

*Drive Utilization  
and Results*



**ERA**  
**IGNITE**

# Work Smarter With Consolidated Screens

The consolidated application window displays the following data:

**Search Customers and Vehicles**

Search Criteria: Last/Bus Johnson, First [ ], Mode:  Appointment,  Reception,  Rapid Reception,  One-Step Service

Results Found - 54

Name ID	Name	Other Name	Address	City/State	Phone	Type	Zip Code
9860	ADDIE F JOHNSON		111 OAKMONT DR	MOUNT JULI...	(H) (604) 555-6...	SPRVXX	37122-3005
14638	ALLEN JOHNSON				(H) (545) 454-8...	XXXXXX	
10933	ASHLEY JOHNSON		100 JESSE DR	BYHALIA, MS	(H) (662) 895-1...	XPRXXX	38611
18978	BARRY JOHNSON					SXXXXX	
8637	BOPF JOHNSON		2345 PINE DR	MIAMISBURG...		XXXXXX	45342
5038	BBL JOHNSON		4131 GLENCOE AVE	DAYTON, OH	(H) (937) 545-8...	SXRVXE	45458

VIN	YR	Make	License #	Color	Model	Description	Stock #	Ma
28JL344V89H542268	09	DODGE			CHALLENGER	2DR CPE SE	981	
4T1BFP1FK8CU907243	12	TOYOTA		040	CAMRY	4DR SDN H L...	507243	981
4T4BF1FK8CR161006	12	TOYOTA			CAMRY	4DR SDN H L...	161006	981
TT1RT20X640018134	04	FORD			CJ/V	CJ/V	45171	981

Appt Date	Appt Time	Dept.	Advisor #	Customer Name	Comments	YR	Make
12/11/15	9:45 AM	Service	1	ADDIE F JOHNSON	==WAITER==	12	TOYOTA

Combine processes from multiple text screens into one, allowing you to uncover hidden features within the system.

- Easily access everything you need to complete a customer process from one screen.
- Improve customer interactions with the ability to answer questions faster.
- Complete transactions more efficiently.



# Drive Utilization and Results with

## Quick Process Cards

Keep pocket-sized reference cards nearby that show quick ways to accomplish tasks based on dealership role.

### Parts Orders

**How to Add a Manual Parts Order**  
The Add Record - Part Order tab is used to manually create a parts order.

1. Press the CTRL+A hot key combination. The Add Record screen displays.
2. Select the Part Order tab.
3. Enter the make code for the parts to be added to the order in the MAKE field.  
**Will Be Assigned** displays to the right of the PO# field to indicate that an automatically assigned purchase order number can be used.
4. (Optional) Enter a purchase order number to assign to the parts order in the POW field.
5. Press the TAB key and enter the date the order is to be placed in the ORDER DATE field.  
A date is automatically entered in this field; however, this entry can be changed.
6. Enter the date by which the order is required in the REQUIRE DATE field.  
A date is automatically entered in this field; however, this entry can be changed.
7. Enter the vendor number for the part order in the VENDOR# field.  
The name and address of the vendor displays to the right of the VENDOR# field.
8. Press the F12 key.  
A message window displays to determine whether a counterperson can be entered for special order parts.

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8010205 Version 4/09/09

**Flip Over**

4. (Optional) For special orders, enter the customer name in the CUSTOMER NAME field and the counterperson number for the order in the CTR# field.
5. Repeat steps 1-4 to include additional parts on the order.
6. Press the F12 key to update the order. The parts are added to the order.

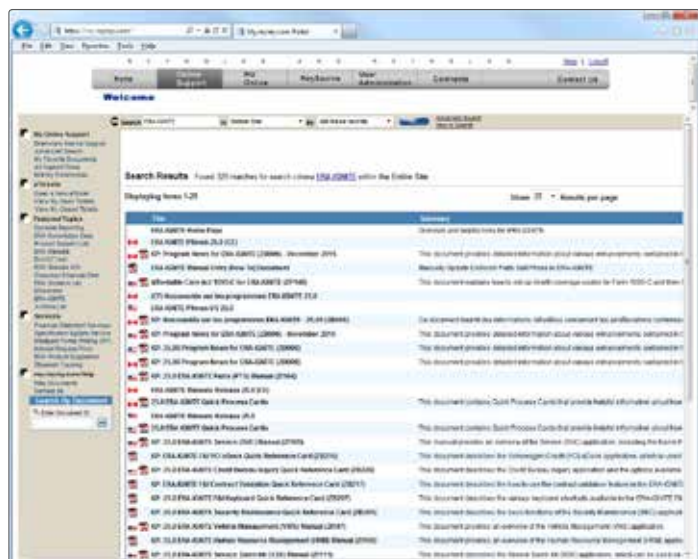
For additional assistance, contact the Reynolds and Reynolds Technical Assistance Center (TAC) at 800-767-4280.

**Parts  
ERA-IGNITE**

## Keyboard Shortcuts Card

Speed up navigation with hot keys and shortcuts consistent throughout ERA-IGNITE.

Hot Keys	Description
Alt+End	Access Application Navigator
Alt+(Underlined Letter)	Access drop-down menus at top of screen
Alt+Tab	Move through open windows
Ctrl+A	Add new record
Ctrl+S	Open new search screen
Ctrl+B	Browse backward
Ctrl+F	Browse forward
Ctrl+C	Copy highlighted text
Ctrl+X	Cut highlighted text
Ctrl+V	Paste text
Ctrl+Z	Undo current field
Ctrl+Enter	Move to next required field
Ctrl+Home	Highlight first item in list or first cell in table
Ctrl+Tab	Move forward through tabs on screen
Ctrl+Shift+Tab	Move backward through tabs on screen
Page Down	Move forward through subscreens
Page Up	Move backward through subscreens
Home	Move to first item in drop-down list
End	Move to last item in drop-down list
Esc	Close active subscreen window
Shift+Right Arrow	Expand current selection
Shift+Left Arrow	Collapse current selection
Tab	Move forward one field at a time
Shift+Tab	Move backward one field at a time
Spacebar	Toggle items on/off (radio button or checkbox)



## my.reyrey.com

Log on to my.reyrey.com to find information on specific system applications and the latest ERA-IGNITE release as well as access other support needs.

## Online Help

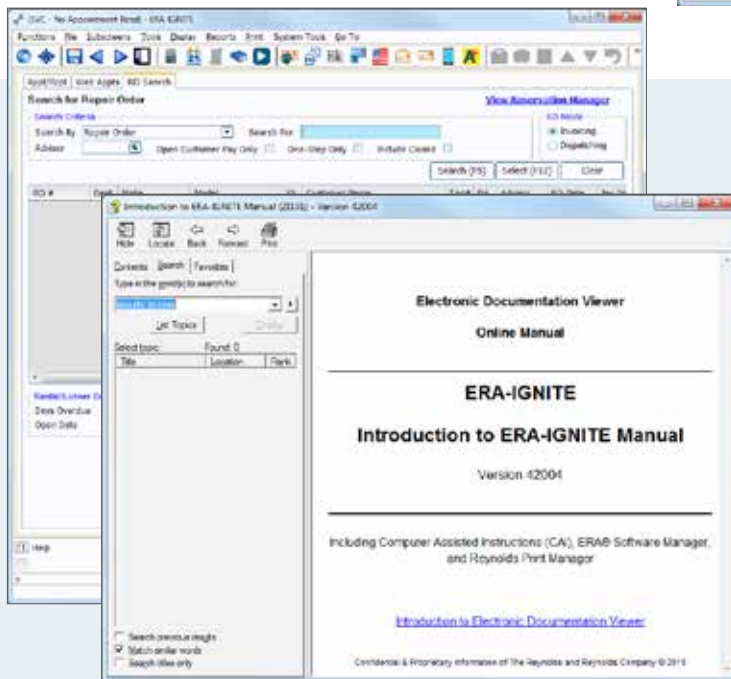
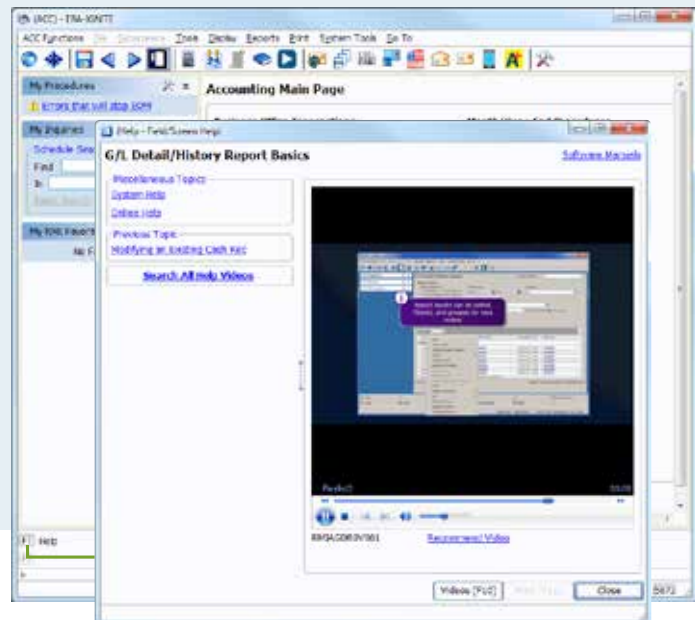
Access helpful information on a screen or field directly within the application using the F1 key.

**Related Topics:** Analyze additional information related to the current field or screen.

**Miscellaneous Topics:** View a variety of miscellaneous items including support contact information and a detailed screen overview.

**Previous Topic:** Navigate back to the previously displayed help message.

**Videos:** Watch informative videos available for multiple topics and tasks.



## Electronic Documentation Viewer

Review application manuals and other reference materials directly within the system.

## Reynolds Solutions Specialists

Increase system utilization with one-on-one help from specialists who visit your dealership.

## Technical Assistance Center

Get quick answers to your system questions from a dedicated team of experts by calling 800.767.0080.



**Retail Management Utilization**

Column/Metric	Hours	Dealers	Overall
● docuFAD Users	1	2	33%
● ERA-IGNITE FAD Users	7	0	100%
● ERA-IGNITE Service Users	14	3	82%
● Service Sales NR (SSC) Users	1	5	24%
● Service Report Card Users	1	5	24%
● Service Price Guides (SPG) Users	0	1	86%
● ERA-IGNITE Parts Users	6	0	100%
● ERA-IGNITE Accounting Users	3	0	100%
● Retail Management Intelligence (RMI)...	1	0	100%

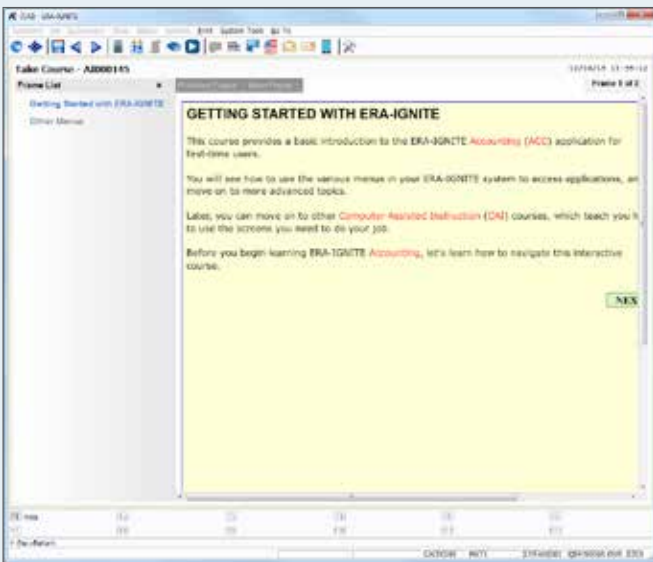
## Retail Management Utilization Dashboard Module

Monitor how well your employees are using Retail Management System applications.



## ERA-IGNITE Release Highlights Website

Read about the latest ERA-IGNITE enhancements by visiting [igniteinfo.reyrey.com](http://igniteinfo.reyrey.com).

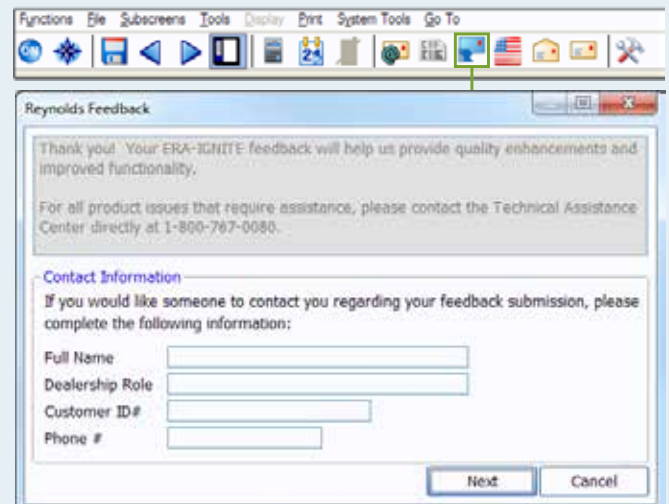


## Computer Assisted Instruction

Take courses built into ERA-IGNITE to help you maximize system utilization and the use of new enhancements. Specific courses are required and assigned based on individual program access.

## Feedback Button

Send instant feedback to Reynolds from any ERA-IGNITE screen. Future system enhancements are a direct result of feedback from customers.



# Drive Utilization and Results

Additional training and support available for purchase.



## Consulting Services

Learn best practices and how to maximize system utilization from Reynolds consultants who have an average of 25+ years of in-dealership and Reynolds systems experience. **For more information, call 800.657.9784.**



## ERA-IGNITE 'Net Classes

Improve system utilization through live online classes led by experienced instructors who guide you through hands-on exercises, answer your questions, and can personally assist you when you need help. Certain classes can earn you Continuing Professional Education (CPE) credits. **For more information, call Software Education at 937.485.1700.**



## ERA-IGNITE Classroom Training

Learn about your system from a Reynolds instructor in a classroom environment away from the distractions of your dealership. Certain classes can earn you Continuing Professional Education (CPE) credits. **For more information, call Software Education at 937.485.1700.**



## On-Demand Training

Take advantage of monthly or quarterly on-site training from dedicated professionals designed to help drive utilization based on your needs and educate employees on new applications and enhancements. **For more information, contact your account manager.**



## Service Price Guides Master Certification Program

Find out how you can achieve higher effective labor rates and higher gross profits per repair order by attending two days of training at SPG University, which also includes 12 months active monitoring of utilization and business results. **For more information, contact your account manager.**

**To maximize the utilization of your Retail Management System, please contact your Reynolds account manager or call 800.767.0080.**

