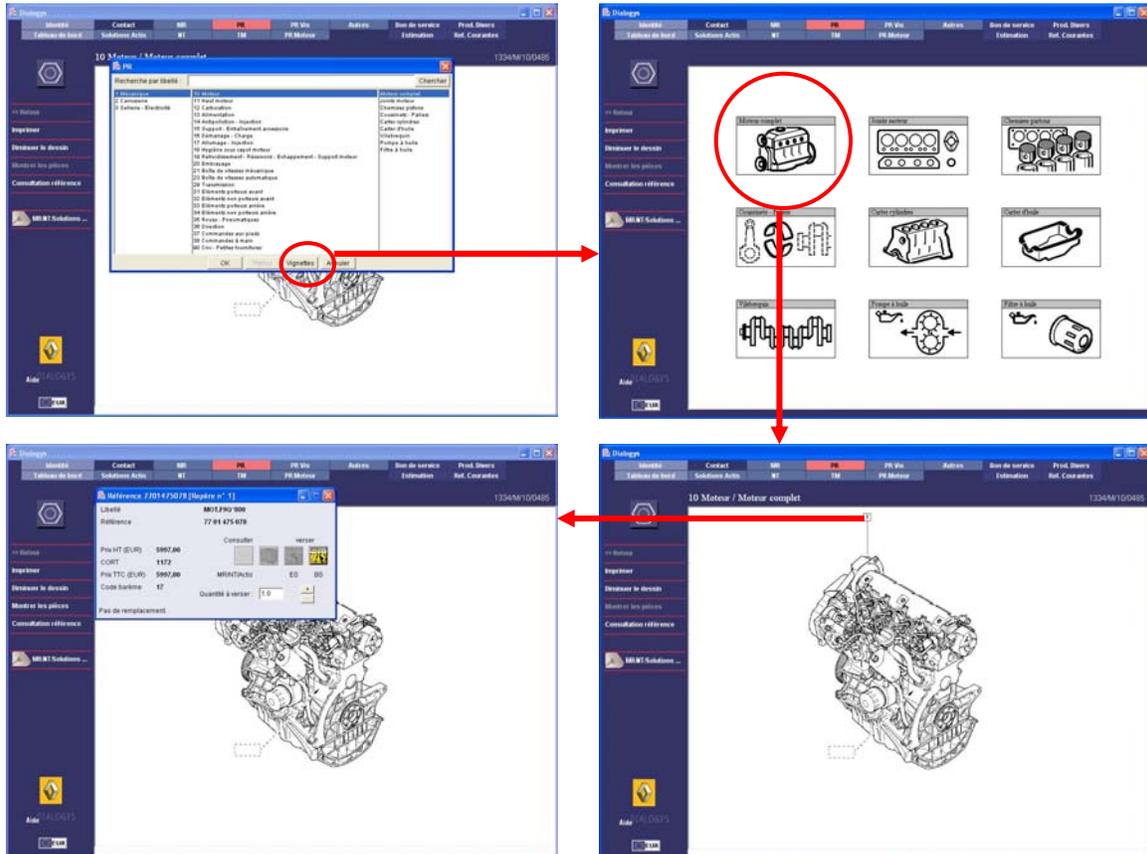
The results are displayed in a form which is very similar to the technical context menu, with an additional column on the right, containing, for each technical context found, a list of the part names corresponding to the criteria.

This window gives access to the group of illustrations containing the part sought, provided it is fitted to your vehicle (analysis of the conditions of applicability is actually only performed at the moment of access to the illustration - Dialogys may ask you questions if the necessary technical specifications are not known).

## 2) By diagrams

In addition to the traditional means of access (via technical context), the PR menu also offers the option of access by diagrams. By clicking on the "Diagrams" button, the available diagrams are displayed and give access to the parts illustrations. Simply select the part you require.

Example:



## THE PARTS ILLUSTRATION

The Parts illustration is the result of the request.

The section and the sub-section are then entered on the screen. (example: section 13, Fuel Supply, Air filter).

A screen appears with an exploded view corresponding to the selected technical context (Figure 2).



Current page/"Total number of pages". Click on >> or << to go forward or back in the documentation.

Diminuer le dessin

Allows you to reduce the format of the illustration.

Agrandir le dessin

Takes you back to the initial format of the illustration (in reduced display mode).

Montrer les pièces

Shows all the parts you have selected.

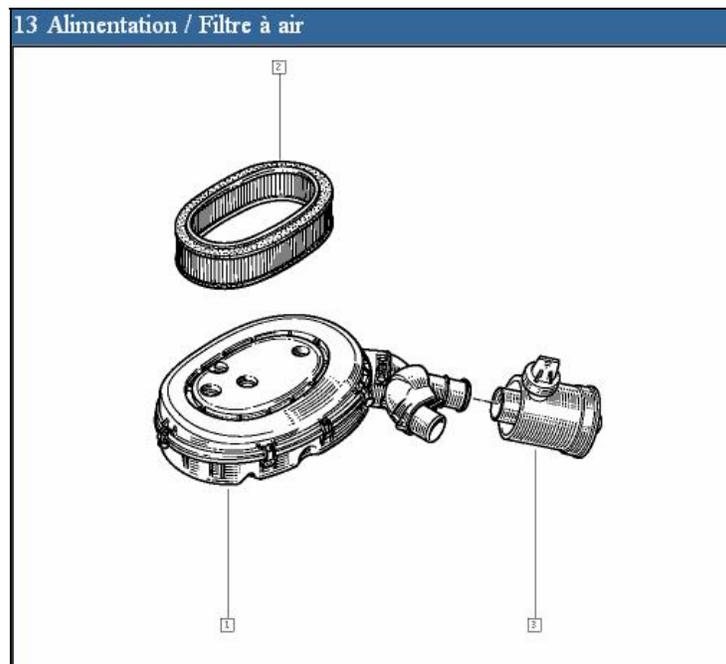


Figure 2: Exploded view of the selected part

Select the number marked on the part which relates to the part required and click when the cursor appears.

The screen will then display the part corresponding to your selection (Figure 3).



Figure 3: Parts window

This parts window enables repair manuals, Technical Notes or Actis Solutions and Additional Parts to be viewed (using the button below)



## THE PARTS WINDOW



The parts window contains:

- the number identifying the part in the exploded view
- the part number
- the description (name)
- the Net Price

- the MSDT (M = manufacturer code, S = source code, D = discount code, T= tax code)

#### "Add" Area

This area is used to modify the quantity by clicking the "+" or "-" buttons.

The "-" button is only visible when the quantity is greater than 1.

Add the part(s) to the parts list by clicking on the **Estimate** or **Service coupon** button.

#### "View" Area

##### "MR/NT/Actis" button

This button is used to view repair manuals, general and fault-related Technical Notes, and Actis solutions related to the part. When this button is clicked, a three-panel results window is displayed which only contains the repair manuals, general and fault-related Technical Notes and Actis solutions which relate to the part in question.

The other button is used to access the Additional Parts.

## Replacements

Normally, the Parts window contains the message **No replacement**.

Otherwise, the message **Replacement chain** appears in the window (Figure 4).

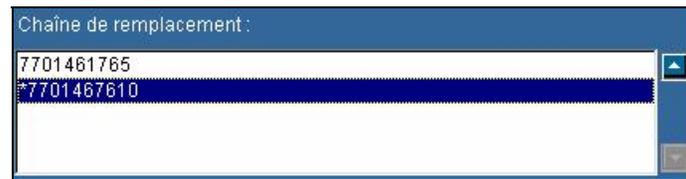


Figure 4: The replacement chain

**Important:** the Parts window always gives the latest valid part number (the replacement).

In the top right-hand window, DIALOGYS indicates the complete replacement chain.

By clicking on the window button, you will display previous replacements.

## The additional information

This appears in the lower section of the Parts window (Figure 5).



Figure 5: The additional information



**RENAULT**

# Engine peripheral parts

## INTRODUCTION

The Engine PR menu deals with the engine peripheral components: carburettor (or injection), starter, alternator and ignition module.

It is mainly used to search for part numbers for the components of these assemblies since, unlike the part numbers of the assemblies, the part numbers of components are not shown in the vehicle parts catalogues.

Dialogys does not automatically determine the part number as with vehicle spare parts. It is the user himself who determines the part number according to the technical specifications of the vehicle.

## Method of accessing Engine PR

As for the other types of documentation, access to the engine peripherals is by way of the Engine Parts menu (which appears when you click on the **Engine PR** button in the top toolbar). If not yet familiar with the organisation of the Dialogys menus, the reader should refer to their general description in the "**General information**" section.

**Note:** it is not necessary to have entered the information concerning the vehicle in order to access the correct illustration.

## SELECTION OF ENGINE PERIPHERALS

There are two methods of accessing the **Engine Periphery Spare Parts** documentation:

- 1- **Access by the menu**
- 2- **Access by the "exploded" mode**

### Access by the menu

Click on the **Engine PR** menu , and the **Engine PR** window will appear (figure 1).

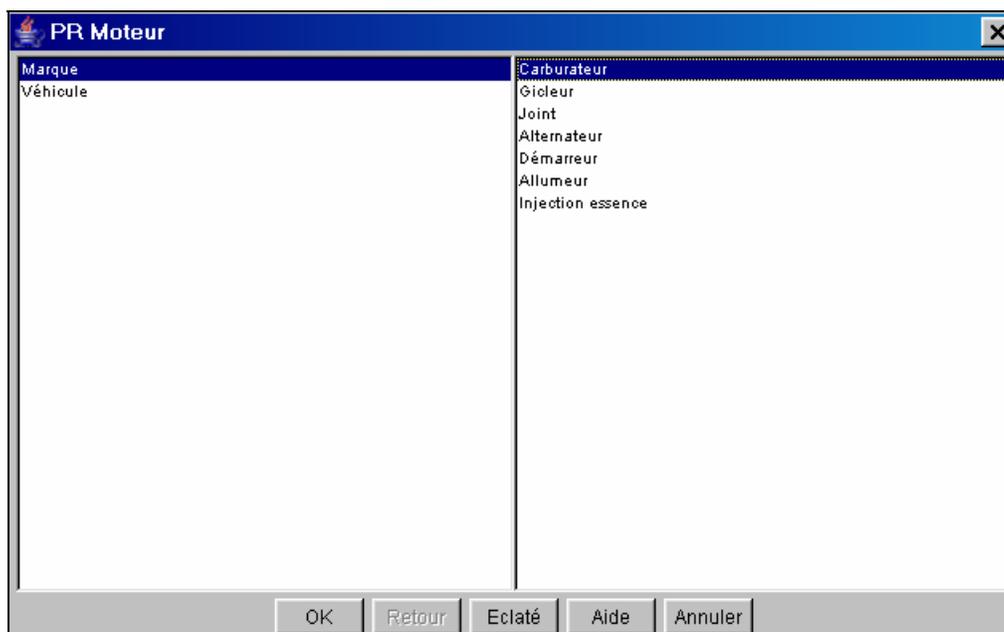


Figure 1: Engine PR window

Click on one of the options offered: **by marque** or **by vehicle**.

## Search using the part marque

If you choose to access by part marque, any vehicle model currently entered in the identity form will not be taken into account.

Click on the marque option and select your component.  
Dialogs will then offer you all the marques for this component (figure 2).

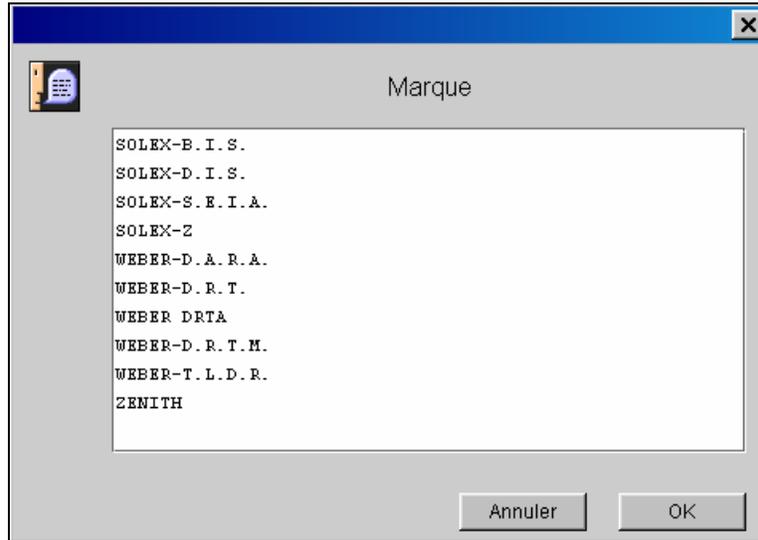


Figure 2: List of marques

Select the marque of your choice and confirm. The application will then display the illustration searched for with the part numbers (figure 3).

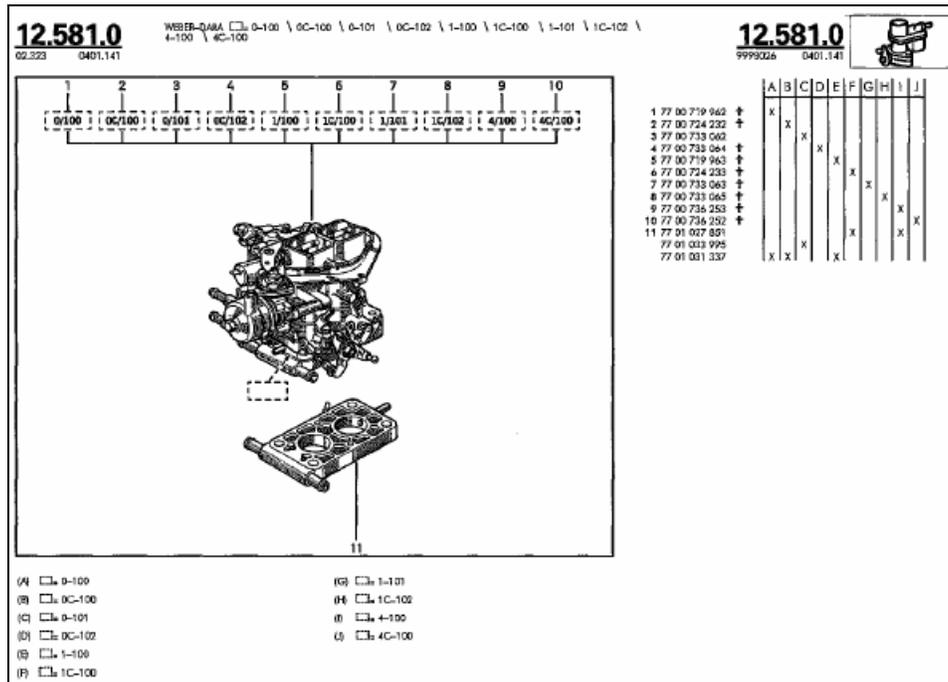


Figure 3: Illustration of the requested marque

Enter the required part number in the **Current Part Numbers** menu Ref. Courantes.  
The **Part number** window appears (figure 4).



Figure 4: Information about the part

Select the **Estimate** or **Service coupon** icon to add the part to one of these documents.

Note: If the **estimate** icon is greyed out, select a customer using the **Identity** menu.

### [Search using the vehicle type](#)

Click on the part you are searching for.

**Note:** If you choose to access using this method, Dialogys takes into account the vehicle model entered in the identity form. If it has not been entered in the identity form, a window will open to allow you to choose the vehicle.

A table appears with the following information: the model, the vehicle type, the engine type, the part marque, the part suffix and the identifier of the part manufacturer (figure 5).

**12.20.R**  
9811103 P.R. 401 131

**RENAULT ESPACE**

J112	<input type="checkbox"/> J8R-234	WEBER DARA 40-102	77 00 709 147 + 77 01 204 397	12 59 00
	<input type="checkbox"/> J8R-236	WEBER DARA 53-100	77 00 716 928 + 77 01 204 401	12 59 00
S112	<input type="checkbox"/> J8R-234	WEBER DARA 40-102	77 00 709 147 + 77 01 204 397	12 59 00
	<input type="checkbox"/> J8R-734	WEBER DARA 0-101	77 00 733 062	12 58 10
	<input type="checkbox"/> J8R-734	WEBER DARA 0-101	77 00 733 062	12 58 10

Figure 5: Vehicle/part correspondence table

Enter the part number in the **Current Part Numbers** menu which will bring up the **Part number** window for adding it to the service coupon or estimate.

## Access by "exploded" mode

Click on the **Engine PR** menu, the **Engine PR** window appears (figure 1).

Select the **Marque** or **Vehicle** option and open the **Exp views** menu **Eclaté** to access this mode; the following window will appear (figure 6).

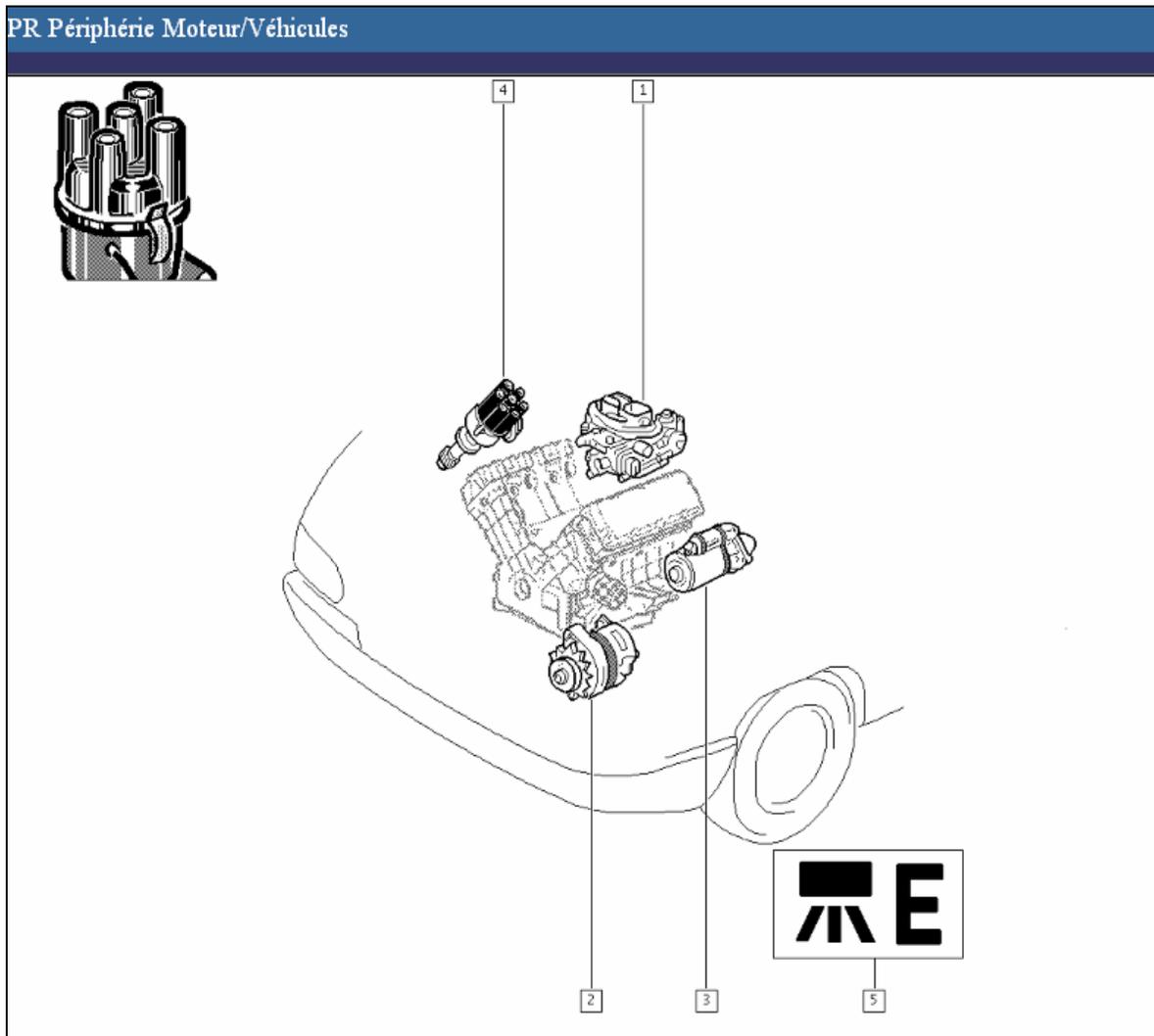


Figure 6: Exploded mode for the "vehicle" option

Select one of the diagrams, you will then have the same screen sequence as if accessing by the menu.



**RENAULT**

# Sundry Items

## INTRODUCTION



The PR Sm Pts menu deals with sundry items: attachment components (nuts and bolts, rivets, clips, etc.) and miscellaneous parts (door hinges, adhesive tapes, etc.).

In Dialogys, the part numbers appear directly on the screen and the user can select them according to their characteristics.

### Method of accessing PR Sm Pts

As for the other types of documentation, access to sundry items is by way of the Small Parts menu (which appears when you click on the PR Sm Pts button in the upper toolbar). If not yet familiar with the organisation of the Dialogys menus, the reader should refer to their general description in the "General information" section.

**Note:** it is not necessary to have entered the information concerning the vehicle in order to access the correct illustration.

## SELECTION OF PR Sm Pts

There are two methods of accessing the **Sundry Items** documentation:

- 1- Access by the main menu
- 2- Access by the "exploded" mode

### Access by the menu

Click on the **Small Parts** menu , the **Small Parts** window appears (figure 1).

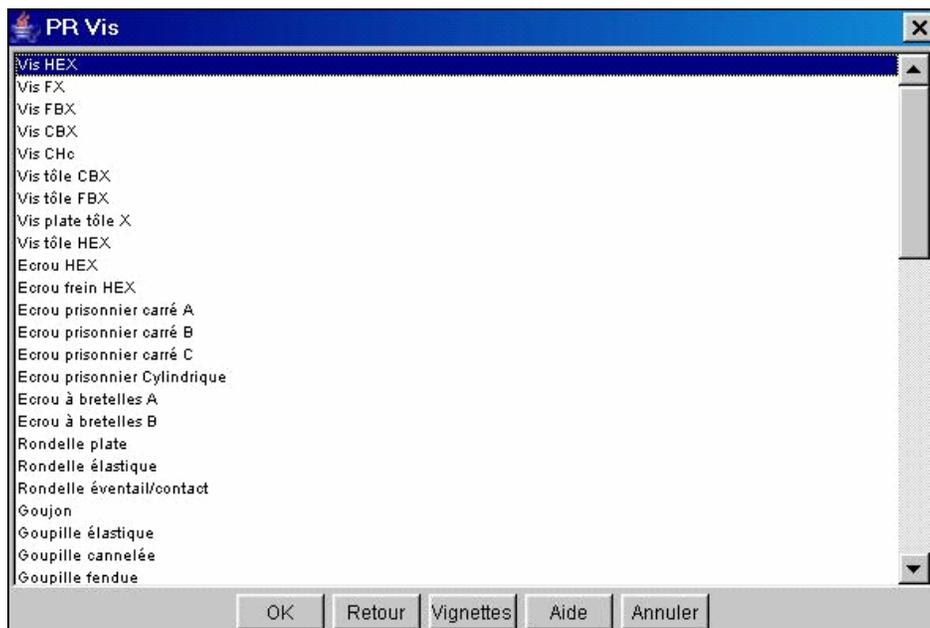


Figure 1: PR Sm Pts window

Select the part group and confirm.  
A screen appears with the selected part type (figure 2).

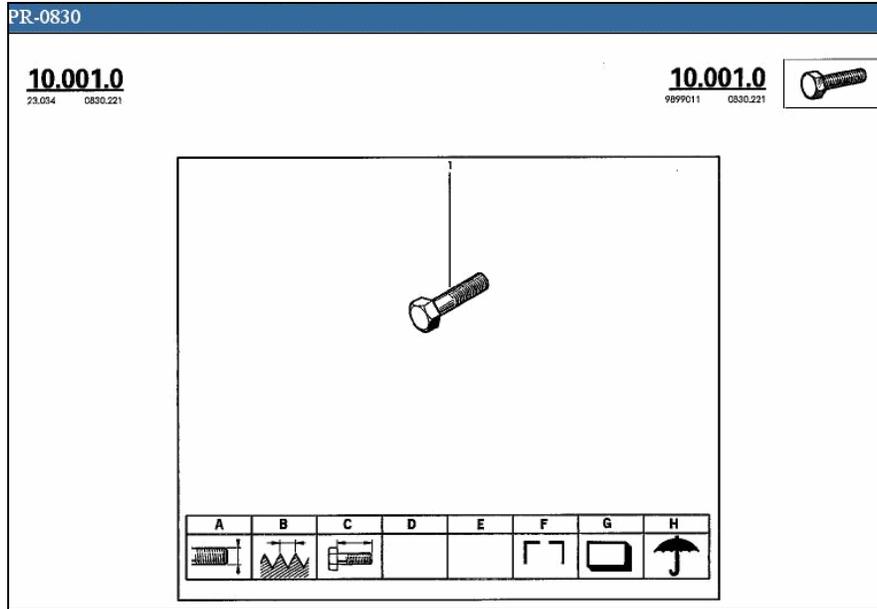


Figure 2: Parts window

You can click on the following button located on the left side of the window to display a list of the part numbers and characteristics (figure 3).

10.001.0		10.001.0									
23.034 0830.221		9899011 0830.221									
A	B	C	D	E	F	G	H	QTY	NUMERO		
4	70	8			5	6-8	02	1	77 03 001 538		
4	70	10							77 03 001 266		
4	70	12				8-8	02		77 03 001 112		
4	70	16				6-8	02		77 03 001 650		
4	70	20				6-8	02		77 03 001 005		
4	70	20				6-8	02	50	77 01 417 227		
4	70	25				6-8	02		77 03 001 658		
4	70	30				8-8	02		50 03 001 233		
5	80	10			5				77 03 001 855		
5	80	12				8-8	02		77 03 001 114		
5	80	16				8-8	02		77 03 001 369		
5	80	16				8-8	02	50	77 01 417 228		
5	80	20				6-8	02		77 03 001 013		
5	80	20				6-8	02	50	77 01 405 659		
5	80	25				8-8	02		77 03 001 014		
5	80	30				8-8	02		77 03 001 425		
5	80	30				8-8	02	20	77 01 417 229		
5	80	55				8-8	02		50 03 001 710		
6	100	16				8-8	02		77 03 001 120		
6	100	16				8-8		30	77 01 405 660		
6	100	20				8-8	02		77 03 001 122		
6	100	20				8-8	02	30	77 01 405 661		
6	100	25				8-8	02		77 03 001 123		
6	100	25				8-8	02		50 03 001 123		
6	100	25				8-8	02	30	77 01 405 662		
6	100	30				8-8	02		77 03 001 125		
6	100	30				8-8	02	20	77 01 405 663		
6	100	35				8-8	02		77 03 001 127		
6	100	40				8-8	02		77 03 001 129		
6	100	40				8-8	02	20	77 01 417 230		
6	100	45				8-8	02		77 03 001 130		
6	100	50				8-8	02		77 03 001 132		
6	100	50				8-8	02	10	77 01 417 231		
6	100	55				8-8	02		77 03 001 134		
6	100	60				8-8	02		77 03 001 402		
7	100	12				8-8	02		77 03 001 136		
7	100	16				8-8	02		77 03 001 138		
7	100	16				10-9	02		77 03 101 309		
7	100	20				10-9	02		77 03 001 236		
7	100	20				8-8	02	20	77 01 405 664		
7	100	25				8-8	02		77 03 001 142		

Figure 3: Part numbers and characteristics

Click on the **Look up part number** button Consultation référence and enter the part number of the selected part. The **Part number** window appears (figure 4).



Figure 4: Information about the part

Select the **Estimate** or **Service coupon** icon to add the part to one of these documents.

Note: If the **estimate** icon is greyed out, select a customer using the **Identity** menu.

## Access by the "exploded" mode

Click on the **PR Sm Pts** menu, the **PR Sm Pts** window appears.

Click on the **Diagrams** menu to access exploded view mode. The following window appears (figure 5).

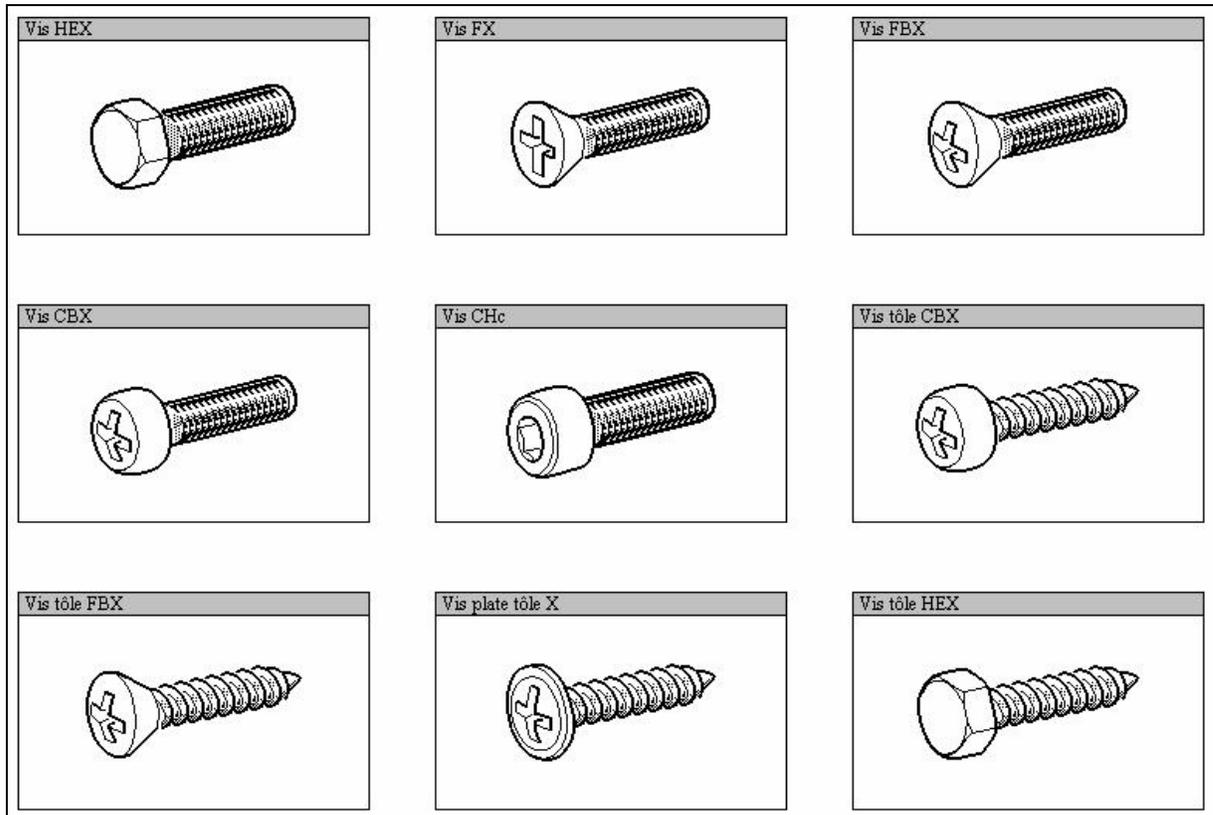


Figure 5: Diagrams

You can also access exploded view mode when you are in the Parts window, using the button on the left **Eclaté**.

Select one of the diagrams. You will then have the same screen sequence as if accessing by the menu.



**RENAULT**

# Operation time (TM)

## INTRODUCTION



The "Operation Time" function can be used to access the list of coded operation times and to create an estimate.

When you are in the list of operation times corresponding to your search criteria, select the one you want to add to the estimate, then click on the **Add to estimate** icon.

## SELECTION OF OPERATION TIMES

Enter the technical specifications of the vehicle on the identity form and click on the **TM** (operation times) button  in the toolbar at the top of the screen. The **Operation time** window appears (figure 1):

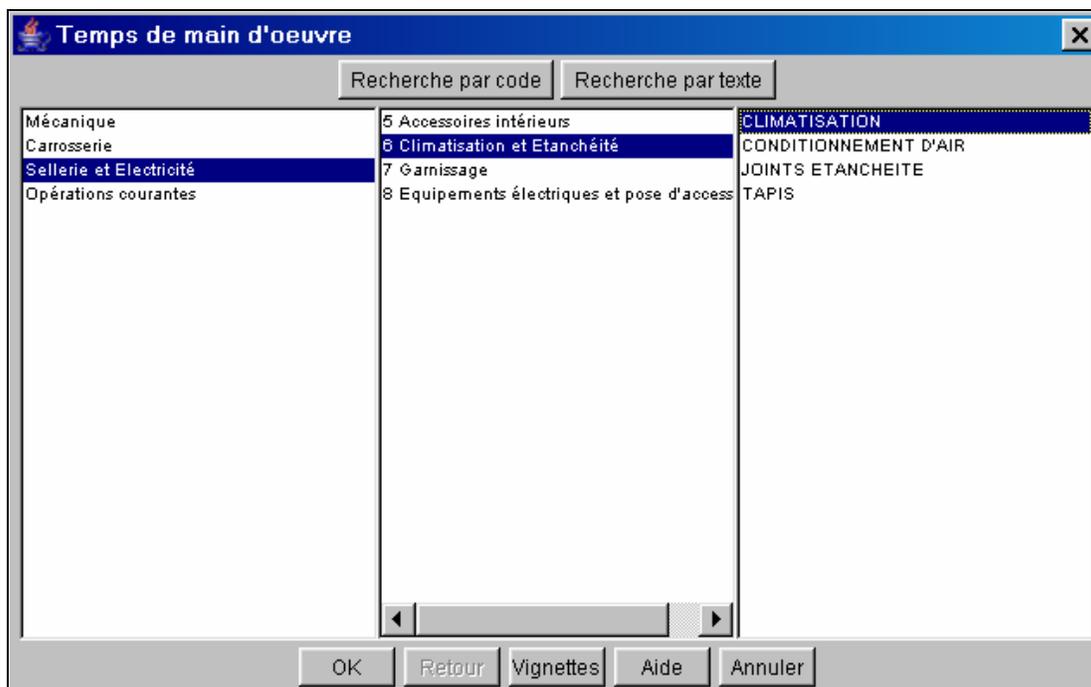


Figure 1: The Operation Times window

Via this window, the user can access the operation times as follows:

- Code search
- Folder structure search
- Text search
- Diagram search

Select the technical context, the required component and the required function (respectively the left-hand, centre and right-hand windows ). You will then obtain the TM codes for the chosen function (figure 2).

CLIMATISATION			
Code	Libellé	Technicité	Temps
6001	OG REEMPL DES TUYAUX DE CHAUFFAGE YC VIDANGE REEMPLISSAGE ET PURGE	T	1.4
6002	OG DEP REP RADIATEUR DE CHAUFFAGE YC VIDANGE REEMPLISSAGE ET PURGE YC DEPOSE REPOSE PARTIEL PLANCHE DE BORD	T	3.2
6018	OG REEMPL MOT MIXAGE CLIMATISATION YC REGLAGE YC DEPOSE REPOSE PARTIE SUPERIEURE DE PLANCHE DE BORD	T	1.2
6004	OG DEP REP TABLEAU COMMANDE CLIM	T	1.2
6005	OG REEMPL CABLE COMMANDE CLIM	T	1.2
6006	OG REEMPL MOTOVENTILATEUR HABITACLE YC DEPOSE REPOSE BLOC DE VENTILATION	T	2.4
6061	OS REEMPL MOTOVENTILATEUR DE CLIM	T	0.3
6077	OG REEMPL BLOC DISTRIBUTION D'AIR	T	7.3

Figure 2: List of TMs for the chosen function

The window consists of 4 columns:

**Code:** this is the code corresponding to the operation time.

**Description:** title of the operation time.

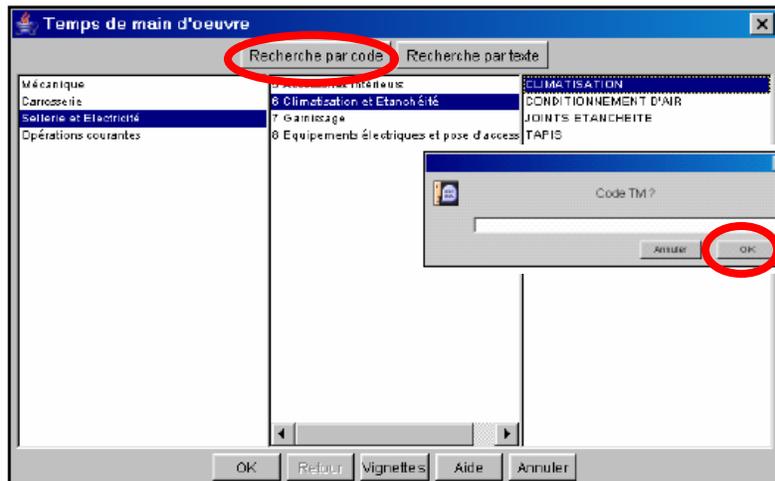
**Technical nature:** technical nature of the operation time.

**Time:** duration of the operation time in hours and decimal fractions (e.g. 0.2 = 12 min).

**Note:** the "Diagrams" Vignettes mode allows the menu to be viewed in the form of diagrams. The TM classification is the same.

## Search by code

Click on the **Search by code** Recherche par code button in the **Operation Times Manual** screen. A dialogue box appears (figure 3).

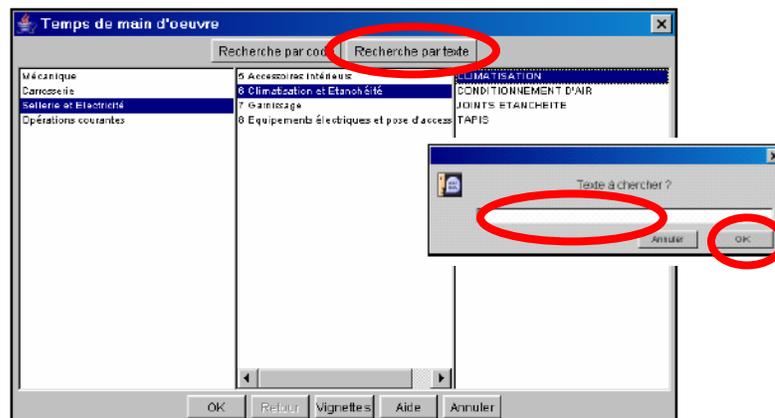


Enter the TM code and click on "OK". The screen with the corresponding TM code appears.

## Search by text

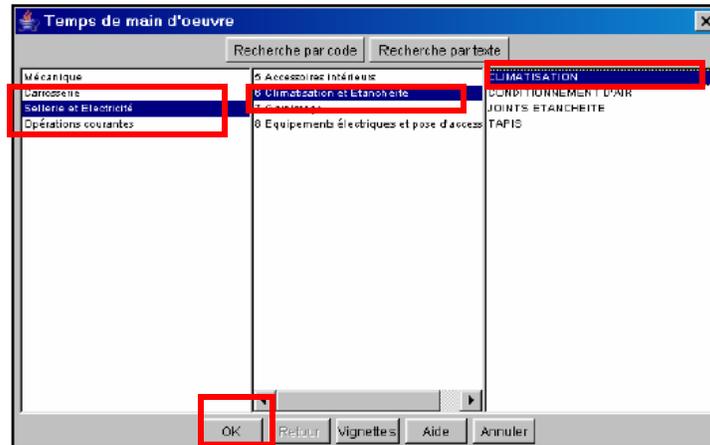
This mode of access allows an operation to be found using a word appearing in the full title.

Click on the **"Text search"** button. Enter the full name and click on "OK". A list of the TM codes whose title contains the word(s) sought will be displayed.



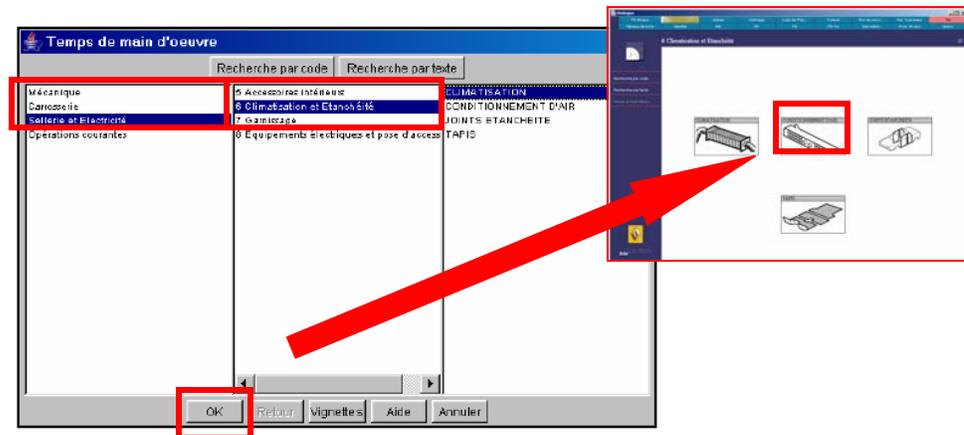
Enter the word(s) to be searched for (e.g. clutch) and confirm. A list of the TM codes whose title contains the word(s) sought will be displayed.

## Folder structure search



Select the technical context and the component and function required. The TM codes for the function required appear directly.

## Diagram search



The "Diagram" search shows the menu using diagrams. The TM classification is the same.

## ADD TO THE ESTIMATE

When you are in the list of operation times corresponding to your search criteria, select the one you want to add to the estimate, then click on the **Add to estimate** icon  on the left of the screen.



**RENAULT**

**Repair Manuals  
(MR) and Fault Finding  
Manuals** *(Fault finding manuals not  
available for Laguna 3)*

In the former folder structure, MR documents could be accessed by:

- Selecting the technical domain (window on the left)
- Selecting the relevant section (window on the right) then by clicking on the "OK" button.

For Component Repair Manuals, the following screen now appears with the list of all "MRs" relating to the required component code (Figure 3):

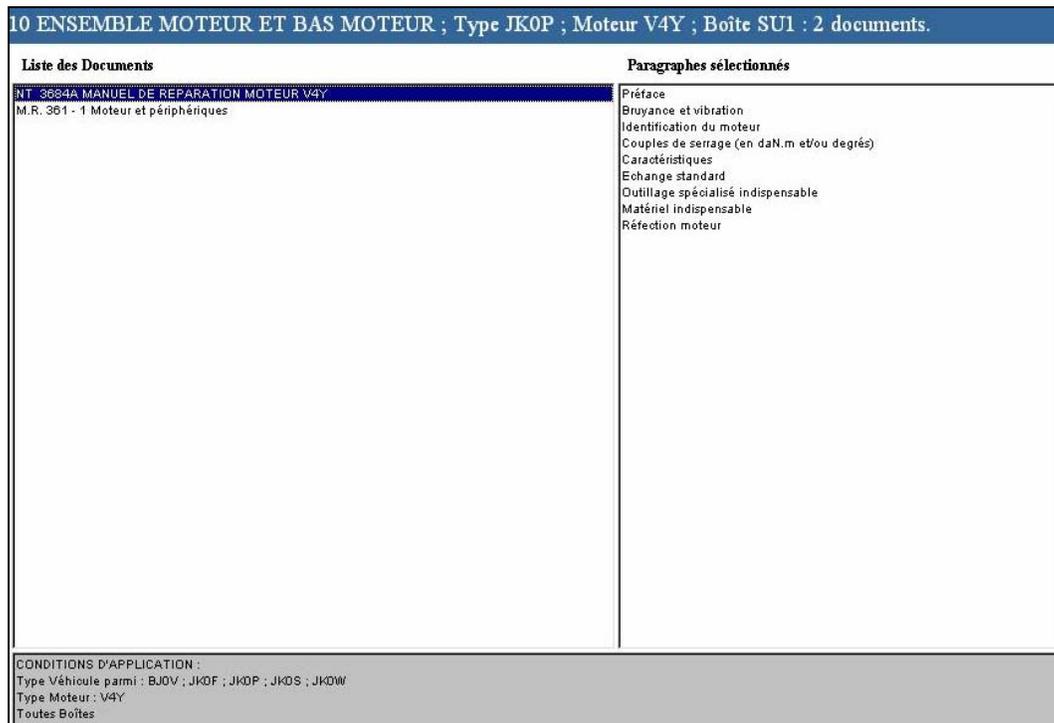


Figure 3: List of MRs concerning the selected component

- **List of documents:** list of **Repair Manuals (MR)** to be consulted for the selected component code.
- **Paragraphs selected:** list of the paragraphs contained in the selected **Repair Manual (MR)**.

**Application conditions:** A table is displayed at the bottom of the window and contains:

- The vehicle type
- The engine type
- The gearbox type

## Displaying the document

Documents can be displayed in two ways - either in Dialogys 3000 format (online format, integrated on-screen), or in Pdf format (as was previously the case with Dialogys).

## Displaying documents in online format

The document is displayed in a single column, with a scroll bar on the right-hand side which can be used to navigate through the document.

The user can navigate to another MR or another Technical Note using the active links (using hyperlinks in the text or using the "MR/NT/Actis Solutions" button on the context menu, on the left-hand side) or can even navigate to a part number (via the context menu, on the left-hand side).

Dialogys

Identité	Contact	<b>MR</b>	PR	PR Vis	Autres	Bons Service	Prod. Divers
Tableau de bord	Solutions ACTIS	NT	TM	PR Moteur	MOTRIO	Estimation	Ref. Courantes

LAGUNA III - EX91 - F4R - JR5 - S002341      TABLEAU DE COMMANDE: DEPOSE - REPOSE

### Dépose - Repose du tableau de commande

**Attention, un ou des avertissements sont présents dans cette méthode**

Outillage spécialisé indispensable	
Ms. 1544	Outil de dépose autoradio ? Carminat Becker.
Ms. 1373	Outil de dépose autoradio Philips.
Ms. 1639	Extracteur changeur CD Alpine.
Car. 1597	Levier de dépose des agrafes de poignée arrière de virage.

Couples de serrage	
vis de fixation de tableau de commande de climatisation	0,2 daN.m
vis du cache batterie	0,4 daN.m

Dépose -

Figure 4: Displaying the required manual in online format

## Displaying documents in PDF format

Click on the **Display the document** button in the toolbar on the left of the screen or double click on the manual chosen to make it appear on the screen.

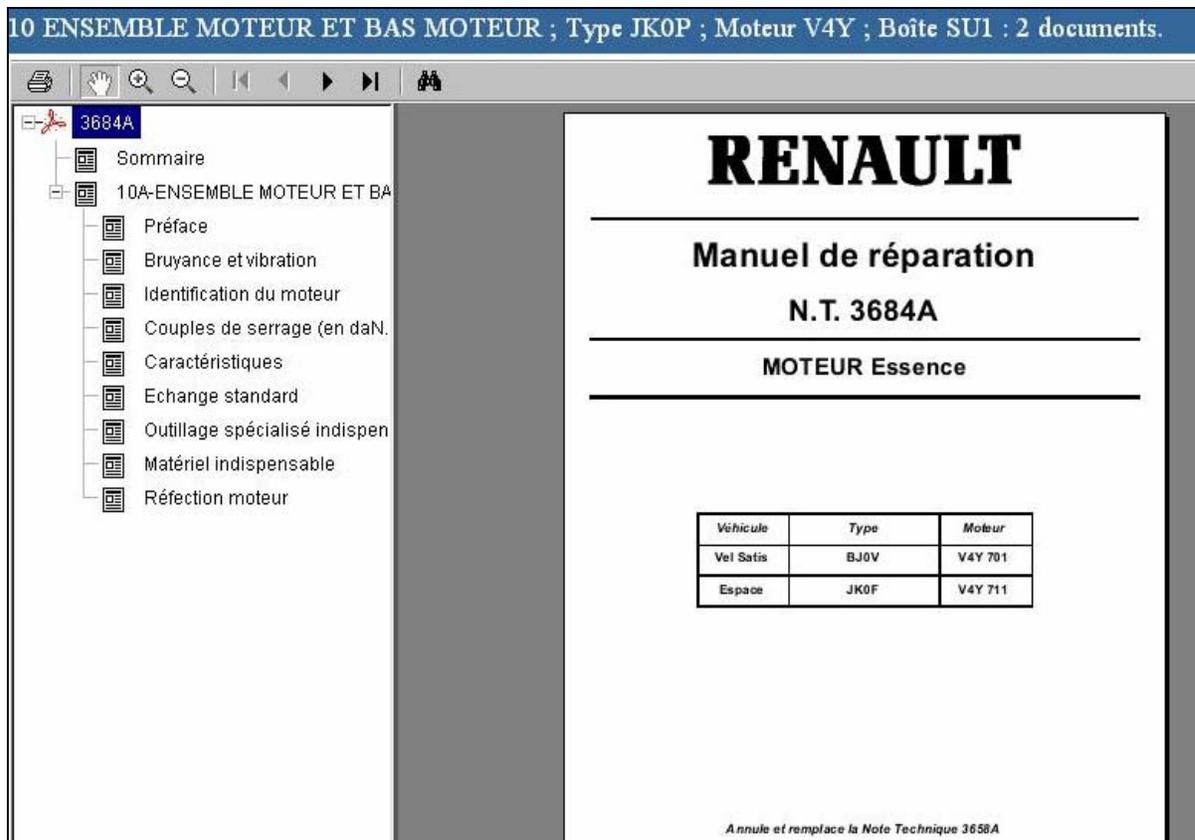


Figure 5: Displaying the required manual in PDF format

### [Moving around in the documentation](#)

On the upper part of the document there is a toolbar consisting of buttons on which you must click to call up a function.



When you place the mouse over a button, the application displays a little information bubble on the cursor, indicating the function of this button.

You have the option of printing the document and to do this, click on File/Print in the **Acrobat Reader** toolbar (same as for Technical Notes).



**RENAULT**

# **Technical Notes (NT)**

## INTRODUCTION

Technical Notes (with the exception of wiring diagrams) are shown in the Dialogys application, and are updated with each new CD-ROM. Dialogys allows you to find them easily according to your method of selection, and to consult them.

Technical Notes are available on the CDs which are supplied on a monthly basis or in real time for D3K vehicles (Laguna 3, Clio 3, Logan, Mégane 2 etc.) if there is an Ap2Ap connection.

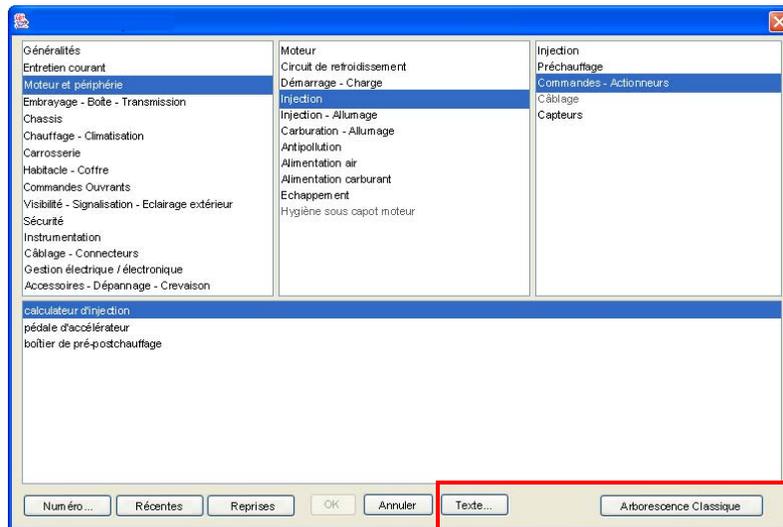
## SELECTION OF NTS (Technical Notes)

Once the technical vehicle specifications have been entered in the identity form and after clicking the **"NT"** button on the toolbar at the top of the screen, the Technical Notes window appears (figure 1).

As for repair manuals, there are 3 ways of accessing Technical Notes.

The new menu (figure 1) is displayed by default.

The Technical Note can be selected by choosing the Domain, Function, Group, then the Component.



The old menu displaying the folder structure (figure 2) can still be accessed using the "Classic folder structure" button (bottom right-hand side).

Finally, Technical Notes can also be accessed using the "Text..." button.

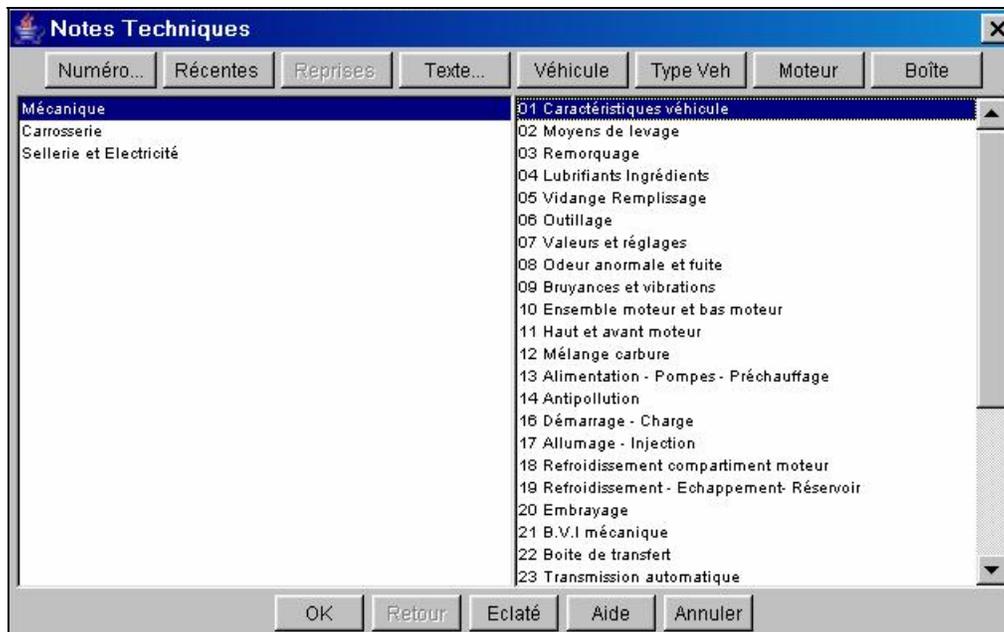


Figure 2: Old NT menu

## Functions of the buttons at the top of the Technical Notes window

### Number

By clicking on the Number button, you obtain a dialogue box (figure 2).



Figure 2: Choosing an NT number

Enter an NT number and DIALOGYS will search for the Note(s) and display a list of them. In this case, the vehicle entered is not taken into account.

The \* character can be entered at the end as a wildcard: for example, to list all the Notes in the 2500 series, the search string entered would be "250\*".

## Recent

Clicking on the "**Recent**" button displays a list of recent Technical Notes (figure 3) or the three-panel window depending on the scope of the document (figure 3').

Notes récentes : 34 documents.

N°	Date	Type	Couleur	Page	Titre du document	Applicabilité
0637A	2005/02	NTM	Blanche	2	COUPLES DE SERRAGE DE CEINTURE DE SECURITE	Selon véh.
0844A	2005/02	NTI	Verte	2	EVOLUTION DES CABLES DE COMMANDE DE LA TABLETTE PIVOTANTE	Selon véh.
3870A	2005/02	NTM	Blanche	3	TABLEAU DE COMMANDE CONDITIONNEMENT D'AIR : FONCTION DESEMBUAGE	Selon véh.
3912A	2005/02	NTM	Blanche	13	PARTICULARITES ESPACE IV MOTEUR G9T 742 - 743	Selon véh.
3927A	2005/02	NTM	Blanche	3	TABLEAU DE COMMANDE CONDITIONNEMENT D'AIR : FONCTION DESEMBUAGE	Selon véh.
3938A	2005/02	NTM	Blanche	7	MOTEUR F9Q-CASSE DE TURBOCOMPRESSEUR : CONSIGNES DE REMPLACEMENT	Selon véh.
3971A	2005/02	NTM	Blanche	5	CAPTEUR DE HAUTEUR ARRIERE	Selon véh.
3974A	2005/02	NTM	Blanche	4	CONVENTION DE SIGNES DU PARALLELISME	Selon véh.

Figure 3: List of recent NTs

Logan - Type FS0A - Moteur K7J - Boite JRS

Liste des méthodes

- MR 300 Véhicule - Caractéristiques
- NT 6018A Véhicule - Entretien
- MR 300 Véhicule - Identification
- MR 300 Véhicule - Pièces et agrégés pour la réparation
- MR 300 Véhicule - Informations pour la réparation
- MR 300 Véhicule - Remorquage et Levage

Lien vers les NTI non disponible

Lien vers les solutions Actis non disponible

**NTI Area 2**

**Actis Solutions Area 3**

Figure 3': List of recent Technical Notes in area 2

In this window, you can sort the list. To do this, click on the different fields at the top of the columns: No., Date, Type, Colour, Page, Document Title, Applicability.

## Recalls

Clicking on the "**Recall**" button displays the list of systematic recalls for the vehicle concerned (figure 4) or the three-panel window depending on the scope of the document (figure 4').

Reprises systematiques : 133 documents					
N°	Date	Type	Couleur	Pages	Titre du document
0304D	1994/04	NTI	Rouge	3	0004 GLISSIERES DE SIEGE AVANT AVEC PR
0351D	1995/04	NTI	Rouge	8	0037 GOUSSETS DE FIXATION DES BRAS DE
0352E	1995/04	NTI	Bleue	3	CORROSION DES AILES ARRIERE.
0353E	1995/04	NTI	Bleue	4	0291 CORROSION DES AILES ARRIERE.
0360E	1995/05	NTI	Bleue	2	0367 CORROSION DES AILES ARRIERE REP C
0368E	1995/07	NTI	Bleue	2	0376 CORROSION DES AILES ARRIERE.
0428E	1997/03	NTI	Bleue	4	0322 SIEGE AVANT CONDUCTEUR - REP A2.

Figure 4: List of recalls

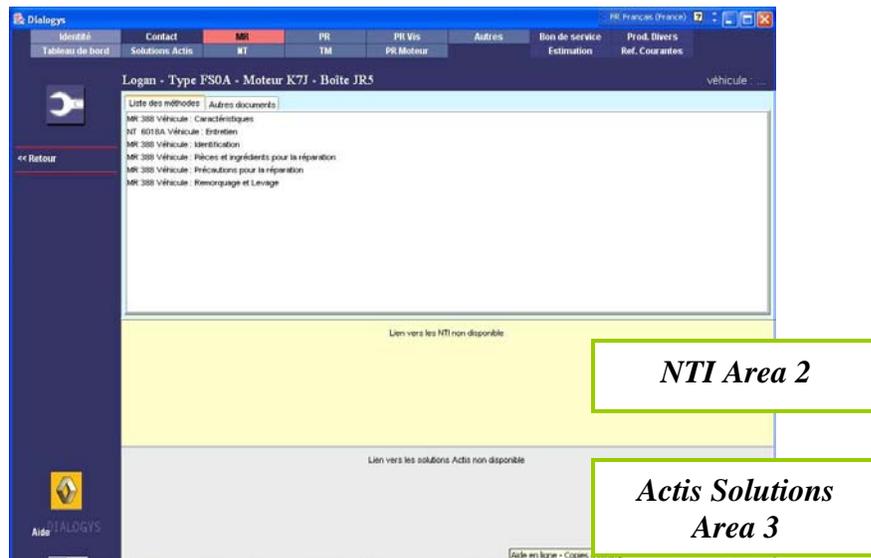


Figure 4: List of Technical Note recalls in area 2

## Text

by clicking on the **Text** button, you obtain a dialogue box (Figure 5).

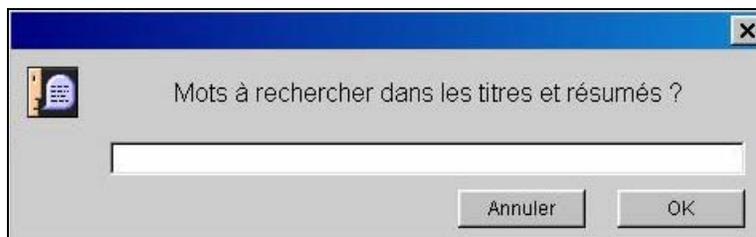


Figure 5: Searching for a word

Enter a word or part of a word and click on the **OK** button. DIALOGYS will search through all the Notes:

- Concerning the vehicle entered
- Having this word in their titles.

## Vehicle, After-Sales Type, Engine, Gearbox

The **Vehicle, After-Sales Type, Engine, Gearbox** buttons: by clicking on these buttons, a dialogue box appears. It allows you to enter the technical specifications corresponding to your choice.

## In the "Technical Notes" window

Select the technical domain (window on the left)

Select the section code to be searched for (window in centre).

Clicking on the **"OK"** button displays a list of all documents referring to the section code and vehicle entered (figure 6) or the three-panel window depending on the scope of the document.

10 Ensemble moteur et bas moteur : 188 documents.						
N°	Date	Type	Couleur	Page	Titre du document	Applicabilité
1651A	1991/01	NTM	Blanche	102	PARTICULARITES CLIO 16 SOUPAPES (F)	Selon véh.
1729A	1991/11	NTM	Blanche	180	EVOLUTION DES EXPRESS PHASE II (NOUVELLE FACE AVANT).(F)	Selon véh.
1738A	1992/03	NTM	Blanche	36	ALPINE A 610 TURBO DIRECTION A DROITE.	Selon véh.
1799A	1992/05	NTM	Blanche	1	EVOLUTION DE LA SEGMENTATION DES MOTEURS F7P.	Selon véh.
1823A	1992/08	NTM	Blanche	98	PARTICULARITES DES B548/541/542.	Selon véh.
1867A	1992/12	NTM	Blanche	2	SEGMENTATION A HAUTEUR REDUITE.	Selon véh.
1901A	1993/03	NTM	Blanche	4	INJECTION DE SILICONE DANS LES CHAPEAUX DE VILEBREQUIN.	Selon véh.
1960A	1993/08	NTM	Blanche	94	CLIO WILLIAMS C57M 16 SOUPAPES 2 LITRES.	Selon véh.

Figure 6: List of documents corresponding to the selected domain

Information sur la note sélectionnée :

<p>Codes chapitres : 01, 04, 05, 10, 11, 12, 13, 14, 16, 17</p> <p>Conditions d'application : F40X XXX XXX</p>	<p>- Cette note traite : --- SOMMAIRE ---</p> <ul style="list-style-type: none"> <li>- Moteur E et F8Q (suspendu).</li> <li>- Carburant</li> <li>- Injection : Essence et Diesel</li> <li>- Anti-pollution</li> <li>- Boîte de vitesses</li> <li>- Train avant et arrière</li> <li>- Freinage</li> <li>- Pour les parties non décrites dans cette Note Technique, se reporter au MR 257 des véhicules Renault 5 et Express.</li> </ul>
--	--

Figure 7: Information on the selected Note

## Displaying the document

Documents can be displayed in two ways:

- either in Dialogys 3000 format ([online format](#), integrated on-screen)
- or in [PDF format](#) (as was previously the case with Dialogys MPF).

## Displaying documents in online format

The document is displayed in a single column, with a drop-down menu on the right-hand side which can be used to navigate through the document.

The user can navigate to another MR or another Technical Note using the active links (using hyperlinks in the text or using the "MR/NT/Actis Solutions" button on the context menu, on the left-hand side) or can even navigate to a part number (via the context menu, on the left-hand side).

The screenshot shows the Dialogys 3000 online document viewer interface. The top navigation bar includes tabs for 'Identité', 'Contact', 'MR', 'PR', 'PR Vis', 'Autres', 'Bon de service', and 'Prod. Divers'. Below this, a secondary bar shows 'Tableau de bord', 'Solutions Actis', 'NT' (selected), 'TM', 'PR Moteur', 'Estimation', and 'Ref. Courantes'. The main content area displays a document titled 'Logan - Type FS0A - Moteur K7J - Boîte JR5' with a search bar and the heading 'VÉHICULE : ENTRETIEN'. The document text includes: 'Le programme de révision Renault comprend tous les contrôles, mises à niveaux, réglages et remplacements de pièces nécessaires à l'entretien du véhicule.' and 'Pour connaître les contrôles et les périodicités d'entretien adaptés, se référer au carnet d'entretien du véhicule.' It lists sections: '1. VIDANGE ET CONTRÔLES :', '1- CARROSSERIE, CONTRÔLE DE L'ANTICORROSION:', and '2- MOTEUR, VIDANGE DE L'HUILE DU MOTEUR :'. The left sidebar contains navigation options like '<< Retour', 'Conditions d'applicati...', 'MR/NT Solution...', 'Agrandir la police', 'Diminuer la police', and 'Imprimer'. The bottom left corner features the 'Aide DIALOGYS' logo.

## Displaying documents in PDF format

Click on the **Display the document** button in the toolbar on the left of the screen or double click on the Note chosen to make it appear on the screen (Figure 8).

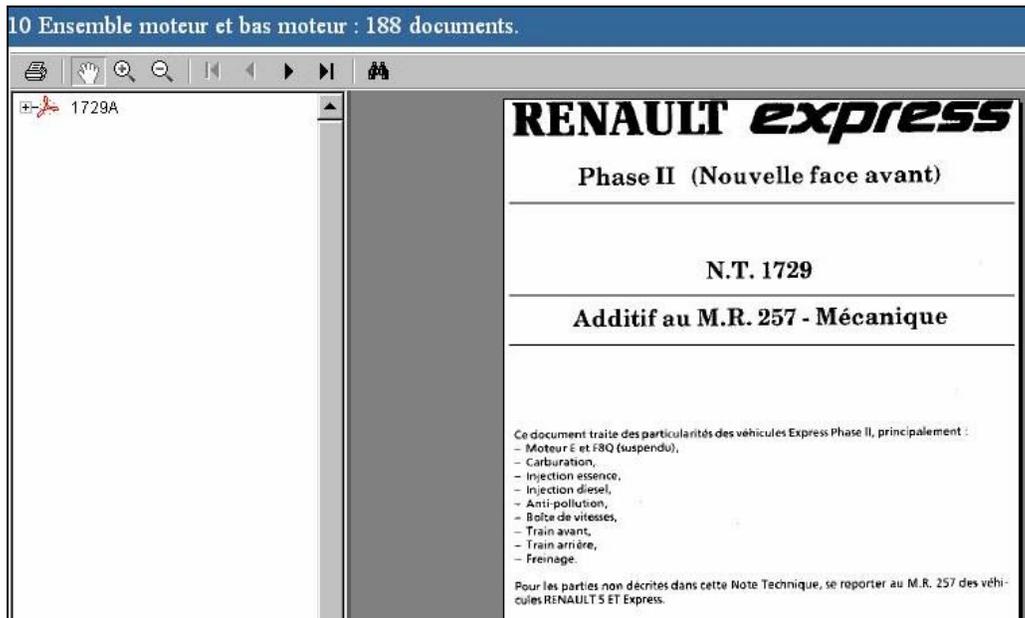


Figure 8: Display of a Note

## Moving around in the documentation

On the upper part of the document there is a toolbar consisting of buttons on which you must click to call up a function.

When you place the mouse over a button, the application displays a little information bubble on the cursor, indicating the function of this button.

You can print the document. To do this, click on File/Print in the toolbar in the Acrobat Reader application.



**RENAULT**

# **Actis Solutions**

## ACCESS TO THE ACTIS SOLUTIONS

ACTIS solutions are only available if the D3K terminal is configured (A2A connection) and if the ACTIS-GPS services are accessible.

Actis solutions can only be accessed if the VIN has been entered via the World Vehicle Database.

Accessing Actis solutions:

- Using the "ACTIS Solutions" button on the main menu (figure 1)
- Using the implicit link via the "MR/NT/Actis Solutions" button in the context menu

### Dialogue box linked to the "ACTIS Solutions" button in the main menu:

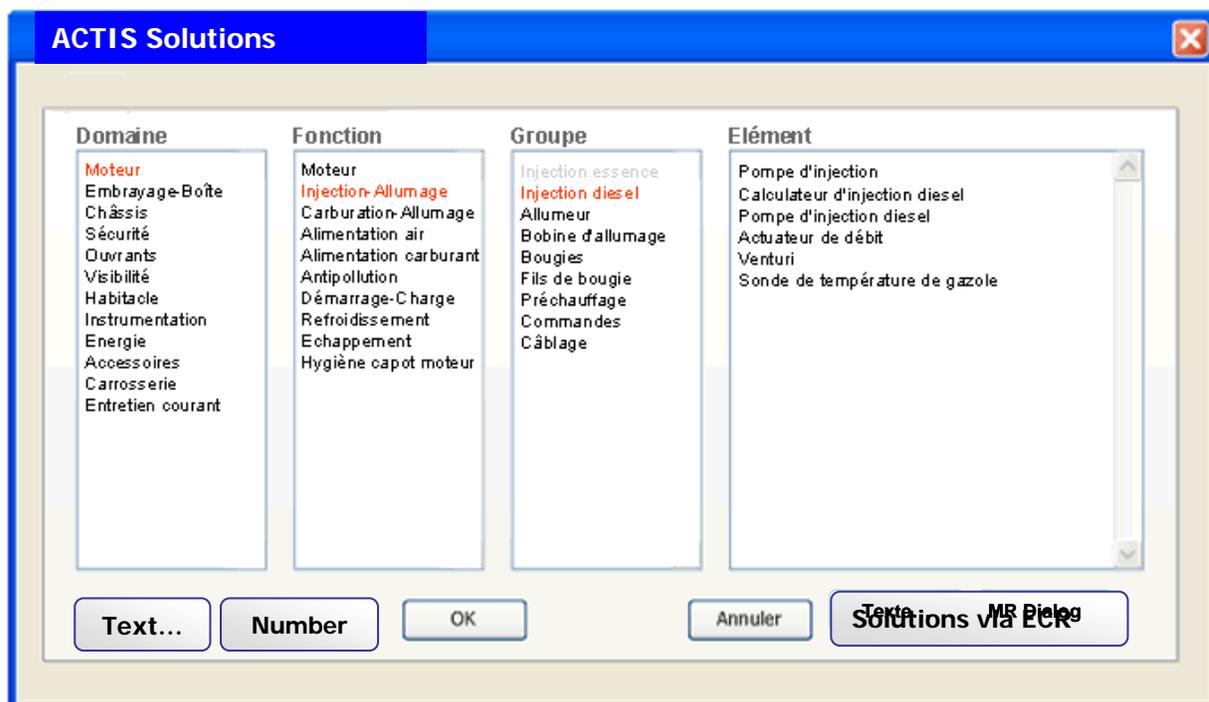


Figure 1: Actis Solutions dialog box

ACTIS solutions can be searched:

- either using the D3K folder structure (folder structure displayed by default)
- or using the ECR folder structure (*click on the "Solutions via ECR" button, on the bottom right-hand side, figure 1*)
- or by text string
- or by number

## ACTIS (ECR) folder structure screen:

The title will change according to the type of information required; it will either read "ACTIS Solutions via ECR" or "NTI via ECR".

The ECR two-level folder structure is the current layout for ACTIS-GPS. (figure 2)

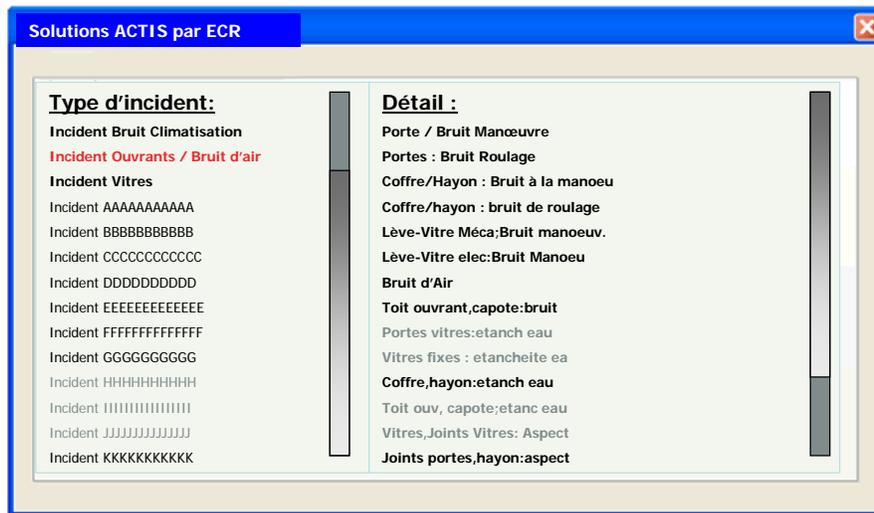


Figure 2: ECR folder structure (for Actis Solutions and NTIs)

The results are displayed in the form of a list of solutions grouped by ECR, in reverse chronological order according to the date they were updated. They are displayed in the three-panel window below (bottom section).

Diagnos

Type BMMG : Moteur P9Q ; Boite NDD

CALCULATEUR D'INJECTION DIESEL: DEPOSE -REPOSE

Liste des méthodes

Autres documents (5)

CALCULATEUR D'INJECTION DIESEL: DEPOSE-REPOSE - (B9AF90,800,NDD) + Centre d'application 1  
CALCULATEUR D'INJECTION DIESEL: DEPOSE-REPOSE - (B9AF90,800,NDD) + Centre d'application 2  
NT 2038A - CALCULATEUR D'INJECTION DIESEL - CARACTERISTIQUES  
NT 2040A - CALCULATEUR D'INJECTION DIESEL - CONDITIONS DE REMPLACEMENT

Liste des NTI pouvant s'appliquer à la pièce "CALCULATEUR D'INJECTION DIESEL":

N°	Date	Type	Codeur	Page	Site de rattachement	Applicable
2024A	?	Repose	2	CALCULATEUR D'INJECTION DIESEL: B9		Non Note

Liste des Indicateurs pouvant s'appliquer à la pièce "CALCULATEUR D'INJECTION DIESEL":

IP	Mise à jour	Effet client
5.750	10/03/2006	Le climatisation ne fonctionne pas. Dans certains cas le moteur ne di toutes les motorisations avec CA ( Conditionnement d'Air).

Actis Solutions Area 2

Actis Solutions Area 3

Figure 3: Display of Actis Solutions in the three-panel window (bottom section)

## Displaying Actis Solutions

An ACTIS Solution is displayed in the display area with hyperlinks (to the NTIs and attached documents) (figure 4)

The "Technical Note", "Customer Complaint", "Recommended Solution" and "Attached Document" sections are highlighted in bold.

The screenshot shows the Dialogys software interface. The main window title is "Dialogys" and the current page is "Inforthèques". The breadcrumb trail is "FR Moteur" > "Tableau de bord" > "Identité" > "Autres" > "Mk" > "Outils" > "NT" > "Liste de Préc..." > "Contact" > "Pr. Ma" > "Bon de servi..." > "Estimation" > "Ref. Courantes" > "Rechercher" > "Inforthèques". The current page is "Depose - Repose" > "Tableau de commande". The main content area is titled "DETAIL DE LA SOLUTION" and contains the following information:

**C'est ma solution** [Fin de cette recherche](#)  
**Ce n'est pas ma solution, l'enlever de la liste** [Liste actualisée](#)  
**Page précédente** [Retour](#)

**Caractéristiques de la solution :**

N° de solution : 5 238	Code de suivi:
Date de création : 24/02/2003	Mise à jour : 26/10/2004
Début de fabrication 01/09/1999	Fin de fabrication 01/06/2004
<b>Note Technique :</b>	

**Effet client :**  
 La climatisation ne fonctionne pas. Dans certains cas le moteur ne démarre pas, a-coups, allumage du voyant injection.  
 Concerne toutes les motorisations avec CA ( Conditionnement d'Air).

**Solution préconisée :**  
 CAUSE POSSIBLE: 1-Déballance du capteur de pression de CA, 2-Entrée d'eau dans la connectique du capteur de pression de fluide réfrigérant de CA. DIAG: Débrancher le connecteur du capteur de pression de CA et contrôler l'état de la connectique.  
 SOLUTION APV: 1-Remplacer systématiquement le capteur de pression de CA, 2-En cas de présence d'eau ou d'oxydation de la connectique, remplacer le câblage. EVOLUTION SERIE: en cours.

**Informations complémentaires :**

Document joint	
5238	
Modèle concerné	LAGUNA III
Organe	
GST	
Question AFRLUP	
TMP00020	
ECR	Type d'incident concerné
590	Moteur : Antipollution / CEE

Figure 4: Opening the selected Actis Solution on screen

The user can display the attached document in a window in Acrobat Reader (as a Pdf document) by clicking on the hyperlink in the attached document. (figure 5)

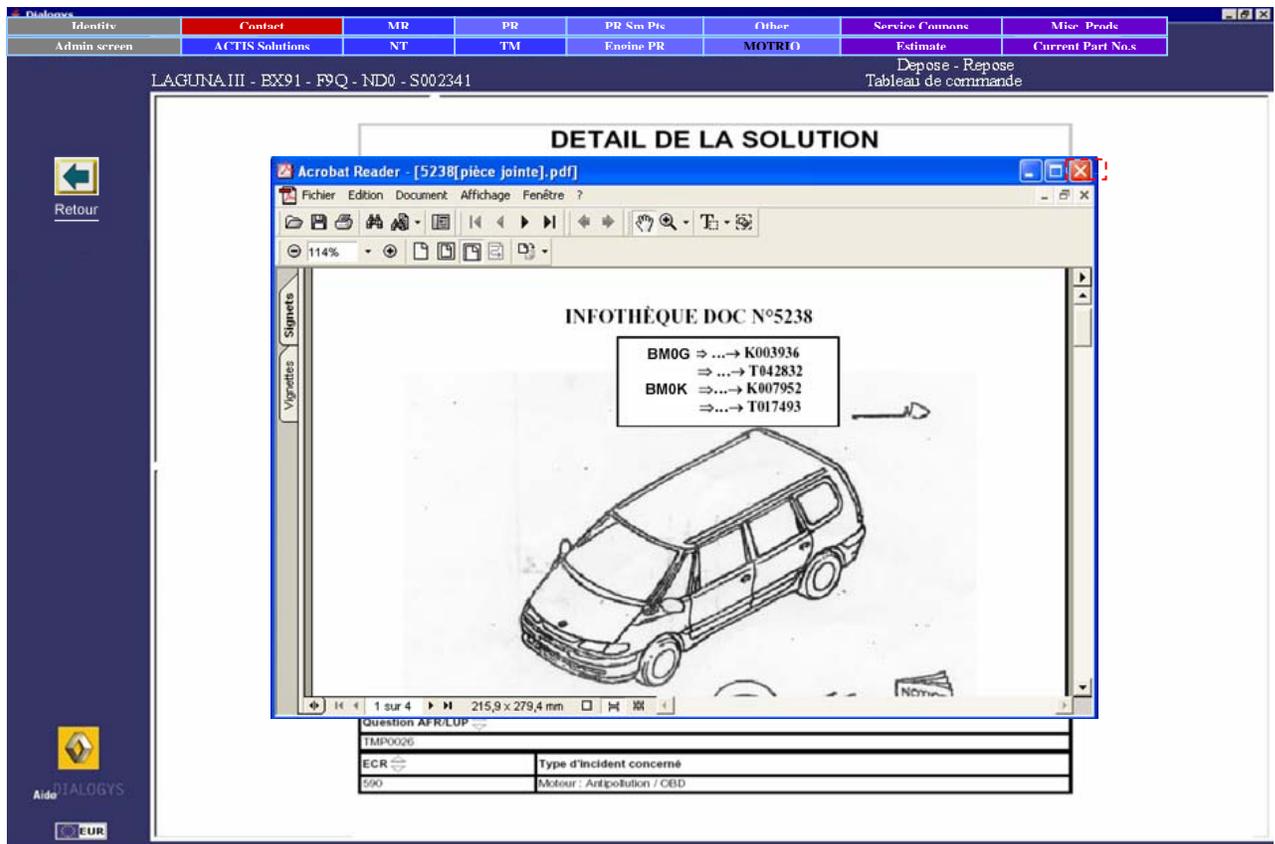


Figure 5: Opening the attached document in PDF format

The same type of screen is available for viewing the relevant NTI.

## Navigation

The only way to navigate in ACTIS solutions is using the explicit links within the text of the solution. In this case, the context buttons will not be active.



**RENAULT**

# The estimate

## USING ESTIMATES

### Selection/Creation of an estimate

After selecting or creating a vehicle (with the registration number entered) in the identity form, you can click on the **Estimate** menu ES N° located to the left of the screen.

The application then displays a window showing estimates already made for this vehicle (figure 1).

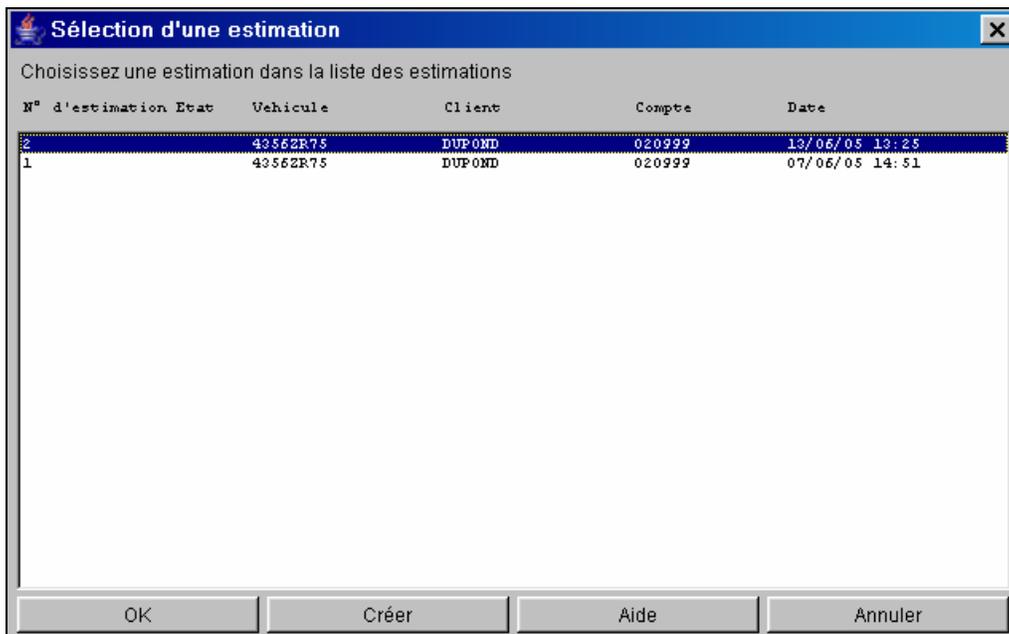


Figure 1: Estimate selection/creation

**Note:** This window is blank if no estimate has been made for this vehicle.

Each line of this window represents an estimate. In it you will find:

- **The estimate no.:** number generated by the application.
- **Its status:** if an asterisk appears in the column, the estimate has been confirmed.
- **The vehicle:** registration number of the vehicle.
- **The customer:** name of the customer (if entered in the identity form).
- **The account no.:** number of the customer account (if entered in the identity form).
- **The date of creation:** date and time of creation of the estimate.

To select an estimate, click on the corresponding line and confirm.

To create an estimate for the current vehicle, click on the Create button at the bottom of the estimate selection window.

**Notes:** - the estimate number and the vehicle registration number are immediately updated in the "ES" button.

- if there is an asterisk next to the registration number in the "ES" button, the estimate has been confirmed.

An estimate is retained for the time you have set in the Admin screen.

## Displaying an estimate

Click on the **estimate** button **Estimation** to display the selected estimate (figure 2).  
If no estimate has been selected, the application displays the selection window (see previous paragraph).

N° d'estimation	2	N° Compte Client	020999			
Date validation		Référence Client				
Immatriculation	4356ZR75	DUPOND 20, rue de la paix				
V.I.N.		Famille				
Type véhicule	J638	Code vendeur				
Kilométrage						
Estimation en cours d'élaboration						
<div style="border: 1px solid black; height: 20px;"></div>						
CT	Qté/Tps	Désignation	P. U. B. H.T. (EUR)	Remise %	P. U. H.T. (EUR)	Montant H.T. (EUR)
<div style="border: 1px solid black; height: 100px;"></div>						
	Codes	Taux de Taxe	prnt. Brut H.T. (EUR)	Montant H.T. (EUR)	Mont. Taxes (EUR)	Mont. T.T.C. (EUR)
<div style="border: 1px solid black; height: 20px;"></div>						
			Tot. Br. H.T. (EUR)	Total H.T. (EUR)	Total Taxes (EUR)	Total (EUR)
<div style="border: 1px solid black; height: 20px;"></div>						

Figure 2: Display of the estimate

In the estimate header, you will find the following fields:

- **The estimate no.:** this field shows the number of the estimate generated by the application.
  - **The Validation date:** the date on which the estimate was confirmed.
  - **The registration number:** registration number of the vehicle (can be entered in the identity form).
  - **The VIN:** VIN of the vehicle (can be entered in the identity form).
  - **The vehicle type:** not compulsory.
  - **The mileage:** entry compulsory when confirming the estimate.
  - **The customer account no.:** modifiable in the identity form.
  - **The customer reference:** not compulsory.
  - **The customer details:** can be entered in the identity form.
  - **The customer type:** this field allows you to choose a customer type from among those created in the Admin screen.
- In the Admin screen, for each customer group, it is possible to enter hourly rates or parts prices with special discounts.
- **The Sales code:** identity of the person confirming the estimate (only if passwords are used).
  - **Estimate message:** can be entered in the Admin screen.
  - **The document area:** allows the user to enter any additional information he regards as useful.

## Producing an estimate

In an estimate, you can show:

- lines of parts or products (**see the Current Part Numbers and Sundries sections**).
- lines of operation times (**see Operation times**).
- a Sundry Items line.
- a paint consumables line.
- a recycling line for countries having this requirement.

## Calculation options

At the bottom left of the estimate are a number of tickboxes allowing different calculations of the estimate.

- If you tick the **Net (excluding tax)** box, the application will perform the estimate calculation without including taxes.
- If you tick the **Without Sundry Items** box, the application will perform the estimate calculation without showing the amount for sundry items.
- If you tick the box **Without recycling**, the application will perform the estimate calculation without showing the amount for recycling parts.

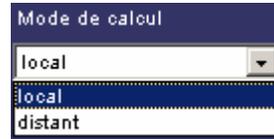
**Note:** in some countries, it is compulsory to perform the calculation without Sundry Items and without recycling. These two boxes will therefore already be ticked and cannot be changed.

## Calculate button

 This button enables the user to start calculating the estimate. It does not however confirm the estimate. The user can still enter or delete operation times and parts. After each modification, the result of the previous calculation disappears.

**Note:** when connected to the DMS, there are two modes of calculating an estimate

- Local mode
- Remote mode

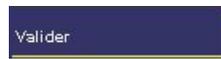


When you are in remote mode the DMS calculates the estimate itself.

## Print button

 This button allows the user to start printing the estimate. If the calculation has not been made, the application does it automatically before printing. At this stage, you can still change and reprint an estimate.

## Confirm button

 This button enables the user to confirm the estimate. If you have configured the use of a password on your terminal, you will be asked this in order to confirm the estimate.

Note: a confirmed estimate can no longer be changed.

## Enter a part no. button

 This button allows the user to enter a part number recognised by the estimate program without having to find it in the various sets of documentation. Click on the **Enter a part no.** button, the following dialogue box appears (figure 3).

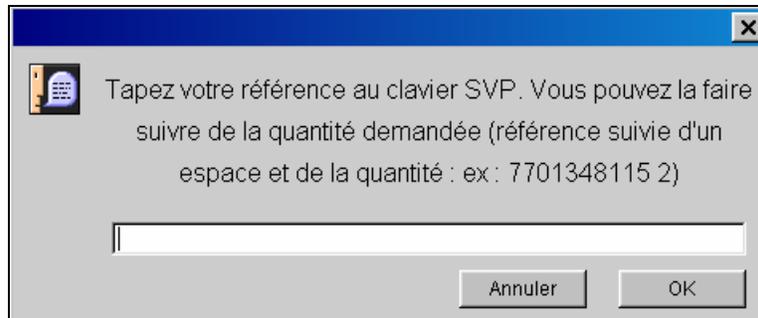


Figure 3: Enter the part number and the quantity

Enter a part number and the quantity and confirm.

### [Change the line button](#)



This button allows the user to change part lines and operation time lines entered into the estimate.

Click on the **Change line** button, the following window appears (figure 4).

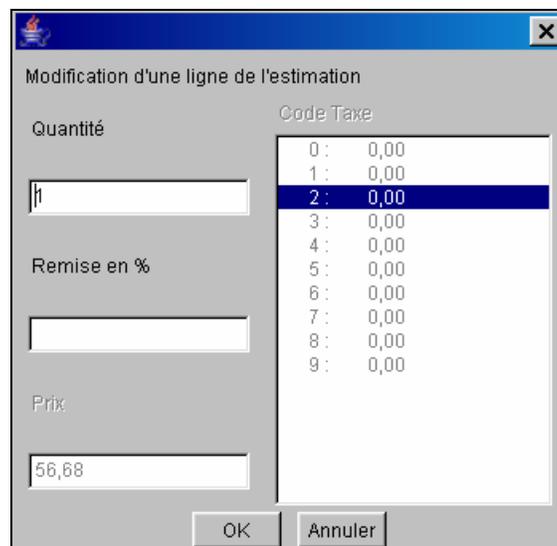


Figure 4: Change one line of the estimate

In general, all the information given by the user can be changed. But the information taken from the different sets of documentation cannot be changed.

**E.g.** coded operation times, price of parts included in the Prices file, etc.

### [Delete the line button](#)



This button allows the user to delete a line of his choice.

Select the estimate line to be deleted and click on the **Delete line** button, the following message appears (figure 5).

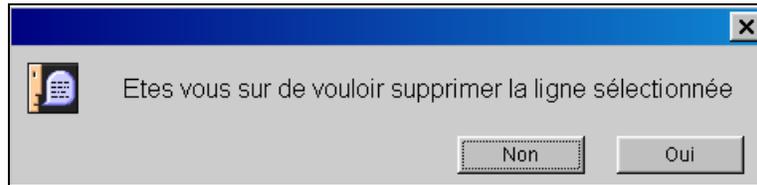


Figure 5: Deletion of a line

Confirm the deletion of the line.

### [Enter a coded TM button](#)

**Saisir un T.M. codifié** This button allows the user to enter a known TM code into the estimate, without having to search for it in the operation times catalogue. Click on the **Enter a coded TM** button, a dialogue box appears (figure 6).

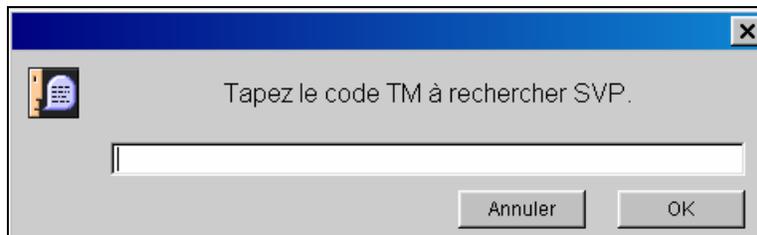


Figure 6: Entering the TM code

Enter the TM code, then confirm.

### [Enter uncoded TM button](#)

**Saisir un T.M. non codifié** This method only concerns countries using the technical nature as a criterion. This button gives access to a screen where the user can:

- Create labour operations not appearing in the RENAULT catalogue.
- Store these labour operations in order to use them later.

Click on the **Enter an uncoded TM** button, the uncoded labour operations documentation screen appears (figure 7).

Opération non définie au manuel «Temps de main d'oeuvre»

Code

Forfait  
 Mécanique  
 Carrosserie  
 Peinture

Technicité Normale  
 Haute Technicité  
 Très Haute Technicité

Libellé

Temps Prix H.T.

Titre (pour enregistrement)

Figure 7: Creation of an uncoded labour operation

### Creation of an uncoded labour operation

To create an uncoded labour operation, the user must specify certain criteria.

For operations defined by a time, the user must enter:

- the technical domain (**Mechanical, Bodywork or Paintwork**).
- the component (title changes depending on the technical domain).
- the technical nature for certain countries (**Low Technicality, Highly Technical, Very Highly Technical**).

For fixed price operations, the user selects:

- the Menu price option appearing at the same level as the technical data

Using these criteria, DIALOGYS automatically determines the operation number.

The user must then enter the operation title:

- Click in the **Title** field.
- Enter the title of the operation and confirm.

Then the time, or the amount for fixed price operations, must be entered:

- Click in the **time** field, a dialogue box appears (figure 8).

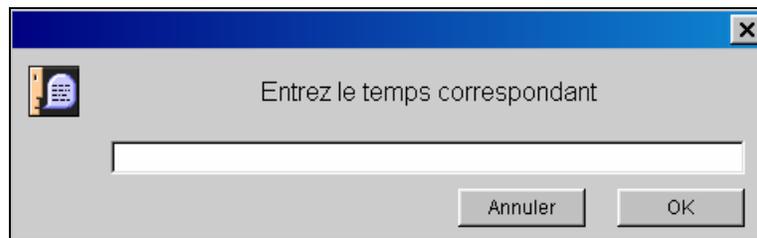


Figure 8: Entering the operation time

- Enter the operation time then confirm (**the unit of time is expressed in decimal format**, 1 hr 30 mins is expressed as 1.5).
- Click in the "**Net Price**" area (only for fixed price operations), a dialogue box appears (figure 9).

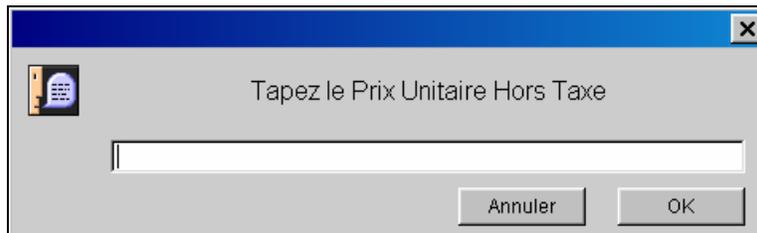


Figure 9: Entering the net price tax for fixed price operations

- Enter the net price (excluding tax) **for the fixed price operations**.

### Entering an uncoded labour operation into the estimate

After creating or selecting an uncoded labour operation, click on the **Add to estimate** button to insert this operation in the estimate.

After adding the operation to the estimate, the estimate remains on screen so that the user can store it. To do this, click in the **Title** field, fill in the field and click on the **Save** button.

To clear the operation from the screen, click on the **Clear** button.

## Recording a stored uncoded labour operation

For countries authorised to use the different technical nature rates

The buttons used to define the operation code can also be used to sort the list of operations to be displayed.

- For example, if the user wants to display a list of bodywork operations concerning panelwork components, he will use the buttons in the following way (figure 10).

4???

- Forfait
- Mécanique
- Carrosserie
- Peinture
- Technique Normale
- Haute Technique
- Très Haute Technique
- Tôlerie
- Mécanismes et accessoires
- Etanchéité
- Garnissage

Figure 10: To obtain a list of panelwork operations

Click on the **List of operations** Liste des opérations button, the **Uncoded TM selection** window is displayed (figure 11).

Dialogs then offers a list of all the stored **4XXX** operations (figure 11).

Code	Titre	Temps	Prix (EUR)
4777	Etanchéité plancher	2.0	
4888	Pose d'un toit ouvrant panoramique	4.0	
4999	Redressage aile avant droite	1.5	
4999	Remise en forme capot	1.0	

Buttons: OK, Supprimer, Aide, Annuler

Figure 11: List of stored panelwork operations

- If the user wants to display a list of Low Technicality bodywork operations, he uses the buttons in the following way (figure 12).

7999

Forfait  
 Mécanique  
 Carrosserie  
 Peinture

Technicité Normale  
 Haute Technicité  
 Très Haute Technicité

Tôlerie  
 Mécanismes et accessoires  
 Etanchéité  
 Garnissage

Figure 12: To obtain a list of Low Technicality bodywork operations

Click on the **List of operations** Liste des opérations button, the **Uncoded TM selection** window is displayed (figure 13).

Code	Titre	Temps	Prix (EUR)
4999	Redressage aile avant droite	1.5	
4999	Remise en forme capot	1.0	
5999	Réparation serrure du coffre	0.5	
6999	Etanchéité porte arrière gauche	1.0	
7999	Pose moquette	1.5	

OK    Supprimer    Aide    Annuler

Figure 13: List of Low Technicality bodywork operations

Dialogs then offers a list of all the stored **X999** operations (figure 13).

For countries not authorised to use the different technical nature rates

- For example, if the user wants to display a list of bodywork operations, he will use the buttons in the following way (figure 14).

Forfait  
 Mécanique  
 Carrosserie  
 Peinture  
 Tôlerie  
 Mécanismes et accessoires  
 Etanchéité  
 Garnissage

Figure 14: To obtain a list of bodywork operations

Click on the **List of operations** button, the **Uncoded TM selection** window is displayed (figure 15).

Dialogs then offers a list of all the stored **XXXX** operations (figure 15).

Code	Titre	Temps	Prix (EUR)
4777	Etanchéité plancher	2.0	
4888	Pose d'un toit ouvrant panoramique	4.0	
4999	Redressage aile avant droite	1.5	
4999	Remise en forme capot	1.0	
5999	Réparation serrure du coffre	0.5	
6999	Etanchéité porte arrière gauche	1.0	
7999	Pose moquette	1.5	

Buttons: OK, Supprimer, Aide, Annuler

Figure 15: List of bodywork operations

- If the user wants to display a list of bodywork operations concerning panelwork components, he will use the buttons in the following way (figure 16).

Forfait  
 Mécanique  
 Carrosserie  
 Peinture  
 Tôlerie  
 Mécanismes et accessoires  
 Etanchéité  
 Garnissage

Figure 16: To obtain a list of panelwork operations

Click on the **List of operations** button, the **Uncoded TM selection** window is displayed (figure 17).

Code	Titre	Temps	Prix (EUR)
4777	Etanchéité plancher	2.0	
4888	Pose d'un toit ouvrant panoramique	4.0	
4999	Redressage aile avant droite	1.5	
4999	Remise en forme capot	1.0	

Buttons: OK, Supprimer, Aide, Annuler

Figure 17: List of panelwork operations

Dialogys then offers a list of all the stored **4XXX** operations (figure 17).

- Once you have chosen the search domain (mechanical, bodywork, etc.), select the operation of interest from the list and confirm. This will be displayed on screen (figure 18) and you can add it to your estimate.

Libellé

Etanchéité porte arrière gauche

Temps: 1.0      Prix H.T.:

Titre (pour enregistrement)

Etanchéité porte arrière gauche

Figure 18: Displaying the chosen operation

### Changing a stored uncoded labour operation

- When saving an operation, Dialogys assigns it a unique key. This key contains the operation code and title (0999, 4888, etc.).

- To modify a stored operation, simply recall it, make the changes and click on the **Save changes** button.

- If the key has not been changed, Dialogys suggests replacing the old operation with the one you want to save.

- If the key has been changed, Dialogys saves the new operation. If the user does not wish to keep the old operation, he must delete it.

### Deletion of a stored uncoded labour operation

In the Uncoded TM selection window, click on the **Delete** button.

### **Clearing an operation**

In the **Operation not specified in the manual** window, click on the **Clear** button.

Note: only 200 uncoded operations can be stored.

### **Add all to service coupon button**

This button allows the user to add the parts and products in the estimate to a service coupon.

Click on the **Add all to service coupon** button at the bottom left of the estimate.

Where the customer agrees to have a vehicle repaired according to the estimate, this order avoids the need to re-enter the parts.

## Result of the estimate calculation

After calculation, Dialogys presents the estimate in three sections separated by a subtotal (figure 19).

The first section contains all the parts, the second section contains the fixed price or other labour, and the third part contains sundries.

In this third section, the user will find:

- products inserted by the estimate
- a line for sundry items
- a line for paint consumables

Important: it is important that in the estimate products are distinguished from parts. In fact, in certain countries, the amount for products must not be included when calculating sundry items.

At the bottom of the estimate, the user will find the amounts according to the tax rate:

- the gross amount excluding tax
- the net amount excluding tax
- the amount of tax
- the amount including tax

These four amounts are also given by Dialogys for the total of the estimate.

N° d'estimation	2	N° Compte Client	020999																																																																																				
Date validation		Référence Client																																																																																					
Immatriculation	4356ZR75	DUPOND 20, rue de la paix																																																																																					
V.I.N.		Type véhicule	J638																																																																																				
Type véhicule	J638	Famille																																																																																					
Kilométrage		Code vendeur																																																																																					
Estimation en cours d'élaboration																																																																																							
<table border="1"> <thead> <tr> <th>CT</th> <th>Qté/Tps</th> <th>Désignation</th> <th>P. U. B. H.T. (EUR)</th> <th>Remise %</th> <th>P. U. H.T. (EUR)</th> <th>Montant H.T. (EUR)</th> </tr> </thead> <tbody> <tr> <td>2</td> <td>1</td> <td>77 01 204 282 - COLL DISQUE FREIN</td> <td>59,00</td> <td></td> <td>59,00</td> <td>59,00</td> </tr> <tr> <td>2</td> <td>1</td> <td>77 11 130 071 - PLAQUET.FREIN SA</td> <td>40,00</td> <td></td> <td>40,00</td> <td>40,00</td> </tr> <tr> <td>2</td> <td>1</td> <td>77 01 201 806 - NECESSAIRE ETRIER</td> <td>22,81</td> <td></td> <td>22,81</td> <td>22,81</td> </tr> <tr> <td>2</td> <td>1</td> <td>77 00 839 378 - AMORTISSEUR AVANT</td> <td>55,00</td> <td></td> <td>55,00</td> <td>55,00</td> </tr> <tr> <td>2</td> <td>1</td> <td>77 05 190 511 - AXE M12X175-80</td> <td>1,10</td> <td></td> <td>1,10</td> <td>1,10</td> </tr> <tr> <td>2</td> <td>1</td> <td>77 03 034 115 - ECRou FIH M12 175</td> <td>2,30</td> <td></td> <td>2,30</td> <td>2,30</td> </tr> <tr> <td colspan="3">Sous-Total Pièce : 180,21</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>0</td> <td>0,8</td> <td>3043 *06 REEMPL DES PLAQUETTES FREIN AVANT</td> <td>45,00</td> <td></td> <td>45,00</td> <td>36,00</td> </tr> <tr> <td>0</td> <td>1,8</td> <td>3032 *06 DEP REPOSE 1 AMORTISSEUR AVANT</td> <td>45,00</td> <td></td> <td>45,00</td> <td>81,00</td> </tr> <tr> <td>0</td> <td>0,4</td> <td>3270 06 GRAISSAGE PISTONS ETRIERS</td> <td>45,00</td> <td></td> <td>45,00</td> <td>18,00</td> </tr> <tr> <td colspan="3">Sous-Total Main d'oeuvre : 135,00</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>				CT	Qté/Tps	Désignation	P. U. B. H.T. (EUR)	Remise %	P. U. H.T. (EUR)	Montant H.T. (EUR)	2	1	77 01 204 282 - COLL DISQUE FREIN	59,00		59,00	59,00	2	1	77 11 130 071 - PLAQUET.FREIN SA	40,00		40,00	40,00	2	1	77 01 201 806 - NECESSAIRE ETRIER	22,81		22,81	22,81	2	1	77 00 839 378 - AMORTISSEUR AVANT	55,00		55,00	55,00	2	1	77 05 190 511 - AXE M12X175-80	1,10		1,10	1,10	2	1	77 03 034 115 - ECRou FIH M12 175	2,30		2,30	2,30	Sous-Total Pièce : 180,21							0	0,8	3043 *06 REEMPL DES PLAQUETTES FREIN AVANT	45,00		45,00	36,00	0	1,8	3032 *06 DEP REPOSE 1 AMORTISSEUR AVANT	45,00		45,00	81,00	0	0,4	3270 06 GRAISSAGE PISTONS ETRIERS	45,00		45,00	18,00	Sous-Total Main d'oeuvre : 135,00						
CT	Qté/Tps	Désignation	P. U. B. H.T. (EUR)	Remise %	P. U. H.T. (EUR)	Montant H.T. (EUR)																																																																																	
2	1	77 01 204 282 - COLL DISQUE FREIN	59,00		59,00	59,00																																																																																	
2	1	77 11 130 071 - PLAQUET.FREIN SA	40,00		40,00	40,00																																																																																	
2	1	77 01 201 806 - NECESSAIRE ETRIER	22,81		22,81	22,81																																																																																	
2	1	77 00 839 378 - AMORTISSEUR AVANT	55,00		55,00	55,00																																																																																	
2	1	77 05 190 511 - AXE M12X175-80	1,10		1,10	1,10																																																																																	
2	1	77 03 034 115 - ECRou FIH M12 175	2,30		2,30	2,30																																																																																	
Sous-Total Pièce : 180,21																																																																																							
0	0,8	3043 *06 REEMPL DES PLAQUETTES FREIN AVANT	45,00		45,00	36,00																																																																																	
0	1,8	3032 *06 DEP REPOSE 1 AMORTISSEUR AVANT	45,00		45,00	81,00																																																																																	
0	0,4	3270 06 GRAISSAGE PISTONS ETRIERS	45,00		45,00	18,00																																																																																	
Sous-Total Main d'oeuvre : 135,00																																																																																							
Codes		Taux de Taxe	Int. Brut H.T. (EUR)	Montant H.T. (EUR)	Mont. Taxes (EUR)	Mont. T.T.C. (EUR)																																																																																	
0	20,60		135,00	135,00	27,81	162,81																																																																																	
2	0,00		180,21	180,21	0,00	180,21																																																																																	
			Tot. Br. H.T. (EUR)	Total H.T. (EUR)	Total Taxes (EUR)	Total (EUR)																																																																																	
			315,21	315,21	27,81	343,02																																																																																	

Figure 19: Example of an estimate



**RENAULT**

# The Service coupon

## USING THE SERVICE COUPON

### Service coupon selection

The **Service coupon** BS N°2<->43562R75 button on the left side of the screen allows you to select a service coupon already created (or to create a new service coupon, see following section).

If the field next to the button is empty, no service coupon has been selected. Otherwise, the field contains the reference number of the selected service coupon.

To select a service coupon, click on this field. The **Service coupon selection** window appears (figure 1).

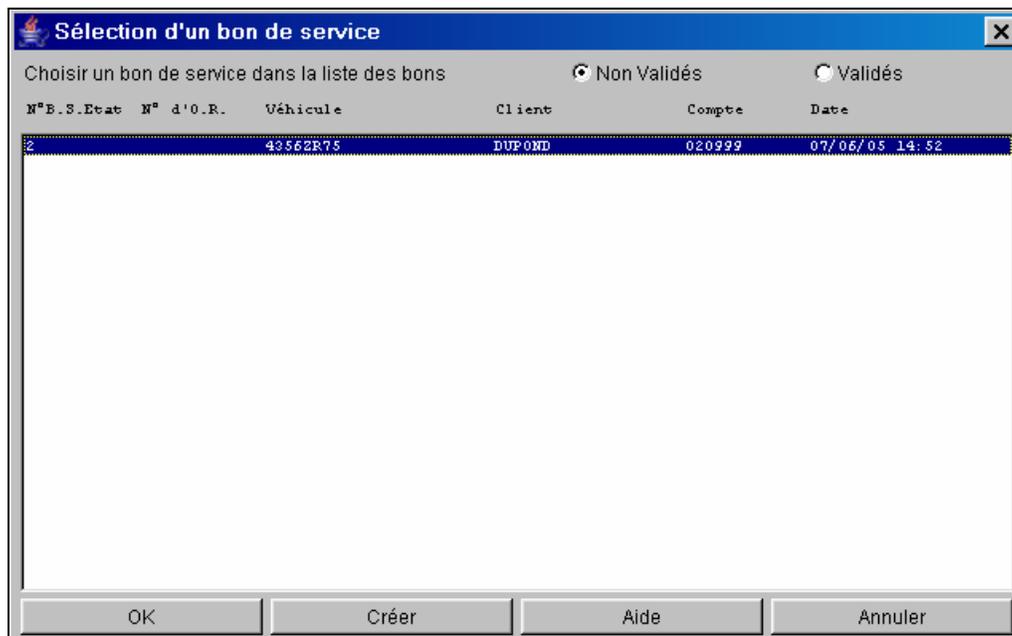


Figure 1: Choosing a service coupon from the list

In this window, you obtain a list of the coupons already created for the vehicle/customer file entered in the identity form.

By default you obtain a list of coupons which are not approved  Non Validés

To obtain a list of approved coupons, click on the **Approved** button  Validés  
These coupons can only be used for consultation purposes (cannot be amended).

For each coupon in the list, the following information is given:

**Service coupon No.:** service coupon number generated by the application.

**Status:** if there is an asterisk (\*) in the column, the coupon has been confirmed.

**RO No.:** Repair Order number or invoice number (**if entered in the service coupon**).

**Vehicle:** registration number of the vehicle (**if entered in the identity form**).

**Customer:** name of the customer (**if entered in the identity form**).

**Account:** customer account number (**if entered in the identity form**).

**Date:** date and time of creation of the service coupon.

The **service coupon** button field allows the status of the service coupon to be indicated:

- a diamond between the service coupon number and the registration number of the vehicle indicates that the coupon has not been confirmed.

- an asterisk \* between the service coupon number and the registration number of the vehicle indicates that the coupon has been confirmed.

## Creation of a service coupon

To create a new service coupon for the current file, click on the Create button at the bottom of the service coupon selection window (see figure 1).

The new service coupon is automatically selected.

## Displaying a service coupon

Click on the Service coupon button to display the selected service coupon (figure 2).

Immatriculation	4356ZR75	Utilisateur	
N° OR		Equipe	
Numéro du Bon	2	N° Compte Client	020999
Réf Client		DUPOND 20, rue de la paix	
N° de Commande			
Zone documentaire			

\* Conditions des écarts : 0 : PVI 1 : Urgence 1 2 : Urgence 2 - : Vente Manquée

Casier	Référence	Désignation	Qt dem	*	Imputation	N° ligne	P. U. B. H. T. (EUR)	Repère Com.
	77 01 060 597	BOITIER PAP MULT	1			1	239,56	
	77 01 204 282	COLL DISQUE FREIN	1			2	59,00	
	77 11 130 071	PLAQUET.FREIN SA	1			3	40,00	
	77 01 201 806	NECESSAIRE ETRIER	1			4	22,81	
	77 00 839 378	AMORTISSEUR AVANT	1			5	55,00	
	77 05 190 511	AXE M12X175-60	1			6	1,10	
	77 03 034 115	ECROU FIH M12 175	1			7	2,30	

Figure 2: Display of the service coupon

**Registration number:** this field displays the registration number of the vehicle (if entered on the Identity Form).

**Repair Order no.:** a dialogue box appears when you click in this field. Enter the Repair Order number or invoice number and confirm (figure 3).

Figure 3: Enter the number of the document

**Coupon number:** this field indicates the number of the service coupon generated by the application.

**Customer ref:** a dialogue box appears when you click in this field. Enter or change the reference and confirm (figure 4).

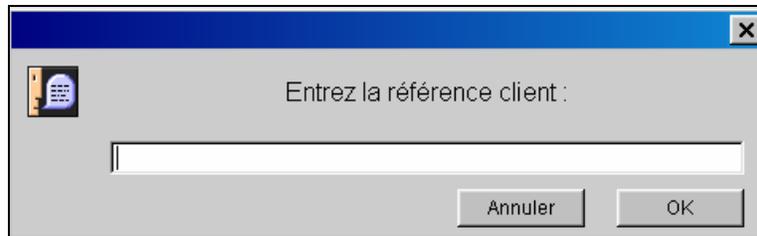


Figure 4: Comment of your choice

**Order no.:** a dialogue box appears when you click in this field. Enter or change the order number and confirm (figure 5).

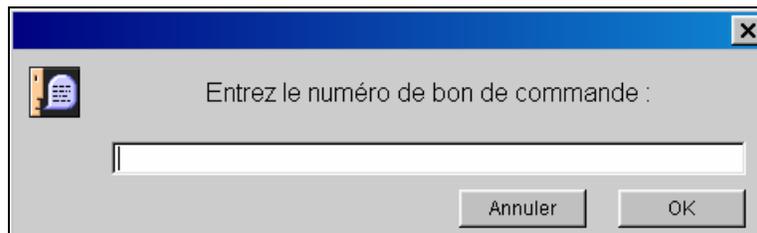


Figure 5: Enter the order form number

**Document area:** click in the text field. Enter a free text comment to appear on the service coupon and confirm.

**Non-availability status:** an asterisk in this field indicates the degree of urgency.

- 0: PVI (Vehicle Off Road)
- 1: Urgency 1 (delivery of the part within 24 h)
- 2: Urgency 2 (delivery of the part within two weeks)

**User:** this field shows the identity of the person confirming the service coupon if the use of passwords has been selected in the Admin screen.

**Team:** click in the text field. A dialogue box appears. Enter the team letter and confirm (figure 6).

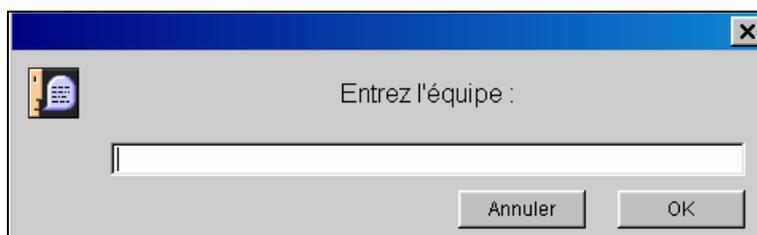


Figure 6: Enter the team code or the number of the Technical Engineer

**Customer account no.:** this field displays the customer account number taken from the identity form. It cannot be modified on the service coupon.

**Customer field:** this field displays the details of the customer taken from the identity form. They cannot be modified on the service coupon.

**Bin:** field not used in the stand-alone version. **(Used exclusively by dealerships having a version linked in real time to the management system).**

**Part number:** number of the part.

**Description:** name of the part.

**Quantity ordered:** quantity of the part ordered.

**Charge to:** this field allows entry of a Charge to code (E.g.: **P=Cash, R=Guarantee, etc.**).

**Line no.:** number of the line in the service coupon.

**UP excl. tax:** the unit price of the part excluding tax.

**Order reference:** allows you to enter an identifier to track the parts order.

If the user has not filled in this field, the application uses it if necessary to display the number of the order form to which the part has been added.

Once you are in the service coupon window, you can enter part numbers in order to add them to the coupon.

To do this, click on the **Enter a part no.** button on the left , and a dialogue box appears (Figure 7).

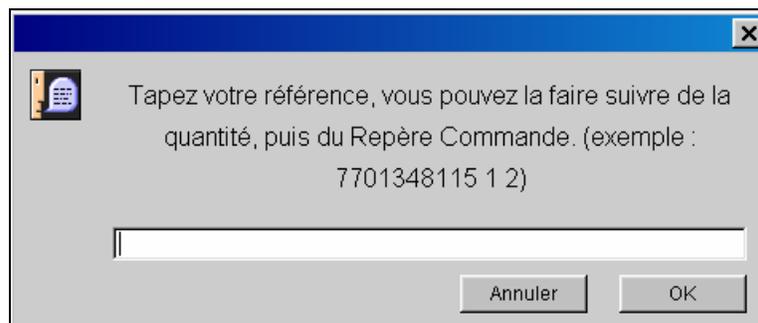


Figure 7: Enter the part number and the quantity

Enter the part number and confirm. Dialogys then displays the Parts window in which you can adjust the quantity and add the part to the document.

If you have several part numbers and you want to skip the stage of displaying the Parts window, you can enter the desired quantity after the part number together with the order reference. Dialogys then adds the part directly to the service coupon and returns you to the blank window to make a new entry.

As soon as you have entered the parts in the service coupon, you can:

## Change lines

Select the parts line(s) to be changed, click on the **Change the line** button **Modifier Ligne**, the following window appears (figure 8).

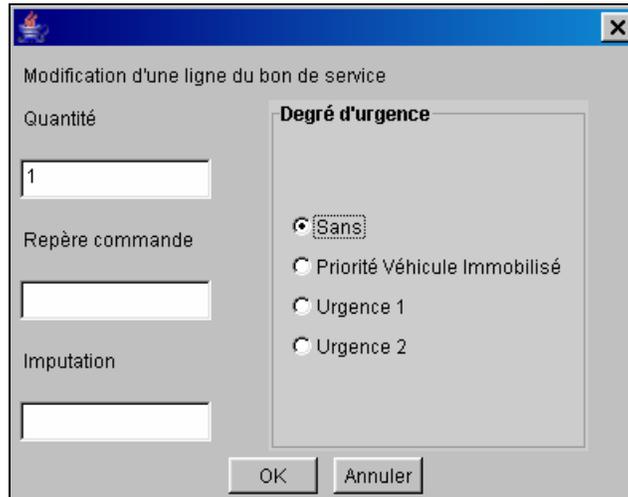


Figure 8: Change a line in a service coupon

Enter the change(s) and confirm

## Delete lines

Select the line(s) to be deleted and click on the **Delete line** button **Supprimer Ligne**. A confirmation request appears. Confirm the lines to be deleted.

## Confirming the service coupon

When you have added the parts you want, you can confirm the service coupon. Click on the **Confirm** button **Valider**.

**A confirmed service coupon cannot be modified and is stored for the period you have set in the Admin screen (see Admin Screen section).**

You can sort the part lines into ascending order by clicking on the following fields: **Part numbers**, **Degree of urgency** and **Order references**.

When you are in the service coupon, you can create an order form. To do this, click on the **Order form** **Bon de commande** button to select **(See Order form section)**.

Select one or more lines of the service coupon and add them to the order form by clicking on the **Add lines** **Verser les lignes** field **(see Order form section)**.

Click on the **Go to order form** button [Aller au bon de Comma...](#) in order to access it more quickly.

## Printing the service coupon

Click on the **Print** button [Imprimer](#).

A window appears (figure 9).

**BON DE SERVICE: Document en cours d'élaboration**

RENAULT

Immatriculation: 4356ZR75

N° OR:

Numéro du Bon: 2

N° de Commande:

Utilisateur:

Equipe:

N° Compte Client: 020999

,DUFOND  
20, rue de la paix

Zone document...:

Casier	Référence	Désignation	Qté Dem.	* Imputat.	N° Ligne	P. U. E. H. T. EUR	Repère Comman.
	7701060597	BOITIER PAP MULT	1		1	239,56	
	7701204282	COLL DISQUE FREIN	1		2	59,00	
	7711130071	PLAQUET.FREIN S&	1		3	40,00	
	7701201806	MECESSAIRE ETRIER	1		4	22,81	
	7700839378	SMORTISSEUR AVANT	1		5	55,00	
	7705190511	AXE M12X175-60	1		6	1,10	
	7703034115	ECROU FIN M12 175	1		7	2,30	

Annuler

Imprimer

Suivante

Précédente

Figure 9: Summary window

Even if the coupon has not been confirmed you can still print it. A message is displayed at the top of each page of the coupon:

**Message:** DOCUMENT BEING PREPARED.

You can print a copy of the confirmed order form.

## Current orders

On the identity form there is a **Current orders** button which allows users to display a list of all open service coupons which have not been approved.

**Example:** to reuse a previously opened service coupon:

- Click on the **Current orders** field on the Identity screen. A list of unapproved service coupons for the customer/vehicle file appears (figure 10).



Figure 10: List of service coupons not approved

- Select a service coupon and confirm. The corresponding customer is then entered into the identity form.

- Click on the **Service coupon** button to display the current service coupon you have selected.

**An unconfirmed service coupon which contains at least one part will be retained for the period you have set in the Admin screen.**

**An unconfirmed service coupon containing no parts will be deleted overnight.**



**RENAULT**

# The Order form

## USING AN ORDER FORM

To be able to use the **Order form** functionality, you must carry out the following operations, as a one-off operation, after installing DIALOGYS.

**Creation of a customer corresponding to your dealership in the identity form (Figure 1).**

DOSSIER CLIENT
Nom : AFFAIRE
Prénom : AUTOMOBILE
N° Compte : 12342
Adresse : 58, rue St Jacques
N° téléphone : 0123456789
N° fax : 0123456798
E-mail :

Figure 1: Entering the name and account number of your dealership

To do this, you must enter the account number of your dealership in the identity form corresponding to your dealership.

This account number must be the same as the one you have entered in the Admin screen, in the dealership account number field.

**These operations are essential to allow order forms to be created and are only performed once, when Dialogys is being installed.**

## Creation and documentation of an order form

- From a "Service coupon" created for one of your customers (see Service coupon), select one or more parts lines which you want to add to the order form (Figure 2).

\* Conditions des écarts : 0 : PVI 1 : Urgence 1 2 : Urgence 2 - : Vente Manquée

Casier	Référence	Désignation	Qt dem	*	Imputation	N° ligne	P.U.B. H.T. (EUR)	Repère Com.
	77 01 060 597	BOITIER PAP MULT	1			1	239,56	
	77 01 204 282	COLL DISQUE FREIN	1			2	59,00	
	77 11 130 071	PLAQUET.FREIN SA	1			3	40,00	
	77 01 201 806	NECESSAIRE ETRIER	1			4	22,81	
	77 00 839 378	AMORTISSEUR AVANT	1			5	55,00	
	77 05 190 511	AXE M12X175-60	1			6	1,10	
	77 03 034 115	ECROU FIH M12 175	1			7	2,30	

Figure 2: Selection of lines to add to the order form

- Click on the **Order form** field **Bon de commande** to create or select an order form.
- The order form selection window appears (figure 3).

Figure 3: Creating or selecting an order form

- If you using an existing order form, select it from the displayed list and confirm. The order form number appears in the **Order form** field.
- To create a new order form, click on the "Create" button. The new order form number appears in the **Coupon number** field.
- To add the selected part lines to the order form, click on the **Add the lines** **Verser les lignes** button in the service coupon window.

**Note:** - the part lines you wish to add to the order form can be selected on the service coupon before or after creation of the order form.

- In the **Order reference** field of the service coupon, the lines added to the order form have a number preceded by an arrow (E.g.: →3). This number is the number of the order form. The arrow in this direction means that the part has been added (figure 4).

Casier	Référence	Désignation	Qt dem	*	Imputation	N° ligne	P.U.B. H.T. (EUR)	Repère Com.
	77 01 204 282	COLL DISQUE FREIN	1			1	59,00	--> 3
	77 11 130 071	PLAQUET.FREIN SA	1			2	40,00	--> 3
	77 01 201 806	NECESSAIRE ETRIER	1			3	22,81	--> 3
	77 00 839 378	AMORTISSEUR AVANT	1			4	55,00	
	77 05 190 511	AXE M12X175-60	1			5	1,10	
	77 03 034 115	ECROU FIH M12 175	1			6	2,30	

Figure 4: Service coupon

- If you have entered anything in the **Order reference** field before adding the line, this information will be retained.

- Click on the **Go to order form** field Aller au bon de Comma....

- In the **Order reference** field of the order form, lines added from a service coupon have a number preceded by an arrow (E.g.: ←2). This number is the number of the service coupon. The arrow in this direction means that the part comes from it (figure 5).

Casier	Référence	Désignation	Qt dem	*	Imputation	N° ligne	P.U.B. H.T. (EUR)	Repère Com.
	77 01 060 597	BOITIER PAP MULT	1			1	239,56	<-- 2
	77 01 204 282	COLL DISQUE FREIN	1			2	59,00	<-- 2
	77 11 130 071	PLAQUET.FREIN SA	1			3	40,00	<-- 2

Figure 5: The order form

- If you have entered anything in the **Order reference** field before adding the line, this information will be retained.

**An order form which does not contain any parts is deleted the next day.**

- Only the **Back to coupon** button is specific to the order form. If you have been brought to the order form when previously in a service coupon, this button allow you to return to it

Revenir sur le bon de s...

## Printing the order form

Click on the "Print" button .

A window appears (figure 6).

**BON DE SERVICE: Document en cours d'élaboration**



Immatriculation

N° OR

Numéro du Bon

Réf Client

N° de Commande

Utilisateur

Equipe

N° Compte Client

AUTOMOBILE, AFFAIRE  
58, rue St Jacques

Zone document...

Casier	Référence	Désignation	Qté Dem.	*	Imputat.	N° Ligne	P. U. B. H. T. EUR	Repère Comman.
	7701060597	BOITIER P&P MULT	1			1	239,56	<-- 2
	7701204282	COLL DISQUE FREIN	1			2	59,00	<-- 2
	7711130071	PLAQUET.FREIN SA	1			3	40,00	<-- 2

Annuler  
Imprimer  
Suivante  
Précédente

Figure 6: Summary window

Even if the coupon has not been confirmed you can still print it. A message is displayed at the top of each page of the coupon:

**Message:** DOCUMENT BEING PREPARED.

You can print a copy of the confirmed order form.



**RENAULT**

# Current Part Numbers

## USING THE CURRENT PARTS MENU

### The Current Part Numbers window

On the Dialogys toolbar, click on the Ref. Courantes button, the **Current Part Numbers** window appears (figure 1).



Figure 1: The "Current Part Numbers" window

Management of the Current Part Numbers list is performed using the buttons and icons found in this window.

## Adding a part number

- Click on the **Add** button in the Current Part Numbers window. A dialogue box appears (figure 2).



Figure 2: Enter the part name and number

- Enter the part name and number and confirm. The part is stored in the list of Current Part Numbers.

## Changing a part number

- In the Current Part Numbers list, click on the lines to be changed, then click on the **Change** button. A dialogue box appears (figure 3).



Figure 3: Changing a part number

- Change the lines of your choice and confirm.

## Deleting a part number

- In the Current Part Numbers list, click on the lines to be deleted, then click on the **Delete** button. A dialogue box appears (figure 4).

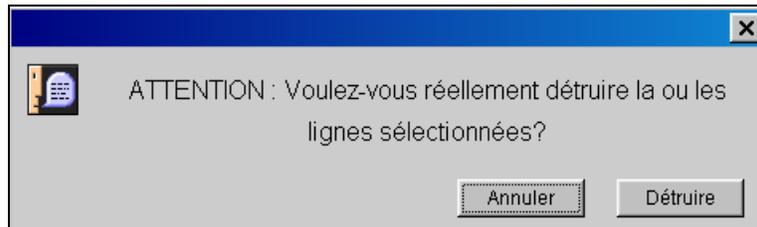


Figure 4: Deleting a part number

- Confirm deletion of the line(s) by clicking on **Delete** .

## Locating a part number

- Key in or select from the list the current part number for which you need to know the conditions of use and click on the **Locate...** button.

Dialysis then displays a list of models in respect of which the part number appears in the Spare Parts documentation (figure 5).

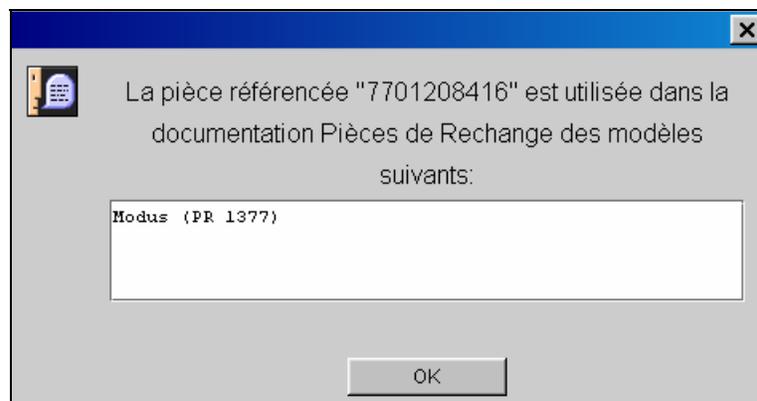


Figure 5: Part occurrence list

- Click on **OK** when you have noted it.

This functionality only includes models contained on the Discontinued Ranges CD-ROM.

## Querying a part number

From the list of Current Part Numbers select the line to be queried click on **Query** (see figure 1), the information form for the chosen part number appears (figure 6).

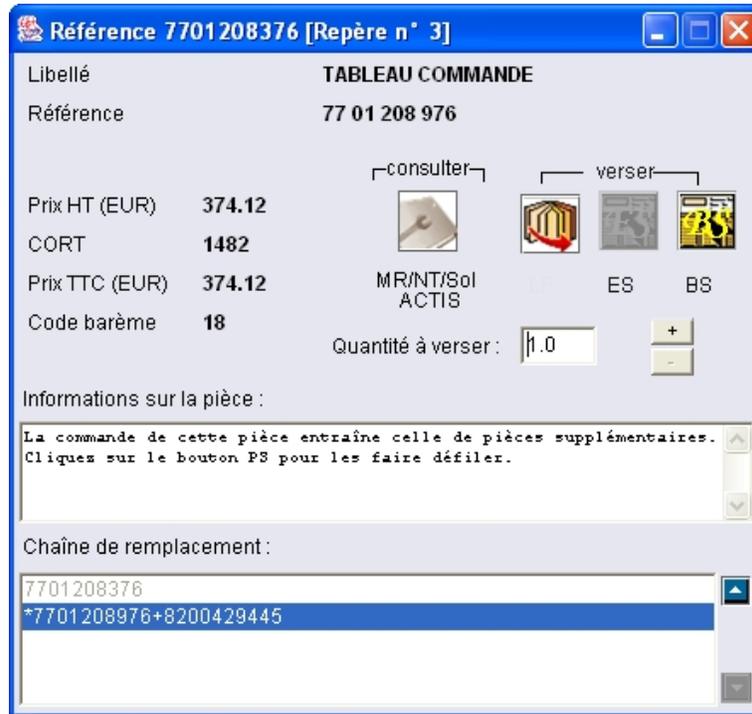


Figure 6: Part information window

You can enter the part number directly into the keyboard if you know it (**Keyboard reference** field). Click on the **Query** button and the part information window for the part number entered will appear.

## Adding part numbers to a document

To add part numbers directly to a service coupon or estimate without going through the part information window, select the line(s) to be added from the Current Part Numbers window:

- To select a part number, click on the corresponding line.
- To select several lines, keep the **Shift** [for MACs] or **Control** [for PCs] key depressed while clicking on the chosen part numbers.

You can then adjust the quantity by clicking on the arrows. If you have selected several part numbers, the quantity ordered will be identical.

Quantité à verser :  +  
-



BS



ES

Click on the **Service coupon** or **Estimate** button to add the lines to either one of these documents.

## Sorting the list of Current Part Numbers

You can perform a sort of the parts in the **Current Part Numbers** window according to two criteria: the part number and the title.

**Important:** the maximum number of Current Part Numbers is 500.



**RENAULT**

# Sundries

## INTRODUCTION

Users can use the following groups:



: a **Miscellaneous lubricants and fluids** group



: a **Tyres** group



: a **Batteries** group



: a **Paint consumables** group



: an **Accessories** group



: a **Miscellaneous** group (nuts and bolts, pins, etc.)



: a **Servicing** group

The **Servicing** group is more specific, allowing the user to define and store parts and products necessary for the periodic servicing performed on vehicles.

## OPERATION OF THE SUNDRIES WINDOW

Click on the Sundries button in the Dialogys toolbar. The following window appears (figure 1).

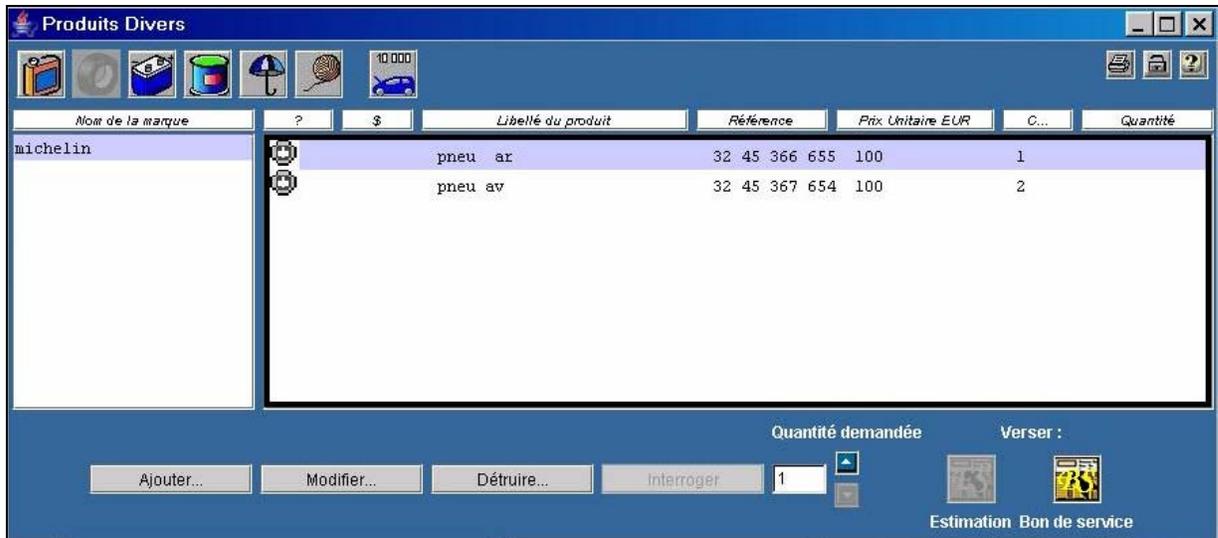


Figure 1: Entering sundries

Management of sundries information is performed using the buttons and icons found in this window.

## Creating a marque

- First select the group. To do this, click on the group of your choice (oil, tyres, etc.). Then click on the **Marques** panel (left-hand column in the "Sundries" window). This panel is bordered by a thick frame.
- Click on the **Add** button, a dialogue box appears (figure 2).



Figure 2: Entering the marque

- Enter the marque (Michelin, Elf, etc.) and confirm. Your selection will be included in the list of marques (left-hand column in the Sundries window).

## Change a marque

Select a product group, then the marque. Click on the **Change...** button (see figure 1). A dialogue box identical to that in Figure 2 appears. Change the marque and confirm.

## Deleting a marque

- Select a group, then the marque to be deleted in the **Sundries** window. Click on the **Delete...** button. A dialogue box appears (figure 3).

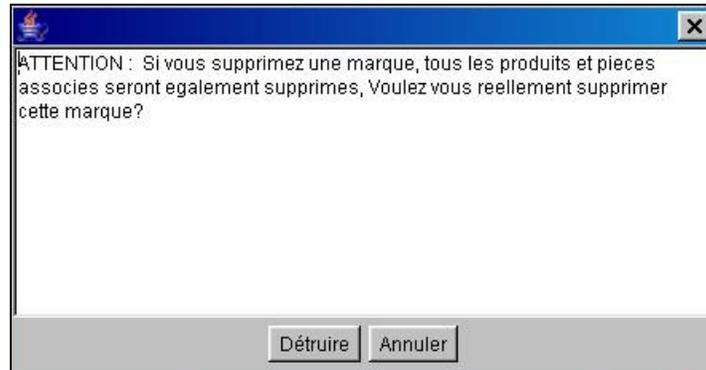


Figure 3: Deleting a marque

- Confirm by clicking on the **Delete** button

**IMPORTANT:** deletion of the marque will also delete the corresponding part lines.

## Add a part or product line

- Select a marque, then click on the product panel (panel on the right of the Sundries window) to select it. This panel is surrounded by a thick border (figure 4).

?	\$	Libellé du produit	Référence	Prix Unitaire EUR	C...	Quantité
		pneu ar	32 45 366 655	100		1
		pneu av	32 45 367 654	100		2

Figure 4: Selecting the product panel by clicking on it

- Then click on the **Add** button. A dialogue box appears (figure 5).

C.T.	
0	20.6
1	20.6
2	0.0
3	0.0
4	0.0
5	0.0
6	0.0
7	0.0
8	0.0
9	0.0

Figure 5: Entering the part information

Some information must now be entered by the user.

### Choosing a part or a product

In this dialogue box, you define whether the item you want to add is a part or a product. This allows a correct breakdown of these two items to be made in the estimate (see **Estimate section**). By default, the product option is selected.



The distinction between product and part having been made by the user, only one field is now needed to enter the part or product ID: the **Part number** field.

In the **Sundries** window, a special icon for each item allows the parts and products to be identified.

-  For parts
-  For products

### Presence in the Prices file

The user is asked to specify whether the part or product is included in the Prices file (**By default, the item is stated to be included**).

Parts and products declared to be included are identified in the **Sundries** window by the following icon:



If the part or product is included in the Prices file, Dialogys query the file to find the price and the tax code. In this case, and the user need only enter information in the following fields:

- Name
- Part number

If the part or product is declared unknown in the Prices file, the user must enter:

- Name
- Part number
- Unit price
- Tax code

### Entering the name

- In this field, the user enters his own title, allowing him to quickly identify the part or product.
- If the part or product has a name which differs from that in the Prices file, it is the latter which will appear in the part orders or estimates.

### Entering the part number

The part number may be a Renault part number or that of another supplier. It may be alphanumeric but has a maximum length of ten characters.

### Entering the tax code

Dialogys offers the user list of the tax codes entered in the Admin screen. From this list, the user must select the one he wishes to apply to his part or product (not recognised by the parts file).

### Entering the quantity

The quantity can only be entered in the case of parts or products belonging to the **Servicing** group.

**Important: the list of parts and products cannot contain more than 400 lines.**

## Change a part or product line

- Select the group, then the marque. From the list of parts and products, select the line to be changed, then click on the **Change...** button (**see figure 1**).
- A dialogue box appears. Change the line(s) of your choice and confirm.

## Deleting a part or product line

- Select the part line(s) to be deleted. Click on the **Delete** button, a dialogue box appears (figure 6).

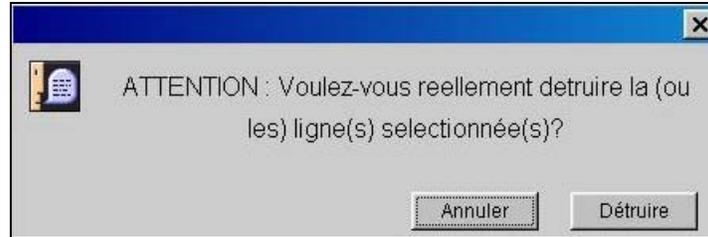


Figure 6: Deleting a part line

- Confirm by clicking on the **Delete** button.

## Querying a part or product line not recognised by the Prices file

In the **Sundries** window, selects the part or product line(s) of your choice. Click on the **Query** button (see figure 1). The corresponding **Part information** forms will appear (figure 7).



Figure 7: Part information

Only parts or products stated to be included in the Prices file can be consulted.

## Adding parts or products to a document

In the **Sundries** window, select the product or part line(s) to be added to a document (figure 8).

The user can select several lines simultaneously in the **Sundries** window. To select several lines, simply click while holding the "Shift" or "Control" key down (for MAC or PC respectively).

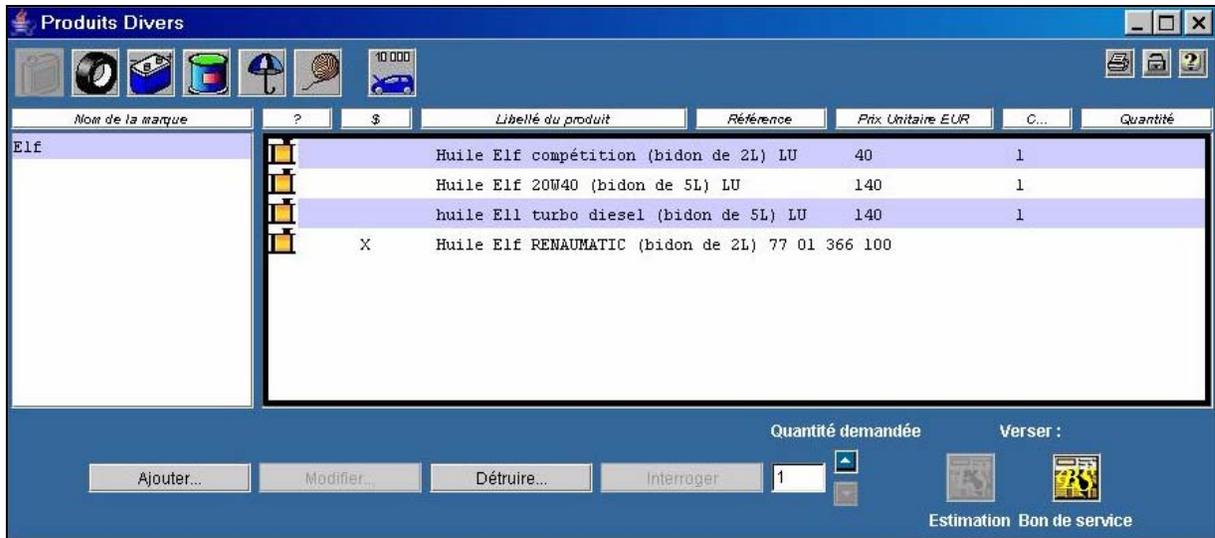


Figure 8: Sundries

To add the line(s) to a document, click on the **Estimate** or **Service coupon** button as required.

## SPECIAL FEATURES OF THE SERVICING GROUP

The Servicing icon  is located in the top right of the **Sundries** window.

The **Servicing** group has two special features:

### Entry of a quantity for each part or product line

This group is the only one which allows a quantity to be assigned to a part or product when it is being defined (figure 9).

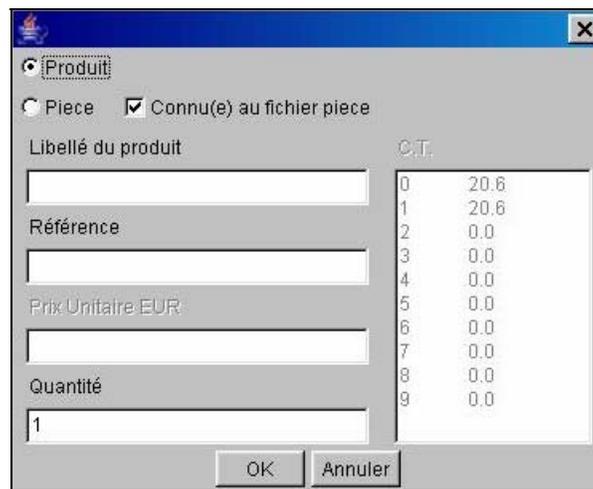


Figure 9: Adding a part number with the quantity

Thus, for each service, you can insert the quantity used with the part number. The quantities are displayed in the right-hand column.

## Selection of a service

When the user selects a service in the left-hand zone of the **Sundries** window, a list of the parts and products it contains is displayed (figure 10).

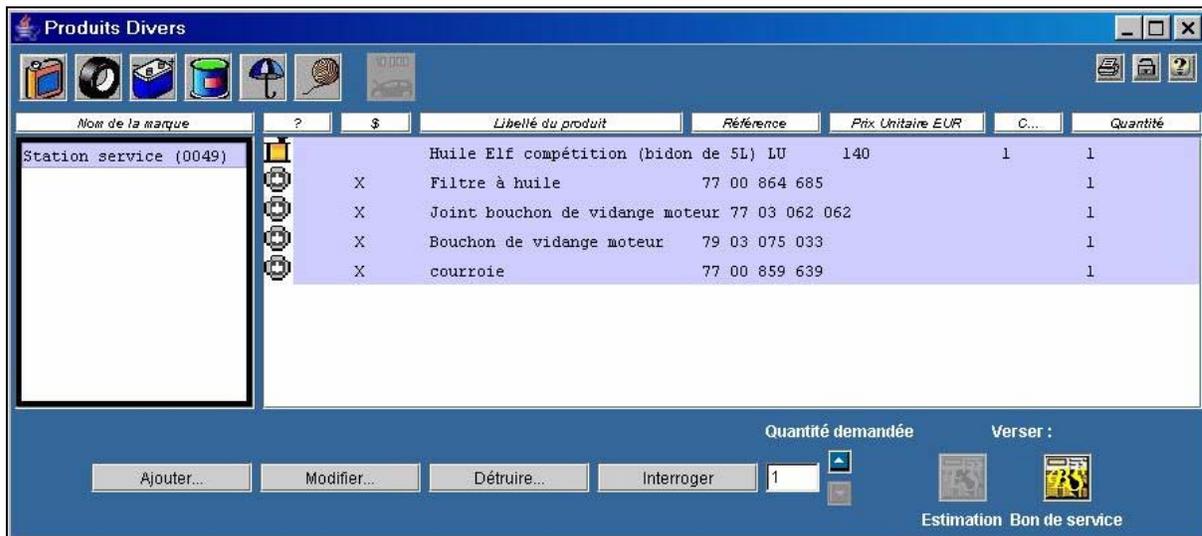


Figure 10: The items in the service

These parts and products are preselected. The quantities are already specified and the user need only click on the "Estimate" or "Service coupon" button to add all the service items to the document.

If the user does not wish to add one or more of these products to the document, he should click on each unwanted line while pressing the "Apple" or "Control" key (for MAC or PC respectively).

## PRINTING THE CONTENT OF THE SUNDRIES WINDOW

- Select a group then click on the button, the print dialogue box appears (figure 11).

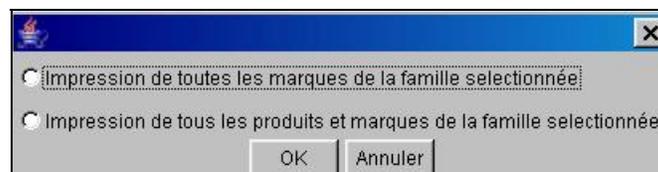


Figure 11: Printing options

By default, Dialogys will select the first option.

- Using the first option, select a product group. Confirm by pressing the **OK** button, to obtain a list of all the marques and all the items in this group.

- Using the second option, select a group then a marque. Then click on the **OK** button to obtain a list of all the items of the chosen marque.

You can change the preselection made in Dialogys by clicking on the option of your choice.

## USE OF A PASSWORD

You can make modification of the **Sundries** window conditional on the use of a password. To do this, you must previously have set this password in the Admin screen (**see Admin screen section**).

Then, to access the modifications screen, click on the  icon in the **Sundries** window, a dialogue box appears (figure 12).

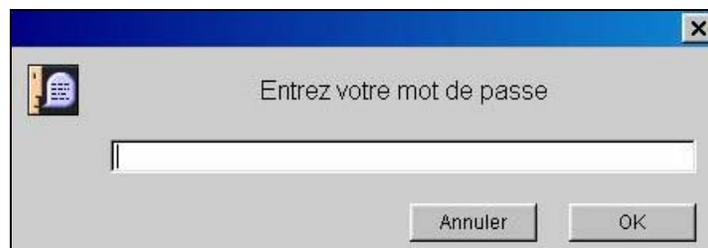


Figure 11: Entering the password

Enter the password set in the Admin screen and confirm.

## SORTING IN THE SUNDRIES WINDOW

You can sort the list of items in the **Sundries** window. To do this, click on the different fields at the top of the columns:

**Description:** to sort the list in alphabetic title order.

**Part number:** to sort the list in ascending order of part numbers.

**Unit price:** to sort the list in ascending order of prices.

**T.C.:** to sort the items by tax code.



**RENAULT**

# The Admin screen

## INTRODUCTION



The admin screen enables the user to enter certain application parameters which are used for practically all Dialogys functions, in particular for Estimates, Service coupons, and the World Vehicle Database link.

The display includes:

Préférences   Poste   **Affaire**   Mot de passe   Taxes   Taux Horaires   Remises Pièces   Ingrédients Peinture   Petites fournitures   Recyclage

**Configuration du poste**

```

Type de DMS ..... TCP/IP
Interface DMS ..... Version 2000
Adresse IP ..... 138.21.89.134
Numéro de port ..... 4106
Time Out (en ms) ..... 7000
Numéro de compte client par défaut ..... 020999
En-tête des estimations ... Estimation valable un mois, sous réserve de démont [...]
Premier bon de service ..... 1
Dernier bon de service ..... 99999
Première estimation ..... 1
Dernière estimation ..... 99999
Garder les clients (en jours) ..... 365
Garder les bons validés(en jours) ..... 7
Garder les bons non validés(en jours) ..... 31
Garder les estimations(en jours) ..... 31
Appel au compagmon ..... Non
Temporisation de l'appel ..... 1
Début de journée ..... 08:00
Début de déjeuner ..... 12:00
Fin de déjeuner ..... 12:00
Fin de journée ..... 19:00
Adresse IP du PC Relais BVM (A2A) ..... 10.230.213.177
Port du PC Relais BVM (A2A) ..... 8209
Identifiant de l'affaire pour BVM ..... 99999991
Timeout pour la BVM (en ms) ..... 7000
    
```

tabs for Preferences, Terminal, Dealership, Password, Taxes, Hourly Rates, Parts Discounts, Paint Consumables, Sundry Items and Recycling.

## ADMIN SCREEN OPERATION - TABS

### Preferences tab

This tab is used to specify the working configuration mode:  
Stand-alone/Connected Client/Server and Workshop/Bank

Préférences Poste Affaire Mot de passe Taxes Taux Horaires Remises Pièces Ingrédients Peinture Petites fournitures Recyclage

**Type de poste**

Poste autonome  
 Poste connecté directement à l'ordinateur de gestion  
 Poste serveur (Interface DMS OFF)

**Lieu**

Atelier  
 Banque

N° de poste:

### Terminal tab

The **Dealership name, Address, Telephone number and Fax number** settings are for completion in the name of the dealership.

Poste

Préférences Poste Affaire Mot de passe Taxes Taux Horaires Remises Pièces Ingrédients Peinture Petites fournitures Recyclage

**Configuration du poste**

Raison sociale .....  
Adresse .....  
Numéro de téléphone .....  
Numéro de fax .....  
Numéro de fax de la fiche problème ..... +33 (0)1 76 82 85 23  
Consultation des OTS ..... Oui  
Langue ..... français  
Tarif ..... France  
Utilisation d'un mot de passe ..... Non  
Utiliser un mot de passe pour les produits divers ..... Non  
Code société ..... 00  
Lieu destinat ..... 000  
Signal sonore ..... ton  
Affectation d ..... rd

Utilisation d'un mot de passe

Oui  
Non

Annuler OK

Figure 1: Filling in the fields of the Admin screen

The information entered will appear in the lower right box of the contact form. You are strongly recommended to complete these fields (Figures 1 and 2).

```
Faxer la fiche au n° suivant : 0176860724
Société Automobiles
Fax : 0143576435
Téléphone : 0143627548
```

Figure 2: The contact form

The "Restore" button (on the left-hand side of the screen) can be used to clear the contents of the "Dealership name", "Address", "Telephone number" and "Fax number" fields

The "Save" button can be used to save the parameters which have been entered.

## Dealership tab

This tab can be used to configure the DMS and World Vehicle Database connection parameters.

The screenshot shows the 'Configuration du poste' window with the following settings:

Type de DMS	TCP/IP	DMS connection
Interface DMS	Version 2000	
Adresse IP	138.21.89.134	
Numéro de port	4106	Local settings
Time Out (en ms)	7000	
Numéro de compte client par défaut	020999	
En-tête des estimations ...	Estimation valable un mois, sous réserve de démont [...]	
Premier bon de service	1	
Dernier bon de service	99999	
Première estimation	1	
Dernière estimation	99999	
Garder les clients (en jours)	365	
Garder les bons validés(en jours)	7	
Garder les bons non validés(en jours)	31	
Garder les estimations(en jours)	31	
Appel au compaon	Non	World Vehicle Database connections and other services
Temporisation de l'appel	1	
Début de journée	08:00	
Début de déjeuner	12:00	
Fin de déjeuner	12:00	
Fin de journée	21:00	
Adresse IP du PC Relais (A2A)	10.230.213.177	
Port du PC Relais (A2A)	8209	
Identifiant de l'affaire (A2A)	99999991	
Timeout (A2A) (en ms)	10	
Tester la connexion à MTI		
Tester la connexion à ACTIS		

## The World Vehicle Database

The World Vehicle Database enables you to find a vehicle using its VIN or registration number, and to enter technical specifications in one click. To do this, you need firstly to configure the World Vehicle Database in the Administration screen.

In the **Dealership** tab on the Administration screen, complete the fields relating to the World Vehicle Database (figure 3).

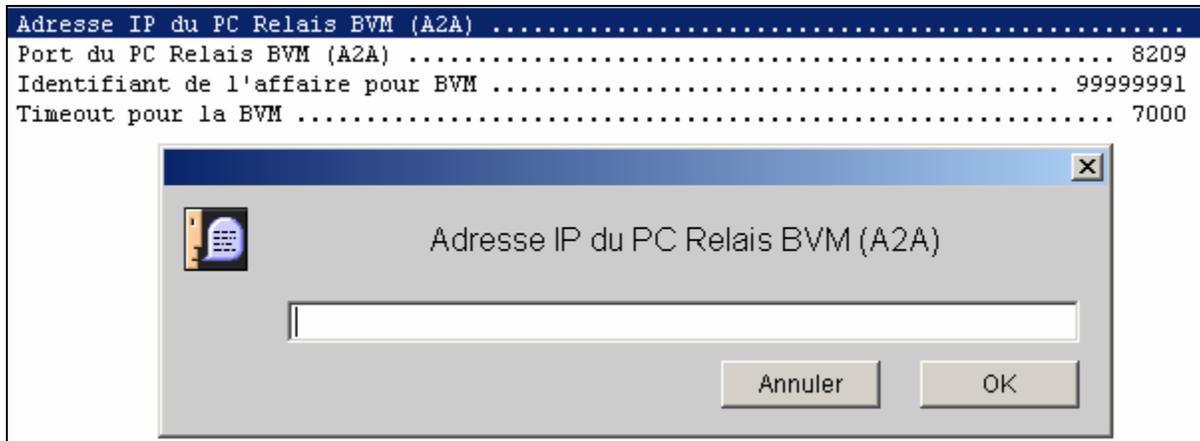
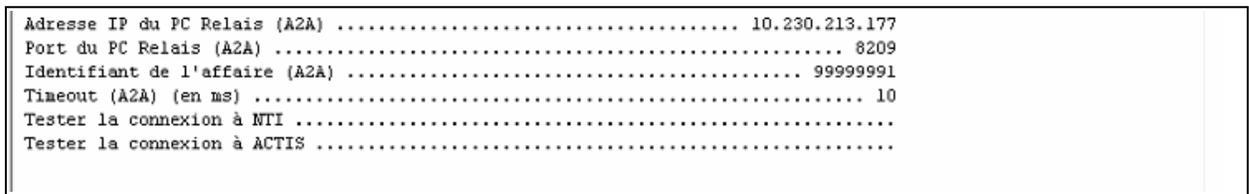


Figure 3: World Vehicle Database configuration



The connections to the GPS-Actis and NTI servers can be tested using "Test connection to NTI" and "Test connection to ACTIS".

## Password tab

You can make access to the Admin screen dependent on the use of a password, in order to limit the number of persons able to change the different settings (Figure 4).

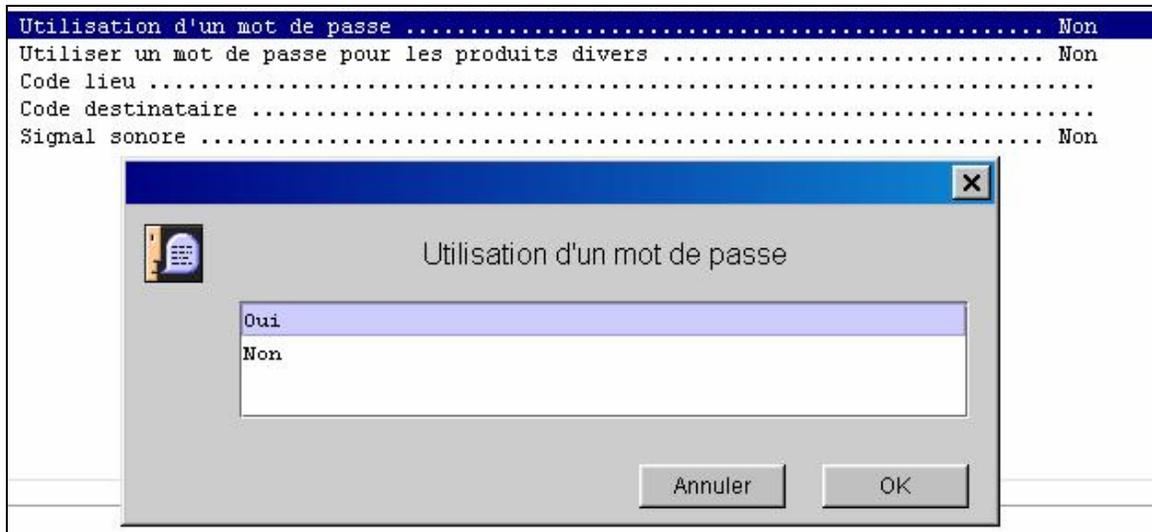


Figure 4: Use of a password

Enter a password which is personal to you. **Important: there is no confirmation request** (Figure 5).

\* *Management of passwords is provided by your corresponding head office or information systems department. It alone will be authorised to notify them to you.*

## Taxes tab

Click on the **Taxes** tab. A screen appears for entering the tax codes.

This screen allows you to associate a rates with the different tax codes and to enter the tax codes to be used:

- for parts
- for labour
- for paint consumables
- for sundry items
- for recycling.

These codes allow calculation of VAT in the estimate.

## Entering tax rates

Select the tax code of your choice, a dialogue box appears (figure 6).

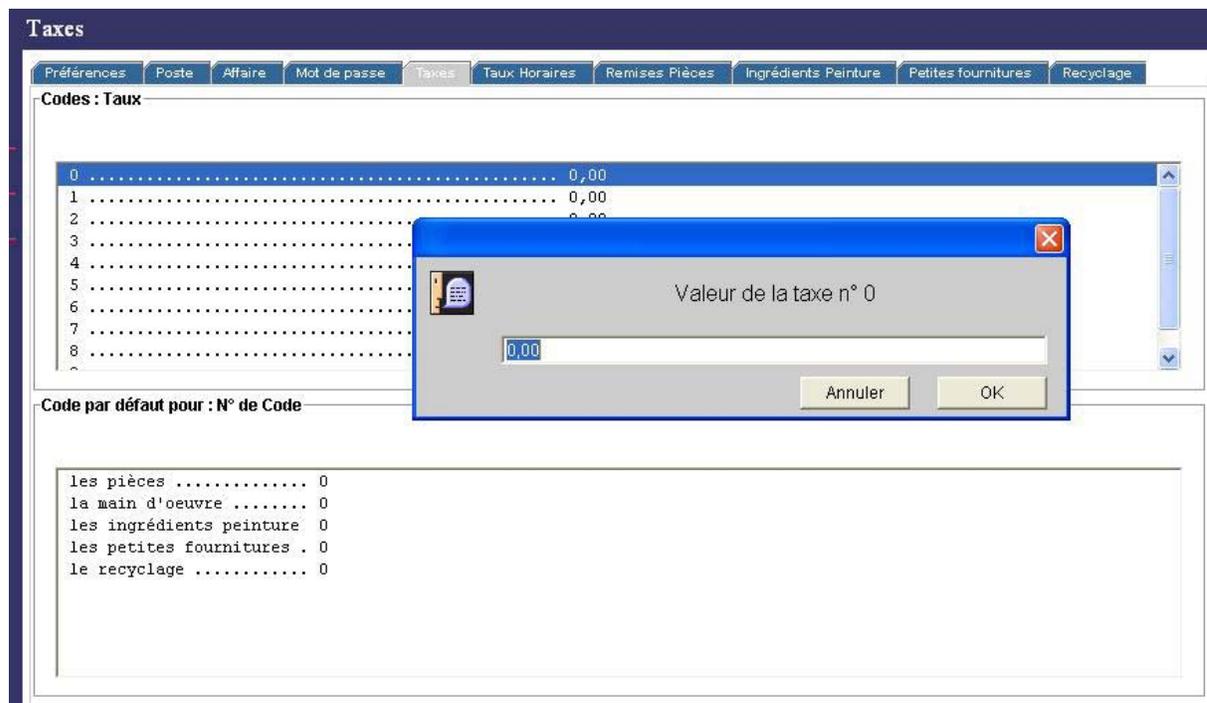


Figure 6: Entering the tax rate

Enter the rate and confirm.

## Entering tax codes to be used

Select a line of your choice, a dialogue box appears (figure 7).

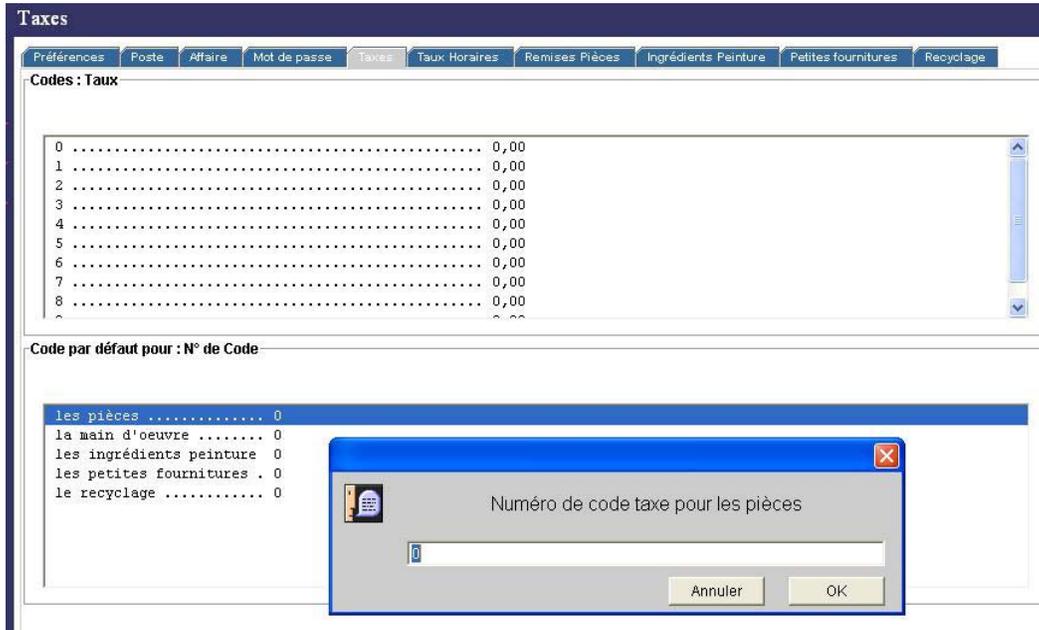


Figure 7: Entering the tax code to be used

Enter the tax code and confirm.

## Hourly rates tab

Click on the **Hourly rates** tab, the screen which appears allows you to insert the hourly rates in force in your company (figure 8).

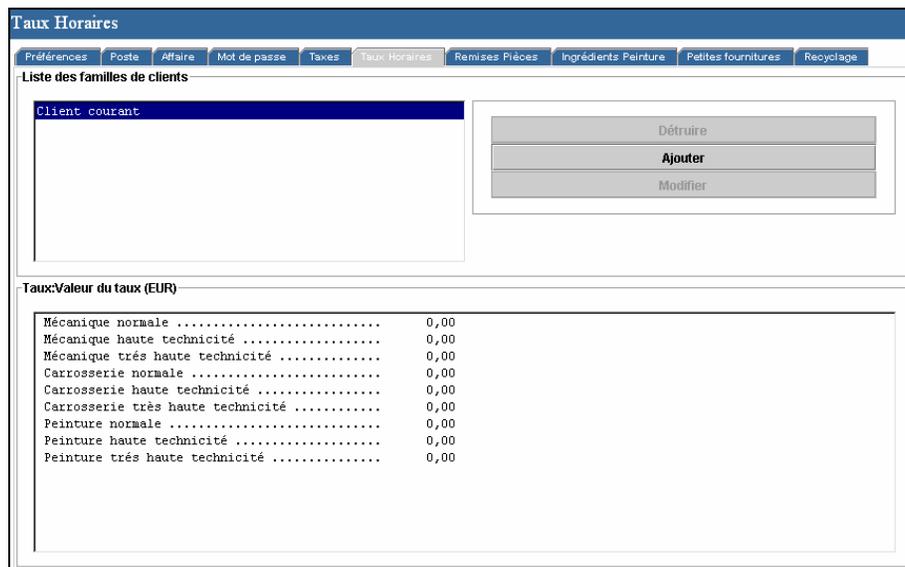


Figure 8: the Hourly rates menu

Initially only the **Current customer** group exists.  
Select line by line to enter the hourly rates (figure 13).

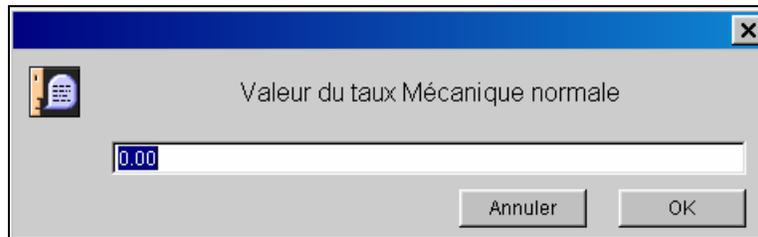


Figure 13: Entering the hourly rates

If you use preferential hourly rates for certain customers, you can create new customer groups.  
For each of these groups, you can enter new hourly rates.

### [Creating a customer group](#)

Click on the **Add** button in the List of Groups panel (figure 12), a dialogue box appears (figure 14).

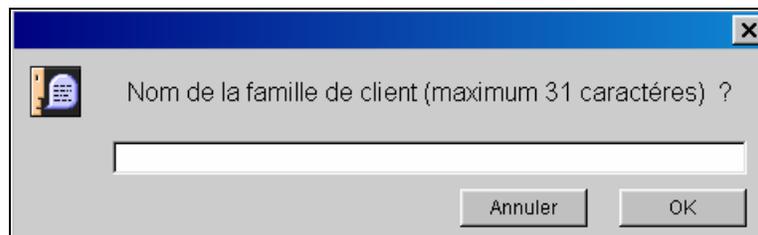


Figure 14: Adding a customer group

Enter the name of your group and confirm.

If you select your group, you will find a list of hourly rates which you can insert. Entering the rates is done as described above.

To delete or change a line, select the line and click on the corresponding button. A dialogue box appears and allows you to delete or change your selection.

### [Personalised hourly rate allocation procedure](#)

To allocate personal hourly rates, firstly click on **Allocating hourly rates** in the **Computer** tab on the administration screen. A dialogue box appears (figure 15).

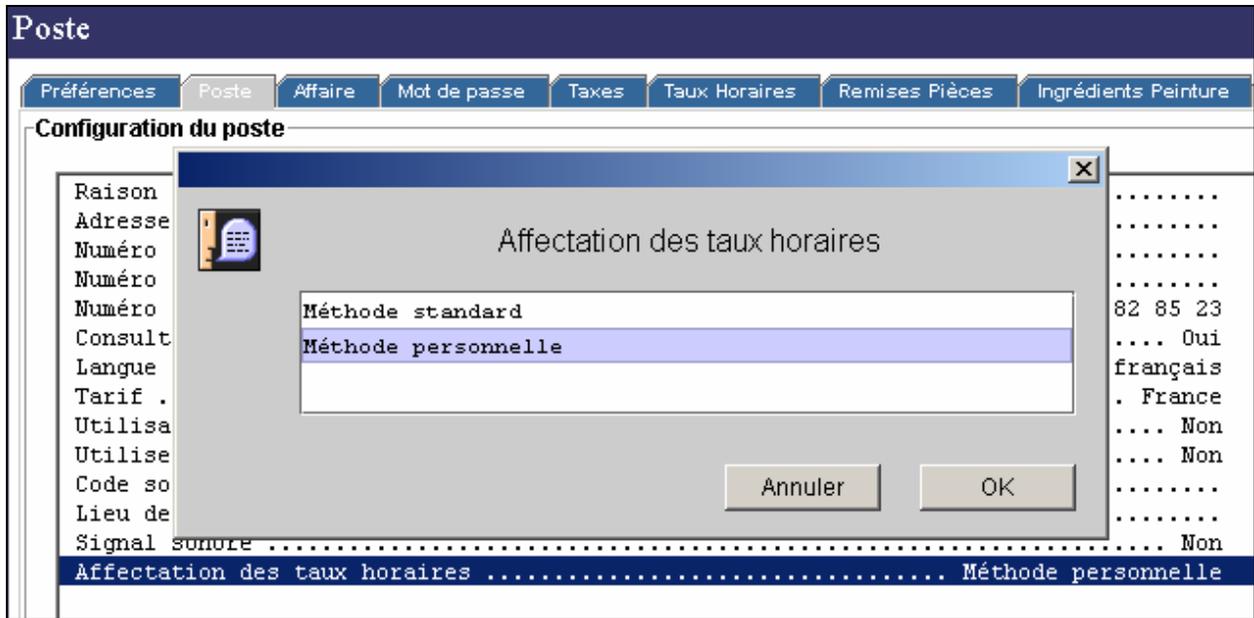


Figure 15: Allocating personal hourly rates

This procedure only affects countries which are not using hourly rates as an allocation criterion:

- The technical domain
- The technical level

Compared with the Renault procedure, hourly rates are no longer categorised in terms of technical domain or technical field; instead, users have the option of 9 different hourly rates which can be allocated to one or several groups of TM codes.

### Allocating hourly rates

In order to allocate hourly rates to TM codes, the user must fill in the table located in the lower section of Hourly Rates tab window (see figure 16).

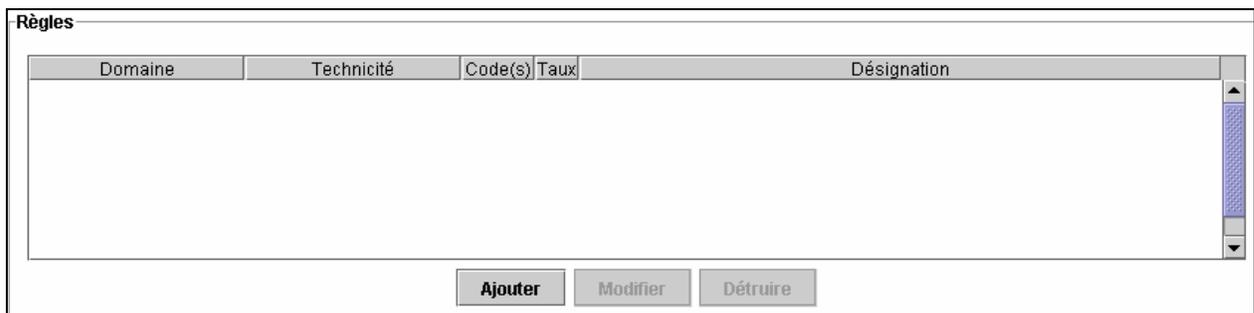
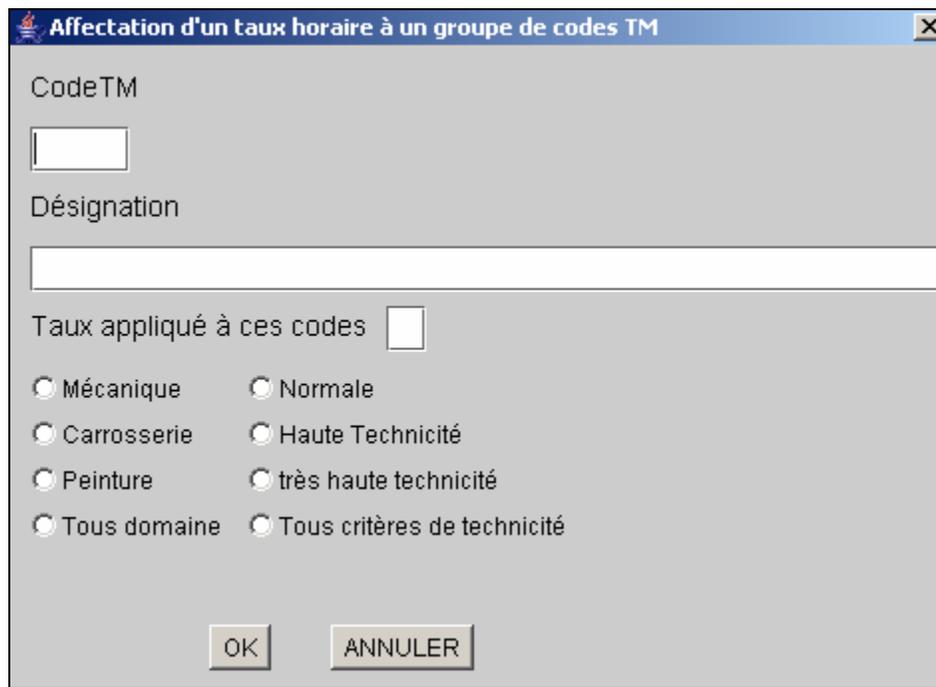


Figure 16: Hourly rates

An hourly rate can be allocated to a TM code group for each line in this table.

The following dialogue box appears if you click on the Add button (figure 17).



The dialog box is titled "Affectation d'un taux horaire à un groupe de codes TM". It contains the following elements:

- A text input field labeled "CodeTM".
- A text input field labeled "Désignation".
- A text input field labeled "Taux appliqué à ces codes".
- Two columns of radio buttons for selecting technical criteria:
  - Mécanique
  - Carrosserie
  - Peinture
  - Tous domaine
  - Normale
  - Haute Technicité
  - très haute technicité
  - Tous critères de technicité
- "OK" and "ANNULER" buttons at the bottom.

Figure 17: Allocating hourly rates

The user can define the TM code group and associated hourly rate in this dialogue box. It uses 3 criteria to do this:

- The technical domain
- The technical level
- The TM code number

**E.g. 1:**

If the user wishes to apply hourly rate 1 to all mechanical codes, the following should be selected:

- Mechanical as technical domain
- All technical criteria
- XXXX in the area for TM codes
- 1 in the area for Rates applied to these codes

Thus, each mechanical TM code will have hourly rate 1, regardless of its technical domain and number.

**E.g. 2:**

If the user wishes to apply rate 1 to all normal technical level codes, the following should be selected:

- All technical domains
- Normal as the technical level

- XXXX in the area for TM codes
- 1 in the area for Rates applied to these codes

Thus, each normal technical level TM code will have hourly rate 1, regardless of its technical domain and number.

### **E.g. 3:**

If the user wishes to apply rate 1 to mechanical codes starting with the digit 2, the following should be selected:

- Mechanical as technical domain
- All technical levels
- 2XXX in the area for TM codes
- 1 in the area for Rates applied to these codes

Thus, all mechanical codes starting with the digit 2 will be assigned hourly rate 1, regardless of their technical levels.

### **Note:**

It is possible to define a TM code group by its numbers, using X as a generic character.

**E.g.:** 2XXX represents all codes starting with a 2.

However, this generic character cannot be used irregularly. Generic characters must be successive and grouped to the right of the code.

**E.g.:**

- Correct: 2XXX, 31XX, 341X, etc.
- Incorrect: X526, 23X5, XX25, etc.

The application categorises lines in the table starting from the line which is most precisely defined to that which is most generally defined. Similarly, the application runs through the table in this order when it is looking for an hourly rate to assign to a TM code.

**So as to be sure that all technical domain/technical level/code number combinations offered in the operation time catalogues are covered, we recommend that you define a general line in your table (all technical domains, all technical criteria, all code numbers) which is assigned to an hourly rate of your choice.**

Thus, even if you do not define an hourly rate for a TM codes group, the application will find this very general line (at the end of the search), and will be able to assign an hourly rate.

To clear or modify a line, select the line in question and click on one of the buttons. A dialogue box appears which lets you clear or modify your selection.

## Parts discounts tab

Click on the tab **Parts discount**, a screen appears for allocating parts discounts to the various customer groups (figure 15).

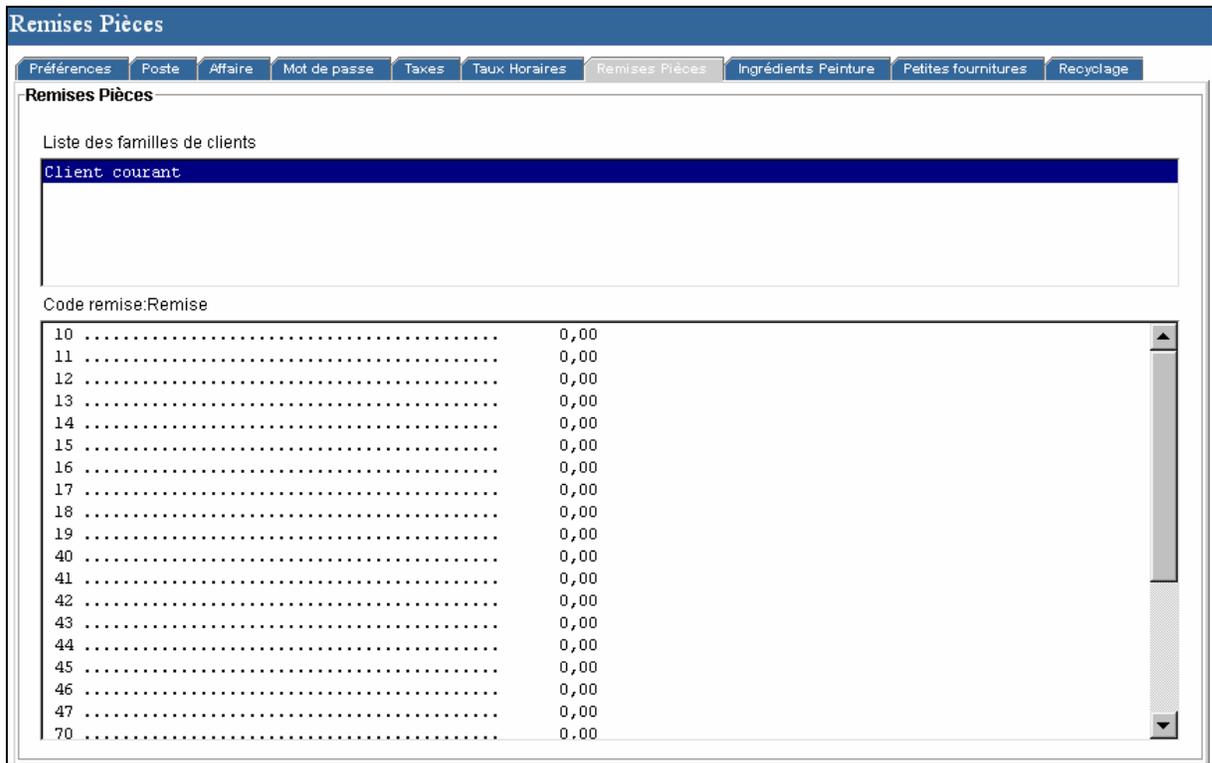


Figure 15: The **Parts Discounts** tab

The discount codes correspond to the different discount codes found in the spare parts price list. Select the group to which you want to allocate the parts discounts. Select the discount codes line by line. A dialogue box appears (figure 16).

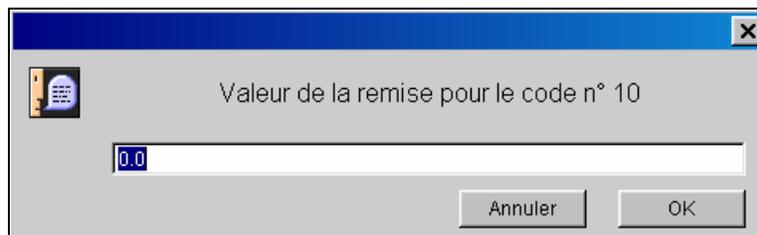


Figure 16: Entering the discount codes

Enter the discount percentage corresponding to the customer group and to the discount code, and confirm.

## Paint consumables tab

Click on the **Paint Consumables** tab to define the way which you want to charge for paint consumables in the estimate. The following screen appears (figure 17).

Taux horaires ingrédients peinture (EUR)	
Opaque .....	0,00
Vernis .....	0,00
Nacrée .....	0,00

Figure 17: The **Paint Consumables** screen

- If the **Include paint consumables in the operation times** box is ticked, this means that you have increased your hourly rates for paintwork by the amount of the consumables. In this case, the paint consumables will not have a separate line in the estimate. It is not necessary to insert a rate for each type of paintwork operation.
- If the **Include paint consumables in the operation times** box is not ticked, this means that you will specify a paintwork consumable rate for each type of paintwork operation. In this case, the paint consumables will have a separate line in the estimate.

To insert the paint consumables rates, select the different types of paintwork operation line by line. A dialogue box appears (figure 18).

Figure 18: Entering the hourly rate

Enter the hourly rate and confirm.

## Sundry items tab

The following method can be applied in countries where it is permitted to calculate the cost of sundry items on a fixed cost basis (percentage or amount).

Click on the **Sundry items** tab to define the way which you want to charge for sundry items in the estimate. A dialogue box appears (figure 18).

Figure 18: The Sundry Items tab

### [Invoice using a fixed amount](#)

Select the **"Invoice using a fixed amount"** then click in the **"Net fixed amount"** field to calculate the amount. A dialogue box appears (figure 19).

Figure 19: Invoice using a fixed amount

Enter the amount in force in your dealership and confirm.

Using this method, the amount will be automatically charged whatever the type of operation.

### [Invoicing using a base and a rate](#)

Select the **Invoice using a base and a rate** button.

Define the base amount on which you want this rate to be applied by ticking certain boxes:

- Amount for labour excluding tax
- Net parts amount
- Net paint consumables
- Amount for fixed price operations

Click on the **Sundry items rate** field to define this rate. A window appears (figure 20).

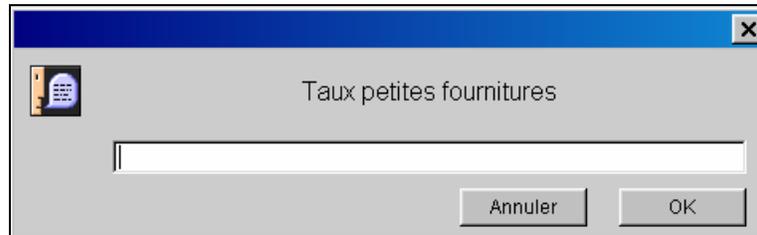


Figure 20: Charging using a rate

Enter the Sundry items rate in force in your dealership and confirm.

### Using a maximum amount

If you want to set a maximum amount, tick the corresponding box. Click on the excluding tax maximum/minimum field, a window appears (figure 21).

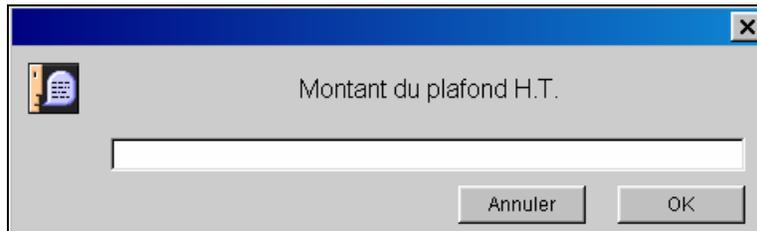


Figure 21: Using a maximum amount

Enter the before-tax amount in force in your dealership and confirm.

## **Recycling tab**

The following method can be applied in countries where it is permitted to calculate the cost of recycling on a fixed cost basis (percentage or amount).

Click on the **Recycling** tab to define the way which you want to charge for the recycling of parts in the estimate. A dialogue box appears (figure 22).

Figure 22: Recycling tab

## [Invoice using a fixed amount](#)

Select the **Invoice using a fixed amount** button, then click on the **Net fixed amount** field to determine the amount (figure 23).

Figure 23: Invoicing using a fixed amount

Enter the net fixed amount in force in your dealership and confirm.

Using this method, the amount will be automatically charged whatever the type of operation.

## [Invoicing using a base and a rate](#)

Select the **Invoice using a base and a rate** button.

Define the base amount on which you want this rate to be applied by ticking certain boxes:

- Amount for labour excluding tax
- Net parts amount
- Net paint consumables
- Amount for fixed price operations

- Sundry Items

Click on the **Recycling invoice rate** field to define this rate, a window appears (figure 24).

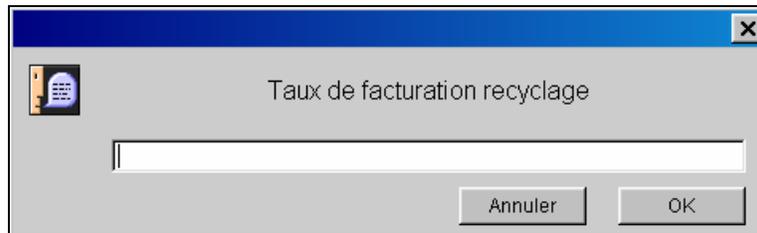


Figure 24: Charging using a rate

Enter the Recycling rate in force in your dealership and confirm.

### [Using a minimum amount](#)

If you want to set a minimum amount, tick **Set a minimum amount** box.

Click on the minimum net amount field, a window appears (figure 25).

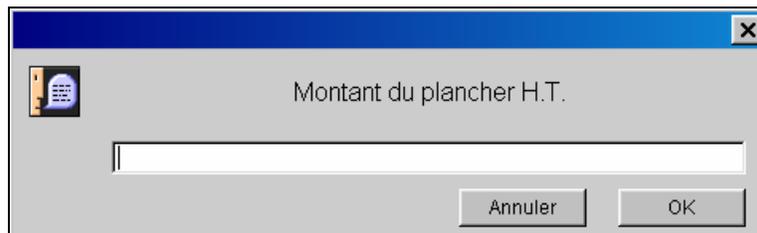


Figure 25: Setting a minimum amount

Enter the minimum net price in force in your dealership and confirm.

### [Setting a maximum amount](#)

If you want to set a maximum amount, tick the **Use a maximum** box.

Click on the maximum net amount field, a window appears (figure 26).

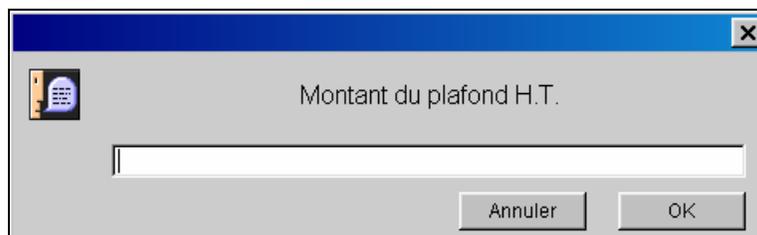


Figure 26: Setting a maximum amount

Enter the maximum net price in force in your dealership and confirm.



**RENAULT**

# Contact Form

## INTRODUCTION



Wherever you are in the application, you can make up a contact form. If you encounter a problem when entering information, do not hesitate to let us know about it. This form, which is sent to the DIALOGYS team, will allow the problem to be resolved. A reply will be sent to you on receipt of the contact form.

**Fax the form to the number indicated on the contact form.**

## DESCRIPTION OF THE CONTACT FORM

Click on the **Contact** button in the toolbar at the top of the screen.

The **Contact Form** window appears.

texte: documentez avec précision le problème rencontré		
Modèle	Kangoo	Contexte navigation : 19
Type du véhicule	FCOA	
Numéro d...véhicule	F0000000	
Date de fabrication		
Version	(sans objet)	
Série limitée	(sans objet)	
Type moteur	(D7F)	
Type plu... moteur		
Numéro d... moteur		
Date de ...u moteur		
Type de ...mission		
Nombre de vitesses		
Type de ...vitesses	(JB1)	
Type plu...vitesses		
Numéro d...vitesses		
Date de ...la boîte		
Niveau d'équipement		
Code équipement	(sans objet)	
Compléme...uipement		
Compléme... limitée	(EVO)	
Code par...chnique.		java.version : 1.2.2
Emplacem... volant		java.vendor : Sun Microsystems Inc.
Affichag...ompteur	(sans objet)	java.vendor.url : http://java.sun.com/
Type de climat		java.vm.specification.version : 1.0
Harmonie intérieure	(sans objet)	java.vm.specification.vendor : Sun Microsystems Inc.
Revêteme... PR 101)		java.vm.specification.name : Java Virtual Machine Specification
Anti-blo...e roues		java.vm.version : 1.2.2
Direction assistée		java.vm.vendor : Sun Microsystems Inc.
Type de ...isation.		java.vm.name : Classic VM
Condamna...nétique		java.specification.version : 1.2
Girafon		java.specification.vendor : Sun Microsystems Inc.
Nature des jantes		java.specification.name : Java Platform API Specification
Protecti...péciales		java.class.version : 46.0
Nature du toit	(Toit normal)	java.class.path : .javaldialogsapplet.jar
Type de lève-vitres		N° de Fax : 01 41 07 15 20

Complete the contact form, stating the problem encountered (upper part of the contact form) together with your telephone number. The remainder of the information will be filled in automatically by the application.

Click on the **Print** button in the toolbar on the left of the screen, a print dialogue box appears (it may be different according to the type of printer).

Click on the **OK** button in this window to start printing of the document.

**Then fax the form to the number indicated.**



**RENAULT**

# Motrio

## INTRODUCTION

The Motrio catalogue contains all the parts for Renault vehicles which are no longer made and parts for competitor vehicles.

The DIALOGYS application automatically works out the part number using the technical specifications of the vehicle you have selected.

For each part number obtained, if it appears in the Prices file, the application extracts its description, price, MSDT (Manufacturer, Source, Discount and Tax) in a Parts window.

## USING MOTRIO

### Access to parts

Access to the parts lists for repairing non-Renault vehicles is achieved by clicking on the upper bar in the Motrio menu.

This "Motrio" menu will only appear if the Motrio CDs have been installed.

Identité	Contact	<b>MR</b>	PR	PR Vis	Autres	Bon de service	Prod. Divers
Tableau de bord	Solutions ACTIS	NT	TM	PR Moteur	MOTRIO	Estimation	Réf. Courantes

A window appears (figure 1), corresponding to the different vehicle manufacturers.

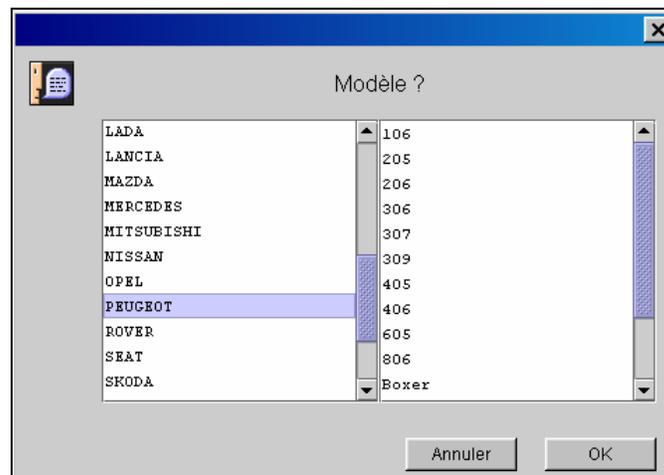


Figure 1: Choosing the vehicle

Select the desired vehicle.

The screen then displays a search menu depending on the technical context (figure 2).

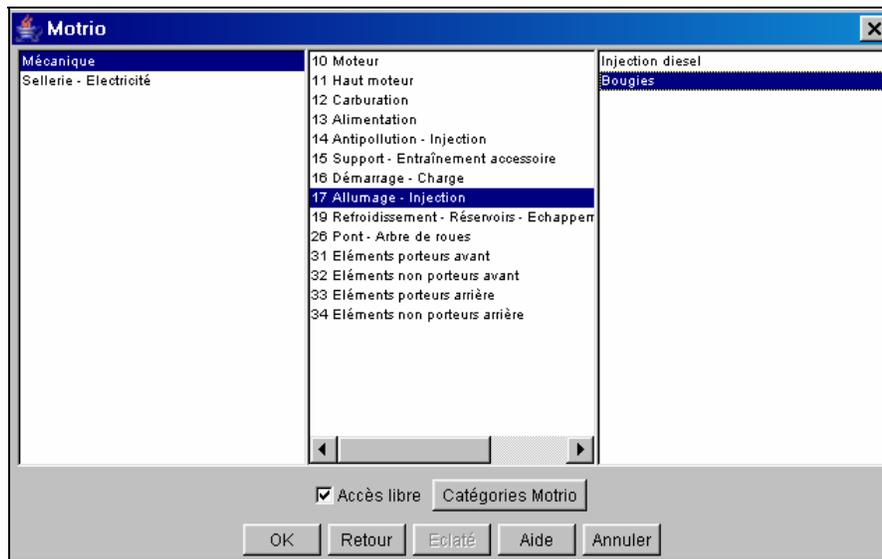


Figure 2: Search menu

Two types of search are possible:

- By Motrio category
- By Parts category

### [Search by Motrio category](#)

Click on the **Motrio Categories** button  if you are not there are already.

The following screen appears (figure 3).

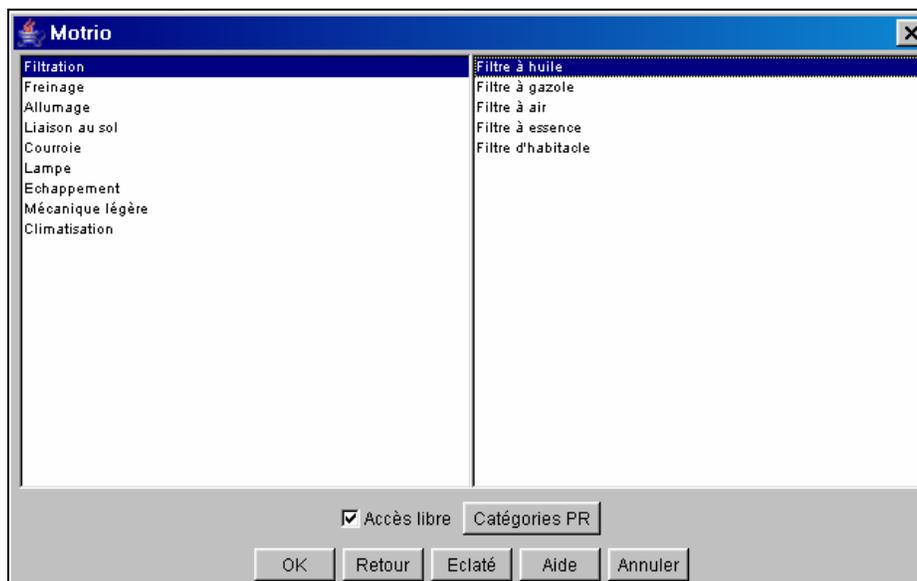


Figure 3: Motrio category



## Search by Parts category

The user may be more familiar with searching by parts category. In effect, this corresponds to using the Spare Parts menu.

Click on the **Spare part categories** button . In this mode, you can switch between the two search types (figure 5).

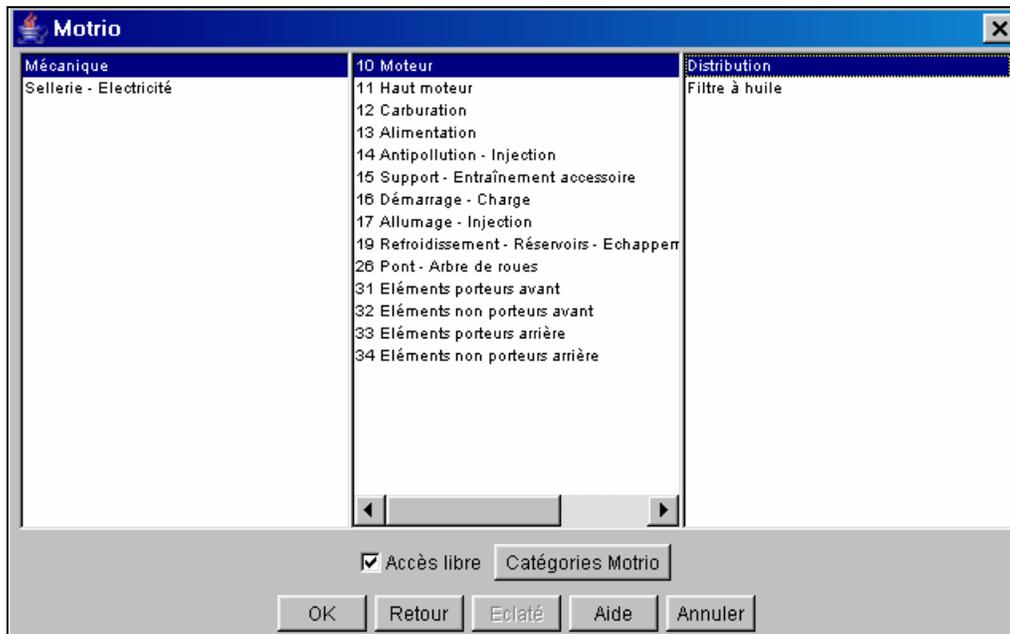


Figure 5: Spare parts category

Once you have selected the part, the display mode is the same as that for the Motrio search.

**Note:** There is also access by **Exploded** mode , which accesses part types by illustrations. In other respects, this mode is very similar to normal parts access.

## The Parts window

Once you have chosen the part corresponding to the vehicle criteria, double click on the line and the Parts window appears (figure 6).

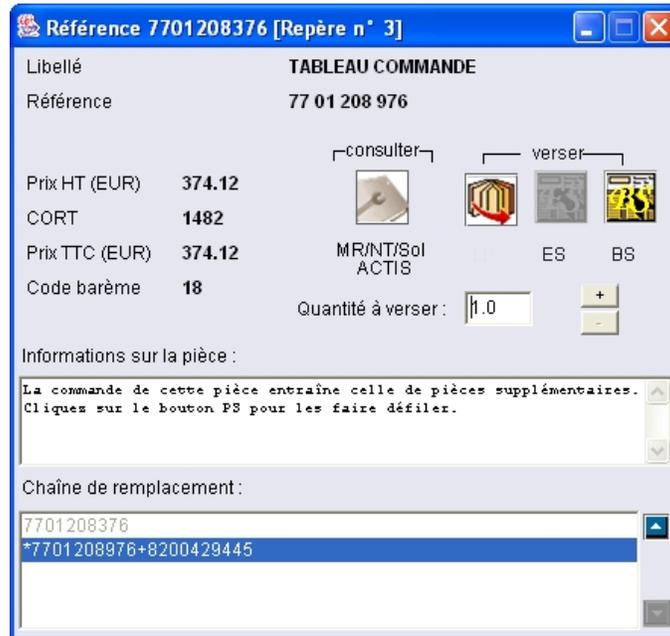


Figure 6: Parts window

The Parts window contains:

- the number identifying the part in the exploded view
- the part number
- the description
- the Net Price
- the MSDT (M = manufacturer code, S = source code, D = discount code, T= tax code)

The **Quantity to add** field allows you to change the quantity by clicking on the + or - buttons.

The - button is only visible when the quantity is greater than 1.

Add the part(s) to the parts list by clicking on the **Estimate** or **Service coupon** button.