ALLDATA®

Getting Started and Update Guide

- **Preparing Your System**
- **Starting ALLDATA**
- **Installing ServiceCenter℠**
- **Finding Information**
- **Navigating ALLDATA**
- **AZ Parts℠ Catalog**
- **Customer Support**

4th Quarter 2006

AutoZone® ALLDATA®

AutoZone® ALLDATA®

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Welcome to ALLDATA

ALLDATA's workflow-driven technology boosts performance at every stage of the repair process and re-invents shop management with a unique, integrated toolbox of options:

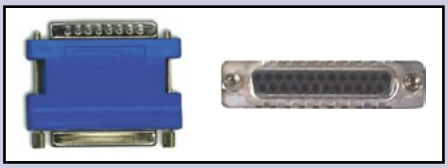
- *ALLDATA® factory-correct repair information*
- *ServiceCenter℠ shop management programs*
- *ProCarCareZone℠ online customer relationship tools*
- *AZ Parts℠ Catalog*
- *AZ PartsConnect℠ electronic ordering program for fast online parts lookup, estimating and ordering.*

For more information, call

1-800-859-3282

Installing Your Subscription Key (For New Customers ONLY)

Parallel Key/Port Users:



1. Turn your computer OFF.
2. Locate the Parallel port on the back of the computer.
3. If the Parallel port has a printer cable plugged into it, remove the printer cable.
4. Plug the Parallel key into the appropriate port. Make sure that the key is firmly in place.
5. If applicable, reconnect the printer cable by plugging it into the parallel key.
6. Turn your computer ON.

USB Key/Port Users:

Proceed to next step "Installing ALLDATA". Your USB Key will be installed after installing ALLDATA. (See pg 4 step 5.)

Installing ALLDATA®

IMPORTANT! You must install the program before using your new data discs.

1. Insert the ALLDATA Software **Installation Disc** into your DVD drive to begin set up.

NOTE: You can exit Setup at any time by selecting **Cancel.**

2. When the install window displays, select **Click Here to Update ALLDATA.**

NOTE: If you are a new ALLDATA subscriber, the window will say "Click Here to Install ALLDATA."

3. Follow the install instructions on the screen.

- OR -

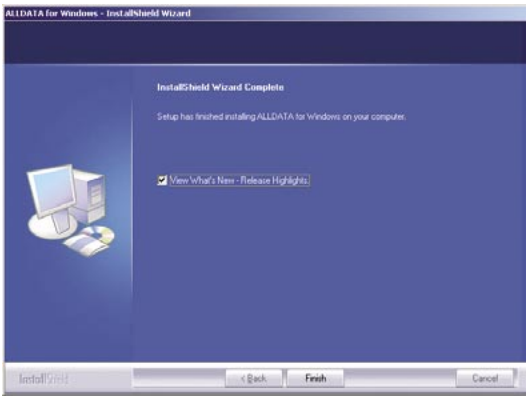
4. If the install window does not automatically display after 10-20 seconds:

- From the Start menu, select **Run.**
- From the Run window, select the **Browse** button.
- Navigate to the DVD drive where the ALLDATA Software Installation Disc is located,
- Highlight **Setup.exe** and select **Open.**
- From the Run window, select **OK.**
- Follow the install instructions on the screen.

Installing ALLDATA®

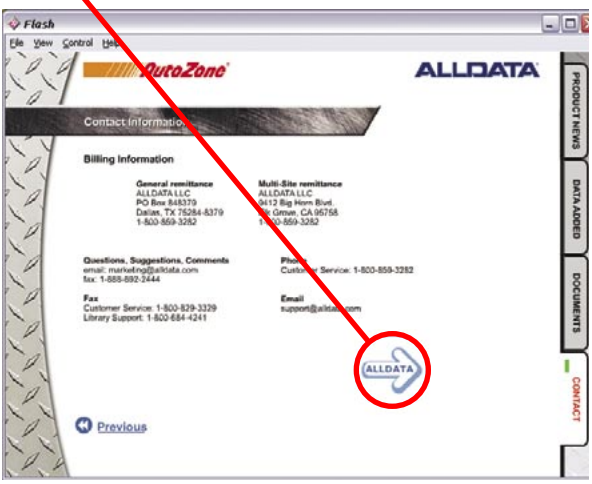
5 After installation has completed, a dialog box will appear asking if you would like to view the ALLDATA "What's New" presentation.

NOTE: For USB Key installations, plug in your USB Key now.



6 Select **Finish** to view the most current information from ALLDATA.

7 The ALLDATA "What's New" presentation will automatically start. After viewing, select **Go to ALLDATA.**



- OR -

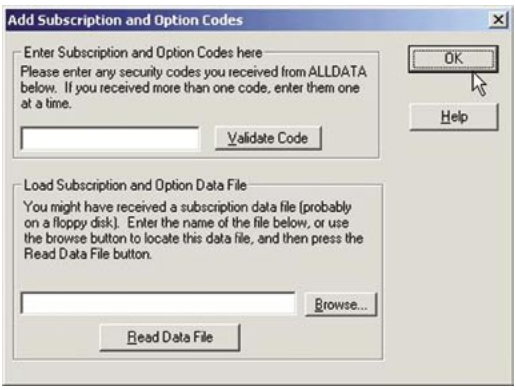
8 Double-click the ALLDATA icon on your computer desktop to start the ALLDATA program.

Installing ALLDATA®

9 Before ALLDATA launches, the following Subscription and Option window will appear:

IMPORTANT!

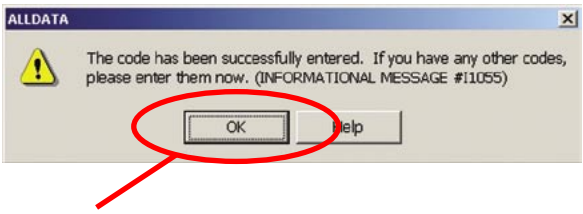
- If you are a **New** or **First Time** ALLDATA Subscriber, proceed to Step #10.
- If you are an **Existing** ALLDATA Subscriber, proceed to Step #16.



10 Enter the 16-character Subscription Code into the first field and select **Validate Code**.

NOTE: This code can be found on the sheet entitled "Subscription & Option Codes" included in your package.

11 The following message will confirm that the code has been accepted:



12 Select **OK** to close this window.

13 Repeat Step #10 for any additional Subscription Codes or Options that you may have (*e.g.*, Online Estimating, AZ Parts Catalog, ServiceCenter).

14 Select **OK** to continue.

15 When ALLDATA launches, the Terms and Conditions of Use will display. Please read the terms carefully, as you must accept the agreement before ALLDATA will start.

IMPORTANT! You must start ALLDATA and accept the Terms & Conditions before starting or installing any other ALLDATA programs in order to ensure proper functionality.

16 Configure the i•SHOP® server if necessary as described in the next section.

NOTE: Configuring the i•SHOP server is required for ServiceCenter℠ v4.0 or later and any integrated 3rd party programs using i•SHOP.

Install and Configure i•SHOP® Server

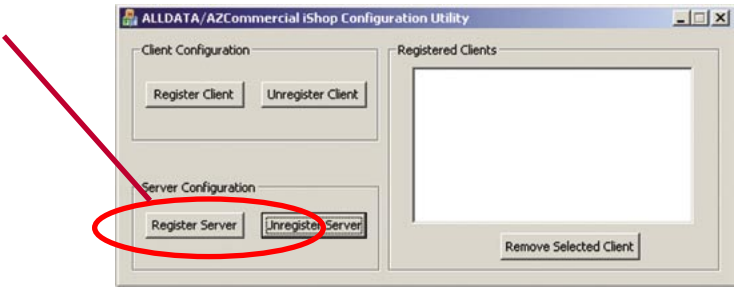
The i•SHOP 'servers' integrate ALLDATA® and AZ Parts℠ Catalog information with ServiceCenter.℠ **This is not the same as a network server.**

The following steps will register the ALLDATA i•SHOP servers on your PC. This makes ALLDATA Parts and Labor Information, ALLDATA Repair Information and AutoZone® Parts Information 'Servers' available to ServiceCenter and 3rd party i•SHOP Clients.

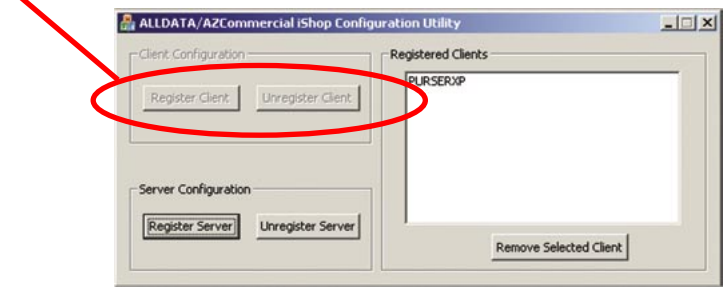
1. Make sure you have installed and launched your enclosed ALLDATA update and that you have agreed to the Terms and Conditions.

2. Go to **Start > Programs > ALLDATA > ALLDATA i•SHOP Configuration**.

3. Click **Register Server.**



4. Verify that the client buttons gray out (disable) as shown in this image:



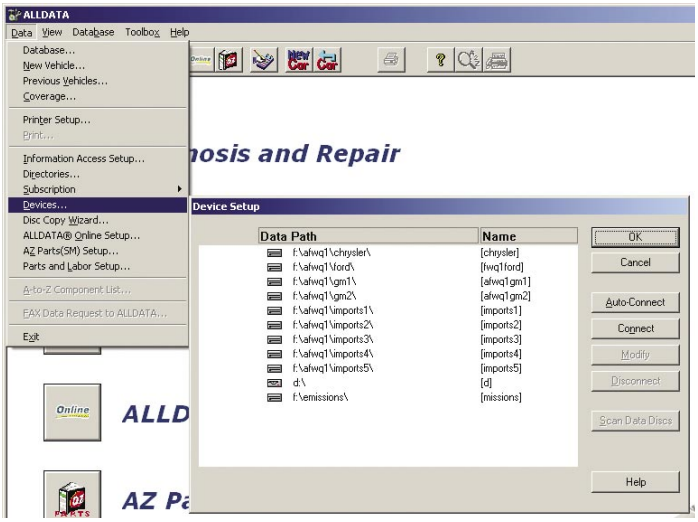
5. If the screen comes up with the client buttons grayed out, then nothing needs to be done as the server is already registered. Close the window.

6. Congratulations! You have just completed installation and configuration of the ALLDATA program including your i•SHOP Server.

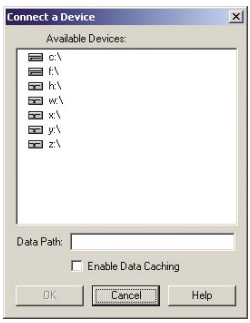
Configure System to Access Remote Devices Using ALLDATA Devices Setup

Use this procedure if you are accessing data discs on a remote device.

1. From the **Data** menu, select **Devices**. The Device Setup dialog box will be displayed.



2. Click **Connect.** The "Connect a Device" dialog box will be displayed.



3. Click a Drive from the Devices list to select it.

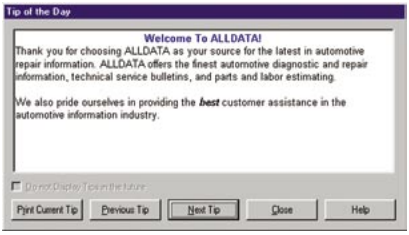
4. In the Data Path field, type the Path to the ALLDATA database on the drive you selected.

5. Click **OK** to accept the drive and path selections.

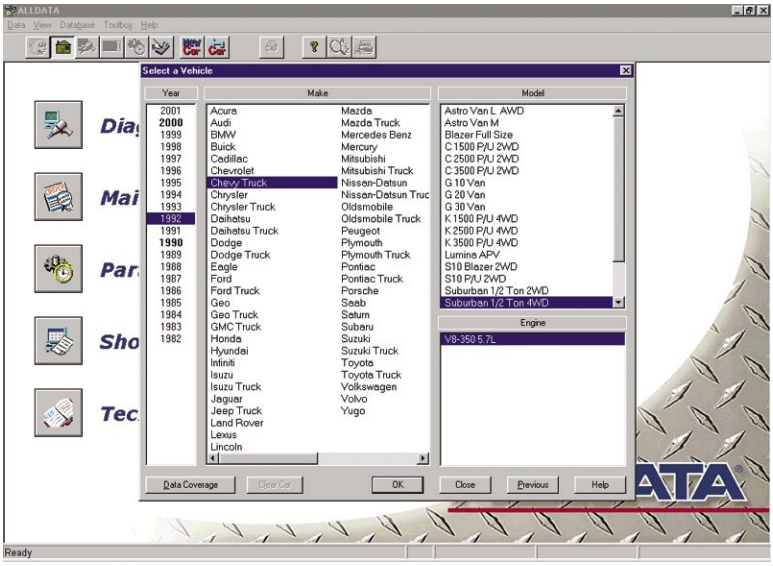
6. Click **Cancel** to cancel the connection and close the dialog box. All drives recognized by the operating system are displayed.

Using ALLDATA

The ALLDATA® program starts and displays a helpful *Tip of the Day*.

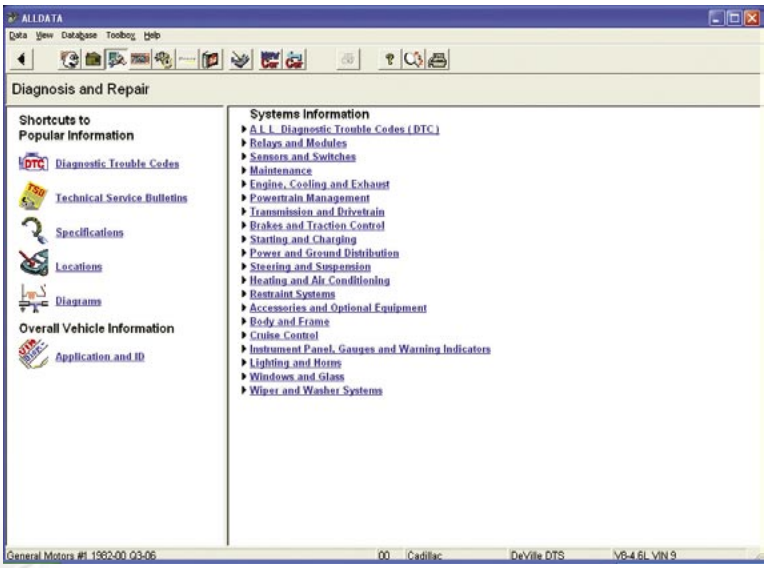


Click the **New Car** icon on the ALLDATA home screen to display the **Select a Vehicle** screen. Choose a Year, Make, Model and Engine configuration.



NOTE: ALLDATA will instruct you to insert the correct disc if you have not already done so.

After you have selected the Year, Make, Model and Engine, click the icon or title you want.



Finding Information in ALLDATA

Diagnosis and Repair

The Diagnosis and Repair section may include the following categories:

- Diagnostic Trouble Codes
- Technical Service Bulletins
- Specifications
- Locations
- Diagrams
- Application and ID
- Service Precautions
- Description and Operation
- Testing and Inspection
- Adjustments
- Service and Repair
- Tools and Equipment

Maintenance

This section provides manufacturer-recommended service information, including inspection procedures, maintenance schedules, technical service bulletins and other required service and repair instructions for general maintenance. Specific sub-system information includes:

- Tune Up Procedures
- Fluid Specifications
- Labor Times
- Service Precautions
- Brake Bleeding Instructions
- Maintenance Light Reset Procedures

Parts and Labor

Parts and Labor can be added directly to the Estimate Worksheet from displayed screens. The Parts and Labor section lists manufacturer parts and standard labor times for specific components. System information includes:

- OEM Part Numbers
- OEM Parts Prices
- Labor Skill Levels
- Warranty Labor Rates
- Standard Labor Rates
- Exploded View Diagrams

Shop Operations

Get information to assist with the daily operation of your shop. Supported topics include:

- Service Write-Up Forms
- Shop Management Integration Companies
- Vehicle Inspection Forms
- Motorist Assurance Program (MAP) Procedures
- Frequently Asked Questions

Technician's Reference

This section contains information to aid the Service Technician, including:

- Emissions Quick Reference Guide
- Timing Belt Replacement Intervals
- Automotive Glossary & Acronyms
- Conversion Tables & Formulas

Online with Estimating

Select Online to access your online subscription.

- Access your ALLDATA® Online Subscription
- Create ALLDATA® Estimates with Online Parts & Labor

AZ Parts℠ Catalog

Select AZ Parts Catalog to look up and add parts to the estimate worksheet.

- Aftermarket Parts Look-up
- Integrated with ALLDATA® Estimating

ALLDATA® Information System Toolbar Overview

ALLDATA Toolbar Overview

Back

Select the Back button or press the Esc (Escape) key to return to your previous selection. You can also select Back from the TurboView™ menu.

TurboView™

Displays a path to the information you are viewing and a list of information categories that are available for the currently selected system or component. TurboView may also be accessed by clicking the right mouse button.

Home

Return to the Home screen from anywhere within ALLDATA.

Diagnosis and Repair

Access information for the selected vehicle. This includes troubleshooting procedures, wiring diagrams, component locations, service and repair instructions, TSBs, diagnostic trouble codes and specifications.

Maintenance

Access maintenance schedules and tune-up information for the selected vehicle.

Parts and Labor

Display original equipment (OEM) descriptions, part numbers and estimated labor times. You can add information directly to your estimate worksheet from the Parts and Labor information category of ALLDATA.

ALLDATA Online

Access your online subscription.

AZ Parts℠ Catalog

Look up parts and add them to the estimate worksheet.

AZ PartsConnect℠

Check your price and availability, and order parts online from your local AutoZone® store.

Estimate Worksheet

Build an Estimate. This button also gives you access to estimate settings such as hourly labor rates, service writer names and shop jobs.

New Car

Choose a new vehicle. The Select a Vehicle screen will appear and allow you to clear out your current vehicle and make another selection.

Previous Car

Choose from a list of vehicles you have looked up most recently.

Image+Text™ Display

Return to ALLDATA's default split-screen mode with text on the left and the image on the right.

ALLDATA Toolbar Overview

Text Only
View article in text only. (No image will display.)

Image Only
Display the selected image. (No text will display.)

Print
Display the print dialog box. You can choose options such as text only, image only or text and image.

Annotate
Attach notes to, and detach notes from, specific articles and images.

Context Sensitive Help
Display help information for the current page displayed.

A_2Z^{SM} Component Search
Search for a system, component or diagnostic trouble code by name. ALLDATA displays a "Search For" field as part of the A_2Z component search dialog box. Type a system or component name into this field and possible matches will be displayed.

Fax
If your computer has a fax modem and fax software, you can fax our Resource Library by clicking the Fax button.

NOTE: If your computer does not have a fax modem, click the Fax button, print the fax form and fax it to ALLDATA at 1-800-684-4241.

NOTE: The following tools are available only if viewing an image.

Pan Mode
The Pan Mode button enables navigation through magnified images. If images can be panned, the pan cursor displays as solid directional arrows in the image view window. To zoom in on an image, click the zoom button

Click to zoom in.

Fit to Window
Adjust the image size so that it fits in the current image window.

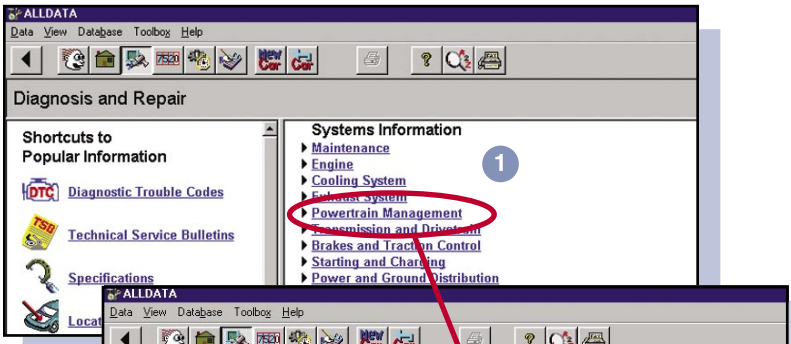
Fit to Width
Display the image using the maximum width available in the current window.

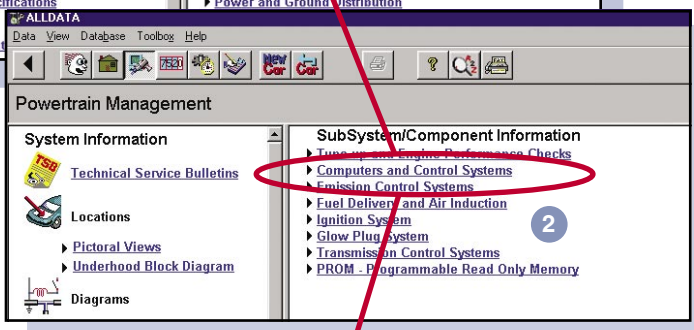
Full Size
Display the image at maximum (100%) size.

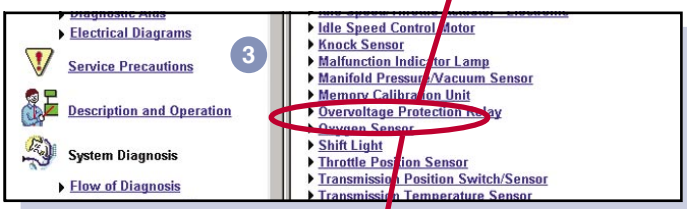
Navigating ALLDATA®

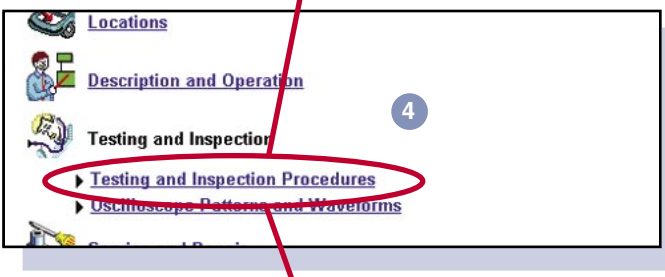
ALLDATA uses consistent information categories for all vehicles. **Diagnosis and Repair, Maintenance** and **Parts and Labor** categories all use a standard structure, whether you are viewing information at a system level or at a sub-system/component level.

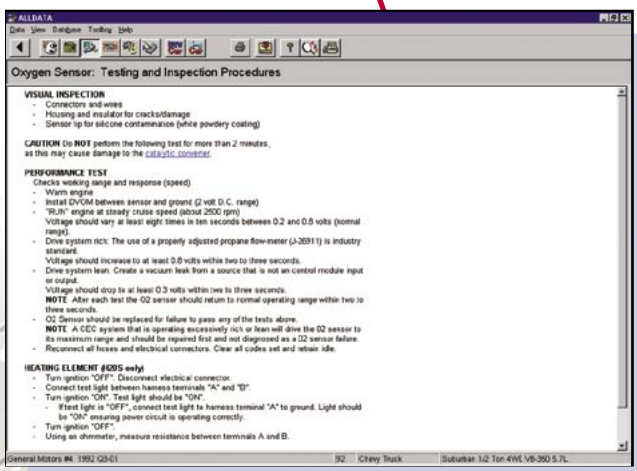
By first selecting a vehicle's year, make, model and engine, then choosing a system and sub-system/component, you have effectively forged a "path" to the information you requested. Refer to the path example below:









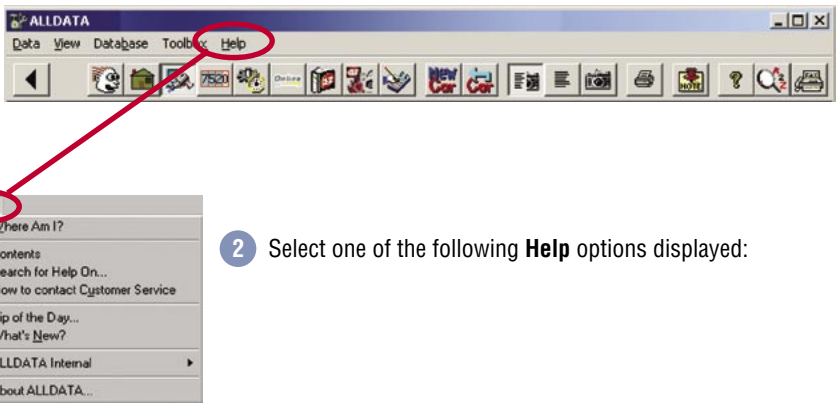


NOTE: This example is for a 1992 Chevrolet® Suburban® 4WD. Actual components and systems may differ by vehicle.

Help Overview

ALLDATA includes a **Help** feature for access to information in each area of ALLDATA. Try using **Help** before contacting Customer Service; you may save time.

1. Select **Help** above the Toolbar to display a menu of **Help** options.



2. Select one of the following **Help** options displayed:

Where Am I? Provides information such as the disc being accessed, the vehicle selected, the ALLDATA version and the path to your current selection. This information is very useful when contacting Customer Service for help.

Contents Displays a Table of Contents window that provides a list of each section or chapter within the Help files. Click on one of the books to view the pages or contents of the section. Then, click a page to view the Help information on that page.

Search for Help On… Starts Windows® Help, which explains how to use the Help feature.

How to Contact Customer Service Displays important information pertaining to ALLDATA's Customer Support Services.

Tip of the Day… Provides helpful hints about using ALLDATA. Each time you select this feature, a different tip is displayed.

What's New? Describes new products, features and/or enhancements.

About ALLDATA… Displays ALLDATA's copyright information and Terms and Conditions.

3. Click an Option to select it.

You may now follow the ServiceCenter℠ Shop Management program installation instructions, included in this booklet.

ALLDATA ServiceCenter Installation

The following information covers functions common to both ServiceCenter℠ Basic and ServiceCenter℠ ELITE. Features that are available only in ServiceCenter ELITE are noted.

IMPORTANT

If you are a first time installer of ServiceCenter, please read the information below.

- ❑ **Before you begin – confirm the following:** Make sure the latest version of ALLDATA has been installed and launched, the Terms and Conditions have been accepted and the i•SHOP® server has been configured.
- ❑ Fill out the required fields in the ServiceCenter pre-install workbook. This will help you properly install and configure ServiceCenter.

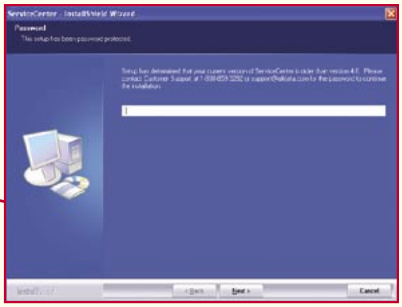
You will need to determine if you are going to install and use ServiceCenter on one computer or install and use ServiceCenter on a network. Please read the following carefully to make your determination.

- **PC Standalone** – select if this is the ONLY computer using ServiceCenter.
- **Network Server** – select if you are running ServiceCenter on a network and this is the computer where ServiceCenter data will be stored.
- **Network Client** – select if you are running ServiceCenter on a network and this is not the server computer. (NOTE: Client installs do not contain their own data. Data is accessed from the server on your network.)

Note: If you are installing as a Network Client, you will need the name of the computer that will be the server for ServiceCenter. Please see the section, "Obtaining Computer Name," which is located under the ServiceCenter Setup dropdown menu.

Upgrading from a version older than 4.0

If you are upgrading from an older 3.xx version of ServiceCenter older than 4.0, you will be asked to enter a password. Please call Customer Support at **800.859.3282** to obtain a password; once it is entered, click **Next**.



NOTE: Installation will NOT continue until you enter a correct password.

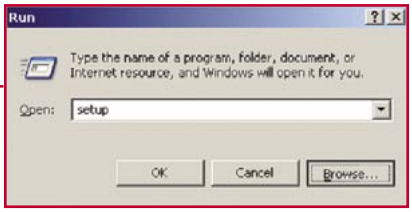
Manual Start Instructions

Use only if Installation does not start automatically

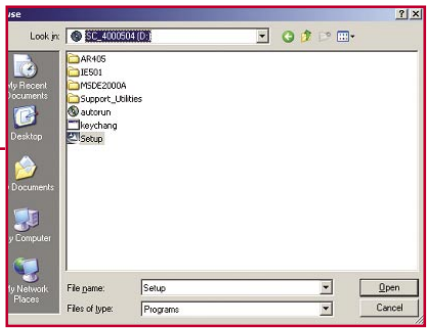
Insert the ServiceCenter disc into your DVD drive. If the ServiceCenter install screen **DOES NOT** automatically display after 10-20 seconds:

1. From the **Start** menu, select **Run.**

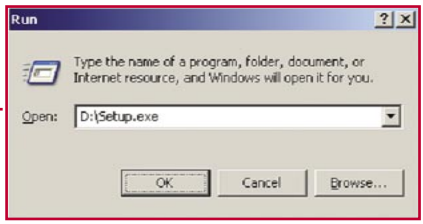
2. From the **Run** window, select the **Browse** button.



3. Navigate to the DVD drive where the ServiceCenter Software Installation Disc is located, highlight **Setup.exe** and select **Open.**



4. From the **Run** window, select **OK** and proceed with installation.



Standalone PC Installation (New Installation)

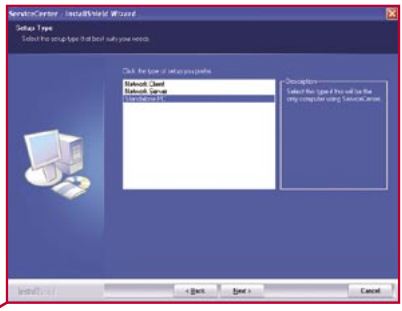
If you are using ServiceCenter on only one computer, follow this procedure.

1. Back up files and close all programs running on your computer.

2. Insert the ServiceCenter disc into your DVD drive. After a few seconds, an ALLDATA ServiceCenter window displays. (If this window does not display after 20 to 30 seconds, see the **Manual Start Instructions** on page 15.)

3. At the "ServiceCenter Setup" window, click **Next.**

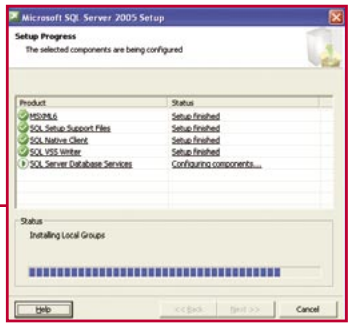
4. Read or Print the Terms and Conditions Agreement, check “I Accept” and click **Next** to accept the Terms and Conditions. If you do not agree to the Terms and Conditions, you cannot install ServiceCenter.



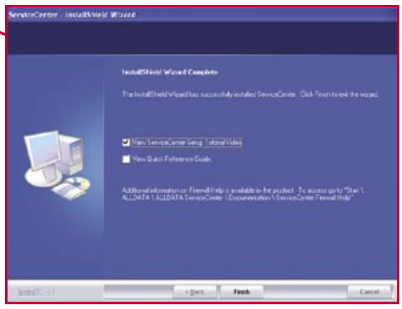
5. Select and highlight the“Standalone PC” setup type, then click **Next**.

6. Click **Next** to accept the default file location or use the **Browse…** button to select a different location.

7. Wait while ServiceCenter and SQL are installed.



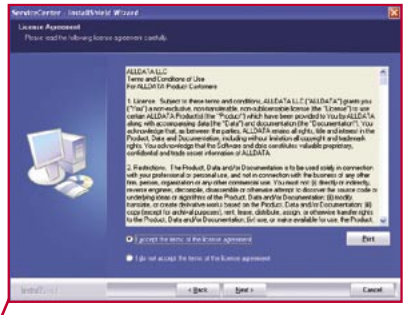
8. Click **Finish** when the "InstallShield Wizard Complete" window displays. It is now safe to remove the disc.



NOTE: A ServiceCenter Setup Tutorial Video will launch when you click **Finish**.

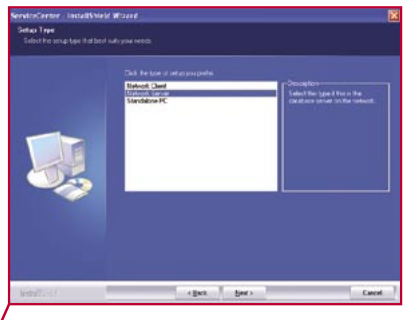
Network Server Installation (New Installation)

If you are using ServiceCenter on two or more networked computers, follow this procedure on your **server** computer (this is the computer where all your data will be stored). After completing the Server installation, use the "Network Client Installation" procedure to install on the other (client) computers.



1. Back up files and close all programs running on your server computer.

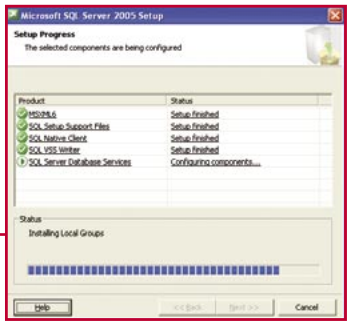
2. Insert the ServiceCenter disc into the server's DVD drive. After a few seconds, an ALLDATA ServiceCenter window displays. (If this window does not display after 20 to 30 seconds, see the **Manual Start Instructions** on page 15.)



3. At the "ServiceCenter Setup" window, click **Next.**

4. Read or Print the Terms and Conditions Agreement, check "I Accept" and click **Next** to accept the Terms and Conditions. If you do not agree to the Terms and Conditions, you cannot install ServiceCenter.

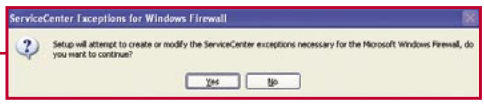
5. Select and highlight the "Network Server" setup type, then click **Next**.



6. Click **Next** to accept the default file location or use the **Browse…** button to select a different location.

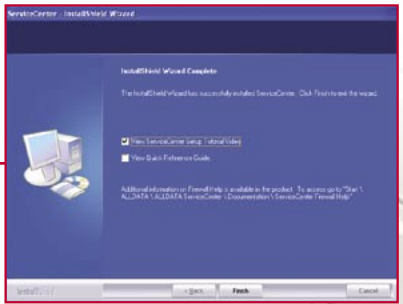
7. Wait while ServiceCenter and SQL are installed.

8. If you are running Windows® XP and your firewall is ON, you will receive a message to allow ServiceCenter setup to create or modify your exceptions in your Windows Firewall.



9. Click **Yes** to continue

IMPORTANT: If you click NO, your ServiceCenter Server and Client will NOT be able to communicate through your Windows Firewall correctly. To configure your Windows Firewall exceptions after the ServiceCenter installation has completed, re-insert your installation disc and run the firewall option.



10. Click **Finish** when the "InstallShield Wizard Complete" window is displayed. It is now safe to remove the disc.

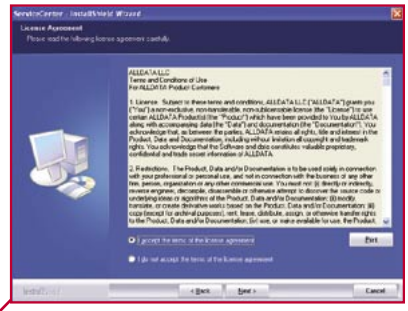
NOTE: A ServiceCenter Setup Tutorial Video will launch when you click **Finish**.

Network Client Installation (New Installation)

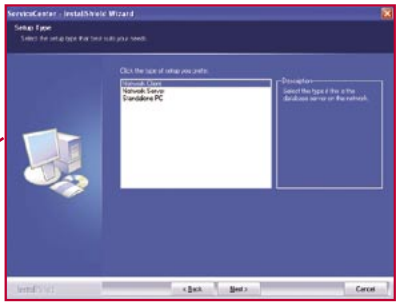
Use this procedure only if you are using ServiceCenter on multiple computers in a networked environment AND you have already installed on the server computer using the "Network Server Installation" procedures. Follow the network client installation on every computer using ServiceCenter, except the server.

Get the server's name before starting the client installation. Go to the server, select from the ServiceCenter tool bar: **Setup > Installation and Setup > Obtaining Computer Operating System (OS), Name.**

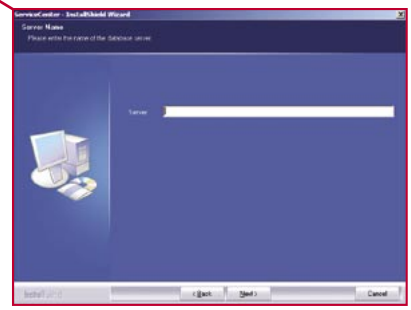
1. Close all programs running on your computer.



2. Insert the ServiceCenter disc into the client's DVD drive. After a few seconds, an ALLDATA ServiceCenter window displays. (If this window does not display after 20-30 seconds, see the **Manual Start Instructions**. on page 15)
3. At the "ServiceCenter Setup" window, click **Next**.
4. Read or Print the Terms and Conditions Agreement, check "I Accept" and click **Next** to accept the Terms and Conditions. If you do not agree to the Terms and Conditions, you cannot install ServiceCenter.

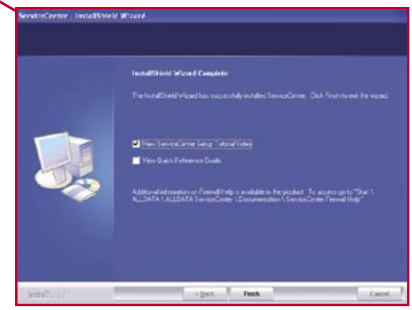


5. Select and highlight the "Network Client" setup type, then click **Next**.
7. Type the server name in the "Enter Server Name" window, then click **Next.**



6. Click **Next** to accept the default file location, or use the **Browse…** button to select a different location.
8. Wait while ServiceCenter is installed.
9. Click **Finish** when the "InstallShield Wizard Complete" window is displayed. It is now safe to remove the install disc.

NOTE: A ServiceCenter Setup Tutorial Video will launch when you click **Finish**.



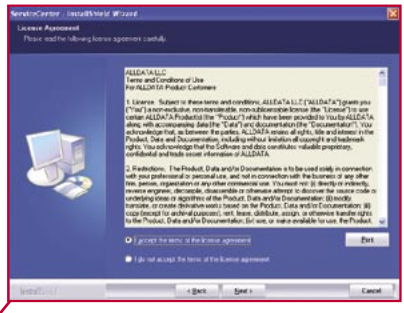
Standalone PC Installation (Update from a Previous Version)

If you are using ServiceCenter on only one computer, follow this procedure.

1. Back up files and close all programs running on your computer.

2. Insert the ServiceCenter disc into your DVD drive. After a few seconds, an ALLDATA ServiceCenter window displays. (If this window does not display after 20 to 30 seconds, see the **Manual Start Instructions** on page 15.)

3. At the ServiceCenter Setup window, click **Next.**



4. Read or Print the Terms and Conditions Agreement, check “I Accept” and click **Next** to accept the Terms and Conditions. If you do not agree to the Terms and Conditions, you cannot install ServiceCenter.

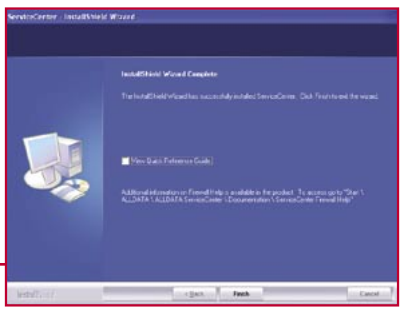
5. Wait while ServiceCenter is updated.

6. If you are running Windows® XP and your firewall is ON, you will receive a message to allow ServiceCenter setup to create or modify your exceptions in your Windows Firewall.

7. Click **Yes** to continue

IMPORTANT: If you click NO, your ServiceCenter Server and Client will NOT be able to communicate through your Windows Firewall correctly. To configure your Windows Firewall exceptions after the ServiceCenter installation has completed, re-insert your installation disc and run the firewall option.

10. Click **Finish** when the "InstallShield Wizard Complete" window is displayed. It is now safe to remove the disc.



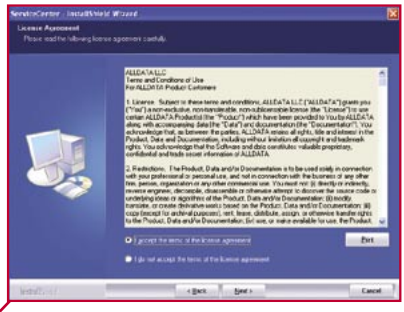
Network Server Installation (Update from a Previous Version)

If you are using ServiceCenter on two or more networked computers, follow this procedure on your **server** computer (this is the computer where all your data is stored). After updating the server, you will follow the procedure for installing on (client) computers.

1. Back up files and close all programs running on your computer.

2. Insert the ServiceCenter disc into the server's DVD drive. After a few seconds, an ALLDATA ServiceCenter window displays. (If this window does not display after 20 to 30 seconds, see the **Manual Start Instructions** on page 15.)

3. At the "ServiceCenter Setup" window, click **Next.**

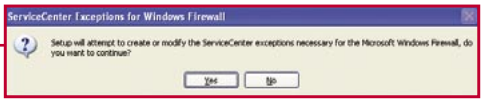


4. Read or Print the Terms and Conditions Agreement, check "I Accept" and click **Next** to accept the Terms and Conditions. If you do not agree to the Terms and Conditions, you cannot install ServiceCenter.

5. Wait while ServiceCenter is updated.

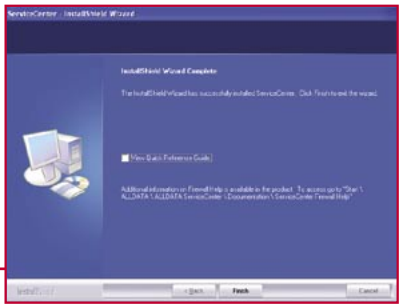
6. If you are running Windows® XP and your firewall is ON, you will receive a message to allow ServiceCenter setup to create or modify your exceptions in your Windows Firewall.

7. Click **Yes** to continue



IMPORTANT: If you click NO, your ServiceCenter Server and Client will NOT be able to communicate through your Windows Firewall correctly. To configure your Windows Firewall exceptions after the ServiceCenter installation has completed, re-insert your installation disc and run the firewall option.

10. Click **Finish** when the "InstallShield Wizard Complete" window is displayed. It is now safe to remove the disc.

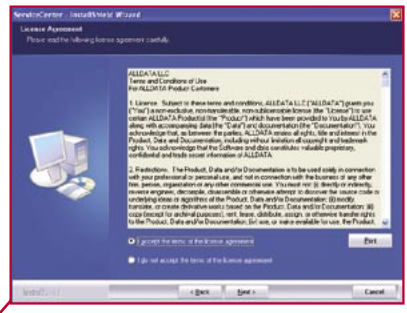


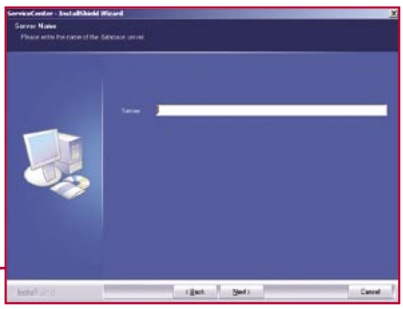
Network Client Installation (Update from a Previous Version)

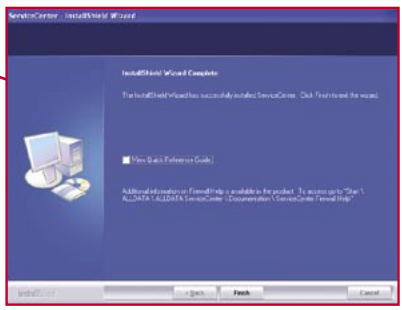
Use this procedure only if you are using ServiceCenter on multiple computers in a networked environment AND you have already installed on the server computer using the "Network Server Installation" procedures. Follow the network client installation on every computer using ServiceCenter, except the server.

Get the server's name before starting the client installation. Go to the server, select from the ServiceCenter tool bar: **Setup > Installation and Setup > Obtaining Computer Operating System (OS), Name.**

1. Back up files and close all programs running on your computer.
2. Insert the ServiceCenter disc into the client's DVD drive. After a few seconds, an ALLDATA ServiceCenter window displays. (If this window does not display after 20-30 seconds, see the **Manual Start Instructions**. on page 15)
3. At the "ServiceCenter Setup" window, click **Next**.
4. Read or Print the Terms and Conditions Agreement, check "I Accept" and click **Next** to accept the Terms and Conditions. If you do not agree to the Terms and Conditions, you cannot install ServiceCenter.
5. Wait while ServiceCenter is updated.
6. Type the server name in the "Enter Server Name" window, then click **Next.**
7. Click **Finish** when the "InstallShield Wizard Complete" window is displayed. It is now safe to remove the install disc.







ALLDATA® ServiceCenter Installation

The ServiceCenter Setup Wizard pop-up window will appear the first time the program starts. Click **OK** to begin Setup.

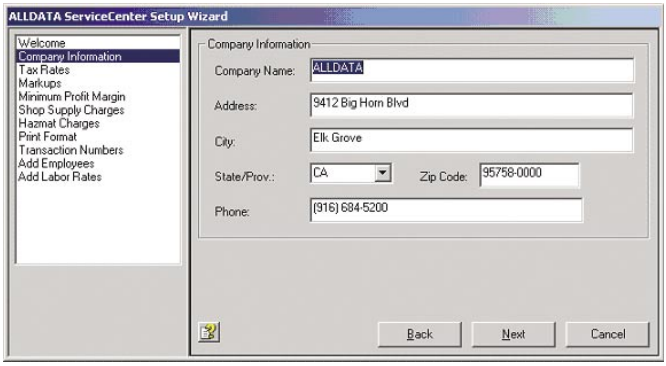
You are now in the ServiceCenter Setup Wizard. This Wizard helps you enter your company information, tax rates and markups, employees and a default labor rate. Information you do not currently have available can be entered or changed after you've begun using ServiceCenter.

You're now ready to use the Setup Wizard to create the ServiceCenter setup for your shop.

Click Next to begin.

SET UP ServiceCenter — Company Information

The following information will appear on estimates, repair orders and counter sales. Fill in the blanks.



Company Name: Your shop's name, as you want it to appear.
Address: Your shop's address.
City: The city in which your shop is located.
State: The state in which your shop is located (type or use the drop-down box).
ZIP Code: Your shop's ZIP code.
Phone: Your shop's telephone number. Don't forget your area code.

Click Next to continue.

Important Notice Regarding ServiceCenter Setup:

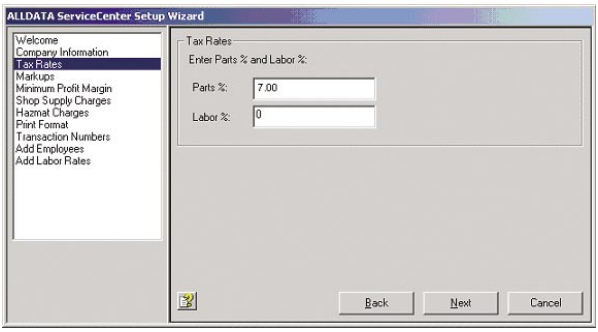
It is the responsibility of the customer and his/her attorneys and accountants to ensure that the customer complies with all federal, state and local laws, rules and ordinances and to verify that all data is accurate.

AutoZone and ALLDATA take no responsibility for complying with such laws, rules and ordinances or verifying data accuracy.

Consult appropriate legal counsel for the business management procedures for your particular location.

SET UP ServiceCenter — Tax Rate

Fill in the blanks.



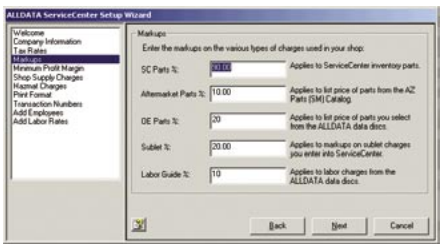
Parts %: Type the parts tax rate for your area (*e.g.,* type 7 for 7.0%).

Labor %: If labor is taxed in your area, you can enter your labor tax rate percentage here (*e.g.,* type 7 for 7.0%). Skip this section if no labor taxes apply.

Click Next to continue.

SET UP ServiceCenter — Markups

Fill in the information requested in the blanks.



Parts %: Type the markup percentage of your parts. This markup is applied at the time a new part is created. It does not apply to parts in the ALLDATA® Parts and Labor Guide (*e.g.,* type 25 for 25.0%).

Sublet %: Type the markup percentage for work you send out to other shops (*e.g.,* type 30 for 30.0%).

OE Parts %: Type the percentage you mark parts up when using the ALLDATA Parts and Labor Guide.

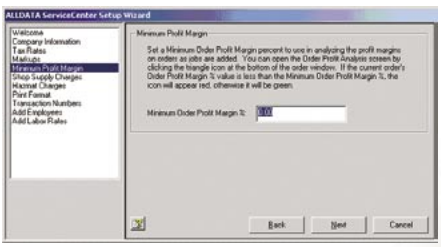
Aftermarket Parts %: This will mark up your aftermarket parts.

Labor Guide %: Type the percentage you mark labor up when using the ALLDATA Parts and Labor Guide.

Click Next to continue.

SET UP ServiceCenter — Minimum Profit Margin

A Profit Margin allows you to check the difference between the cost and selling price of parts and services on orders, jobs and line items. In the Profit Margin area, enter a Minimum Order Profit Margin percent to use in analyzing the profit margins on orders as jobs are added (*e.g.,* if you do not want to go lower than 35% profit on any order, job or line item, you would enter 35.)

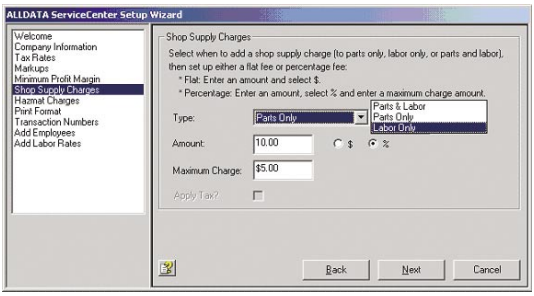


Click Next to continue.

NOTE: If you are not using a ServiceCenter ELITE subscription, leave the field at 0.00 and click next.

SET UP ServiceCenter — Shop Supply Charges

You will need to decide whether you will use shop supply charges and if the charges will be calculated on a flat or percentage basis. Follow the steps below.



NOTE: The fee can be removed from individual repair orders, estimates and counter sales.

To charge a *flat* shop supply fee:

1. From the Shop Supply Charges drop-down list under **Type**, select **Parts & Labor**, **Parts Only** or **Labor Only**.

   - Parts Only – fee only applies when parts are billed.
   - Labor Only – fee only applies when labor, sublet or miscellaneous charges are billed.
   - Parts & Labor – fee applies when parts, labor, sublet or miscellaneous charges are billed.

2. Tab to the Amount field. Type the fee amount (*e.g.*, 15 for $15.00).

3. Click the dollar sign (**$**) after your selection.

4. If the Shop Supply fee is taxable, click the **Apply Tax** check box.

NOTE: Maximum-charge dollar amounts cannot be entered because this is a flat fee.

To charge a *percentage* Shop Supply fee:

1. From the Shop Supply Charges drop-down list under **Type**, select **Parts & Labor**, **Parts Only** or **Labor Only**.

   - Parts Only – fee only applies when parts are billed.
   - Labor Only – fee only applies when labor, sublet or miscellaneous charges are billed.
   - Parts & Labor – fee applies when parts, labor, sublet or misc. charges are billed.

2. Type the percentage amount (*e.g.*, 7.5 for 7.5%).

3. Click the percentage sign (**%**) after your selection.

4. Type a **Maximum Charge (in $)**. If you leave this box at zero, the application will assume there is no maximum charge.

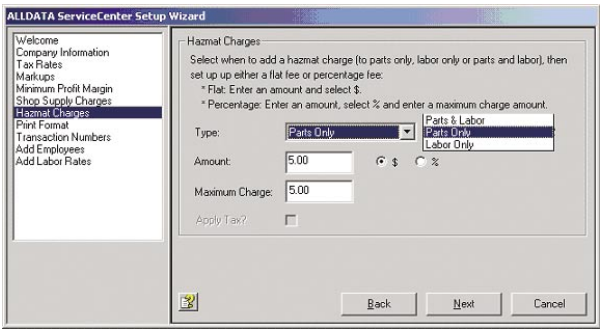
5. If the Shop Supply fee is taxable, click the **Apply Tax** check box.

NOTE: If no parts tax rate was entered (see page 23), this box will be disabled.

Click Next to continue.

SET UP ServiceCenter — Hazmat Charges

This section is used to set up a Hazardous Materials fee that is automatically added to all estimates, repair orders and counter sales. The charge is either a flat fee or a percentage of the parts and labor charges. You will need to decide whether you will use Hazmat charges and if the charges will be calculated on a flat or percentage basis.



The fee can be removed from individual repair orders, estimates and counter sales.

To charge a *flat* Hazardous Materials fee:

1. From the Hazmat Charges drop-down list under **Type**, select **Parts & Labor**, **Parts Only** or **Labor Only**.

   - Parts Only – fee only applies when parts are billed.
   - Labor Only – fee only applies when labor, sublet or miscellaneous charges are billed.
   - Parts & Labor – fee applies when parts, labor, sublet or misc. charges are billed.

2. Enter the fee amount.

3. Select the dollar sign (**$**) after your selection.

4. If the Hazmat fee is taxable, click the **Apply Tax** check box. Hazmat is a materials disposal fee, so it is taxed using the Labor Rate. If your Labor Tax Rate is set at zero, the **Apply Hazmat Tax** field is disabled. (To add tax rates, tab back to the **Tax Rate** section in your program and refer to page 23.)

To charge a *percentage* Hazardous Materials fee:

1. From the Hazmat Charges drop-down list under **Type**, select **Parts & Labor**, **Parts Only** or **Labor Only**.

   - Parts Only – fee only applies when parts are billed.
   - Labor Only – fee only applies when labor, sublet or miscellaneous charges are billed.
   - Parts & Labor – fee applies when parts, labor, sublet or miscellaneous charges are billed.

2. Enter the percentage amount.

3. Select the percentage sign (**%**) after your selection.

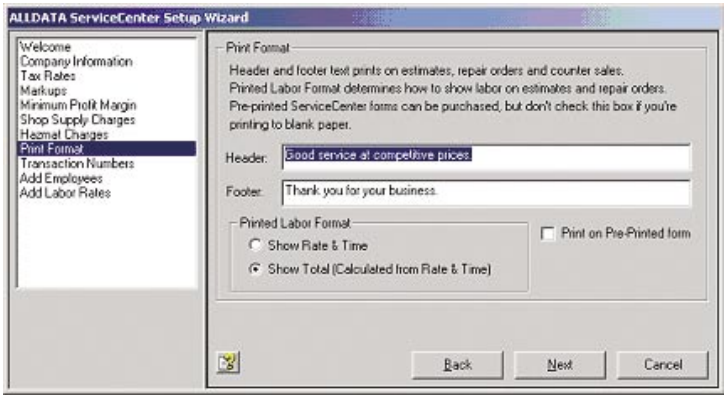
4. Type a **Maximum Charge** (in dollars). If you leave this box at zero, the application will assume there is no maximum charge**.**

If the Hazmat fee is taxable, click the **Apply Tax** check box. Hazmat is a materials disposal fee, so it is taxed using the Labor Rate. If your Labor Tax Rate is set at zero, the **Apply Hazmat Tax** field is disabled. (To add tax rates, tab back to the **Tax Rate** section in your program and refer to page 23.)

Click Next to continue.

SET UP ServiceCenter — Setting Print Format

This area is used to enter text for shop-specific messages at the top (**Header**) and/or bottom (**Footer**) of estimates, repair orders and counter sales.



1. **Header**: Enter your message (no more than 100 characters) in the space provided, *exactly* as you want it to appear at the top of the order. (e.g.,"BOB's Garage Aims to Please.")

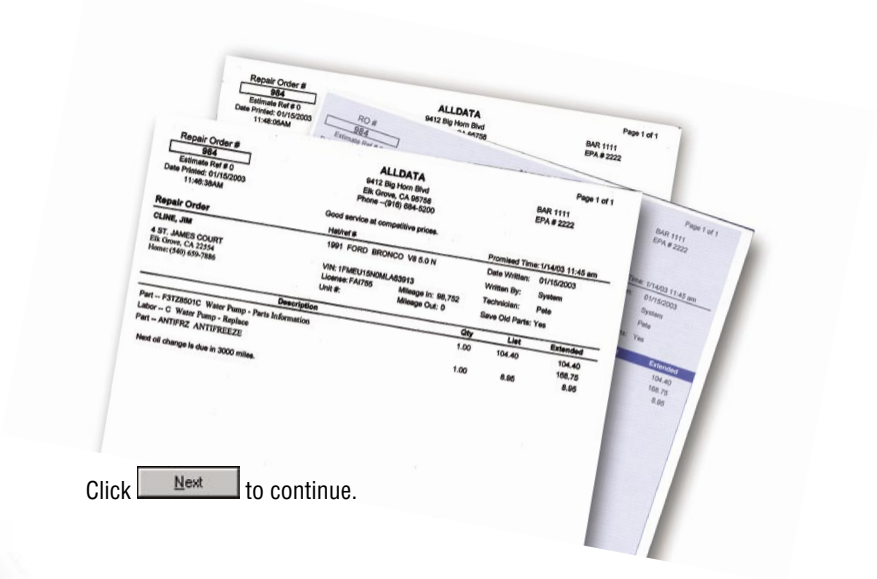
2. **Footer:** Enter your message (no more than 100 characters) in the space provided, *exactly* as you want it to appear at the bottom of the order. (*e.g.*, "Friendly neighborhood garage since 1974.")

Printed Labor Format: Gives you control over the amount of detail that prints on your order.

Show Rate & Time: Selecting this button will print the hourly labor rate ($), the hours charged (#) and total charge ($). (*e.g.,* Labor Rate $50. Hours Charged 3. Total Charge $150.)

Show Total (Calculated from Rate & Time): Selecting this button will print only the total charge ($) calculated from the rate and time. (*e.g.,* Total Charge $150.)

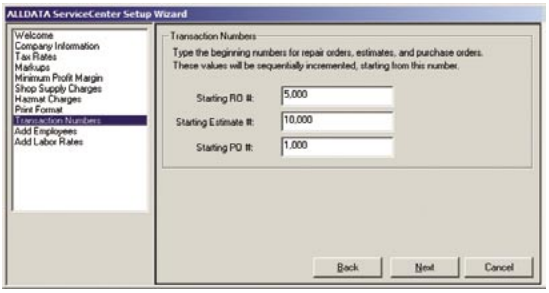
Print on Pre-printed Form: Check this box **only** if you are using pre-printed forms.



Click Next to continue.

SET UP ServiceCenter — Transaction Numbers

This section enables you to select your initial number sequence for your repair orders and estimates.



IMPORTANT: Numbering of each should be significantly different to easily distinguish your estimates from your repair orders.

Suggestion: You may want to continue using same numbering sequence you are currently using.

Starting RO #: Enter the number that you want your repair orders to begin with (up to 9 digits).

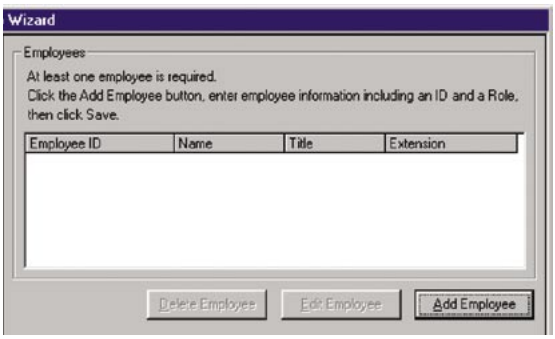
Starting Estimate #: Enter the number you want your estimates to begin with (up to 9 digits).

Starting PO #: Enter the number you want your purchase orders to begin with (up to 9 digits).

Click Next to continue.

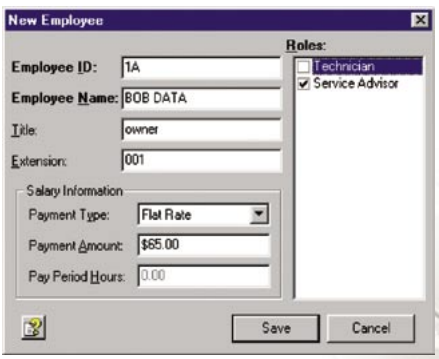
SET UP ServiceCenter — Adding Employees

To track employees on estimates, repair orders and counter sales, you must add their names to the system.



To add an employee:

1. Click the **Add Employee** button. A **New Employee** dialog box is displayed.
2. Type **Employee ID**. You can identify your employees using letters, numbers or both. **This is a required field.**
3. Type an **Employee Name. This is a required field.**
4. Type **Title**.
5. Type phone **Extension**.



SET UP ServiceCenter — Adding Employees

6. Enter the **Salary Information**.
   - Flat Rate – In the **Payment Type** drop-list, select **Flat Rate** for employees whose pay is based on a Flat Rate system. Type the hourly rate ($) in the **Payment Amount** field.
   - Hourly – In the **Payment Type** drop-list, select **Hourly** for employees paid by the hour. Type the hourly pay rate ($) in the **Payment Amount** field.
   - Salary – In the **Payment Type** drop-list, select **Salary** for employees paid a set amount per pay period. Type the salary amount for that pay period in the **Payment Amount** field, and type the hours per pay period in the **Pay Period Hours** field.

7. Select **Roles.** Click **Technician** and/or **Service Advisor** to indicate the employee's role. **This is a required field.**

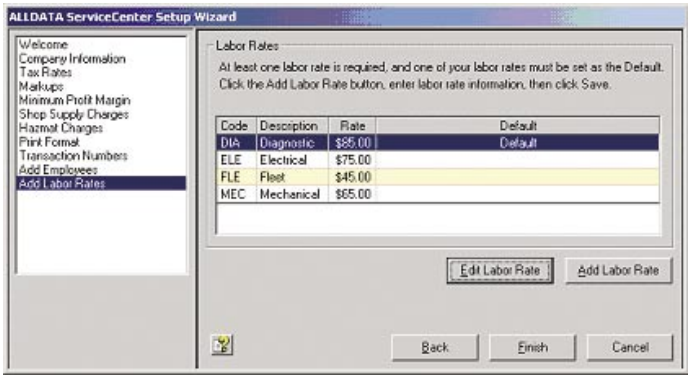
8. Click the **Save** button.

9. Repeat this process for each employee.

Click Next to continue.

SET UP ServiceCenter — Adding Labor Rates

You must create the labor rates that are applicable when creating estimates and repair orders. You can use multiple labor rates and one must be selected as the default rate.

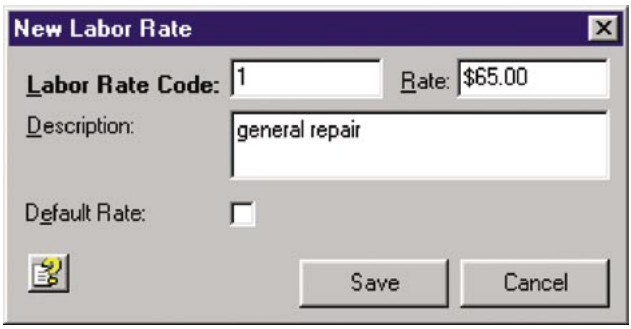


To add a Labor Rate:

1. Click the **Add Labor Rate** button. A **New Labor Rate** dialog box is displayed.

2. Type a **Labor Rate Code**. Choose how you want to identify your labor rates using letters, numbers or both. **This is a required field**.

3. Type a labor rate in the **Rate** field. (*e.g.*, 60 for $60 per hour.)



SET UP ServiceCenter — Adding Labor Rates continued...

4. Type a **Description**. (*e.g.*,Diagnosis, General Repair, etc.)
5. Click the Default Rate check box if you want this rate to be your default labor rate. One labor rate must be selected as the default rate.
6. Click the **Save** button.
7. Repeat this process for each additional rate.

NOTE: There can be only one default rate selected.

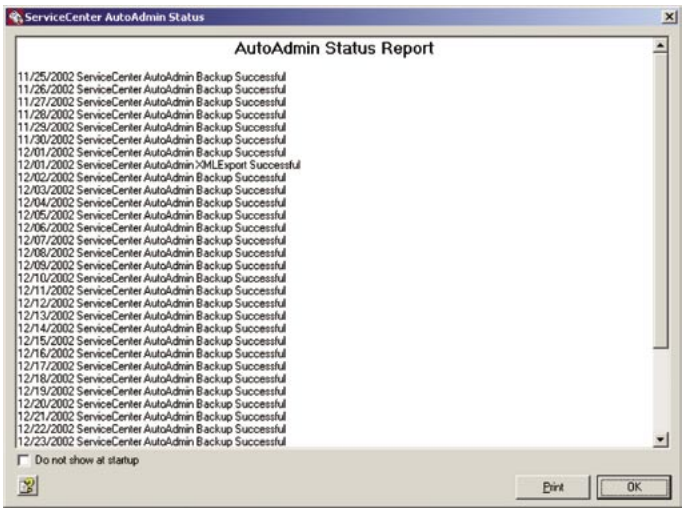
When you have completed entering your Labor Rates, click **Finish**.

ServiceCenter SET UP — COMPLETED!

This completes the Setup Wizard portion of your ServiceCenter installation.

IMPORTANT! Make sure the latest version of ALLDATA® has been installed and launched before starting ServiceCenter, otherwise an error message will occur.

Click the **OK** button to launch ServiceCenter. You will be greeted with the AutoAdmin status report at the start of ServiceCenter.



The AutoAdmin status window displays backup and export tasks completed since ServiceCenter was shut down, and whether or not those tasks were successful. Click **OK** to move past the AutoAdmin status report.

NOTE: It is possible to disable the AutoAdmin status report displaying upon launch. Refer to "Setting Setup Information" in the ServiceCenter Quick Reference Guide. Go to: **ServiceCenter Help > Quick Reference Guide.**

ServiceCenter Menu Options at a Glance

Use the **Main** menu options for your daily work, such as creating repair orders and counter sales, adding customers and vehicles and managing your work in progress.

Work in Progress, Saved Estimates
Click this button to view current work in progress, including counter sales, invoices, repair orders, estimates and cashiered invoices.

New Estimate or Repair Order
Click the **New Estimate or Repair Order** button to open a new, blank order form and create repair orders and estimates.

Customers
Click the **Customers** button to view, search, add or edit customer information.

Shop Jobs
Click the **Shop Jobs** button to add, edit or delete a shop job. These shop jobs are available to add to estimates and repair orders.

Vehicles
Click the **Vehicles** button to view or edit vehicles.

Service History
Click the **Service History** button to search service history by customer name, order number, license plate or VIN.

New Counter Sale
Click the **New Counter Sale** button to open a new, blank counter sale form.

With ServiceCenter℠ ELITE, the **Scheduling** shortcut bar gives access to the scheduling Appointments Calendar and Appointments List.

Appointments Calendar
The Appointments Calendar allows you to view your shop's appointments in a calendar format by month or week.

Appointments List
The Appointments List window lists all appointments created in ServiceCenter or imported from the web.

ServiceCenter Menu Options at a Glance

The **Inventory** shortcut bar allows you to create and manage purchase orders, vendors and parts.

Purchase Orders
With ServiceCenter ELITE, you can add purchase orders to your database so that you can track parts orders and inventory.

Vendors
With ServiceCenter ELITE, the Vendor list display the vendors (sellers/wholesalers) of parts that you use and stock in the shop.

Parts
Click the **Parts** button to add, edit or delete a part charge.

The **ALLDATA** shortcut bar gives access to the ALLDATA library of repair information.

Repair Information
The ALLDATA library of repair information is a searchable library of automotive repair information, technical service bulletins, diagnostic trouble codes and diagrams.

Additional Information on ServiceCenter is available at these locations:

- **ServiceCenter Toolbar > Setup > Installation and Setup**
- **ServiceCenter Toolbar > Help > Quick Reference Guide**

ServiceCenter Menu Options at a Glance

The **Setup** menu options help you add general shop information such as labor rates, employee names, disclaimers, codes and charges.

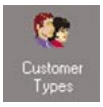
Employees
Click the **Employees** button to add, edit or delete an employee.

Labor Rates
Click the **Labor Rates** button to add, edit or delete a labor rate, or to set a default labor rate.

Disclaimers
Click the **Disclaimers** button to add, edit or delete a disclaimer and note. These disclaimers are available to print on orders.

Job Status Codes
Click the **Job Status Codes** button to add, edit or delete a job status code. This allows you to label work by status, such as Holding for Parts (HP) or Waiting for Authorization (AUTH).

Miscellaneous Charges
Click the **Miscellaneous Charges** button to add, edit or delete a miscellaneous charge. Miscellaneous charges are taxed using the labor tax rate.



Customer Types
Click the **Customer Types** button to add, edit or delete customer types. Use customer types to assign group labor rates and discounts, such as Standard or Fleet.

Accounting Setup
ServiceCenter ELITE is equipped to integrate with QuickBooks® to provide accounting information and tools for your shop.

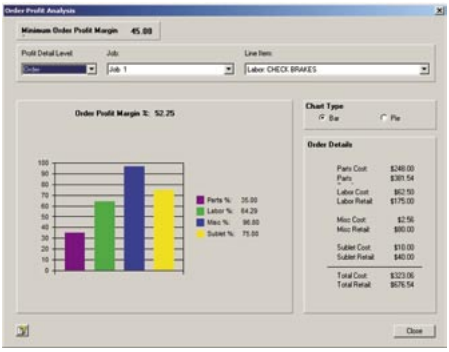
End of Day Setup
In ServiceCenter ELITE, you have the option of choosing from an extensive list of reports to print at the end of each day

Company Setup
Click the Company Setup button to add, edit or delete shop information, including name, address, phone numbers, licenses, tax and markup rates, printing options and more.

ServiceCenter ELITE Features

For ServiceCenter ELITE Customers Only:

Profit Margin Analysis – To utilize the profit margin analysis you must select a technician on each work order, then complete actual cost and flagged hours. This will help maximize your profit margin. This analysis information is displayed here as a graph with order details on the side.



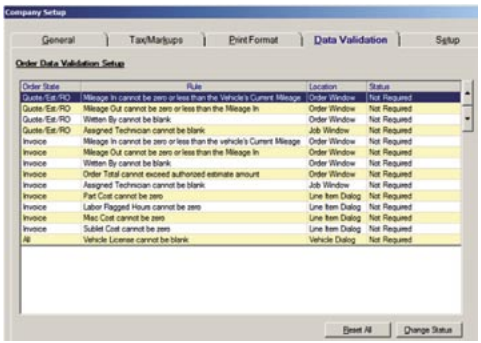
When a job is added to an order, ServiceCenter tests profit margins against the configured Minimum Profit Margin Threshold and displays a Profit Margin indicator in the status bar at the bottom of the order window.

The indicator is GREEN if the Profit Margin threshold was met,

and RED if the Profit Margin threshold was not met.

In the Setup Wizard or under the Tax/Markups section of ServiceCenter, you can add your Minimum Order Profit Margin Percentage. This will reflect if your Profit Margin has been met.

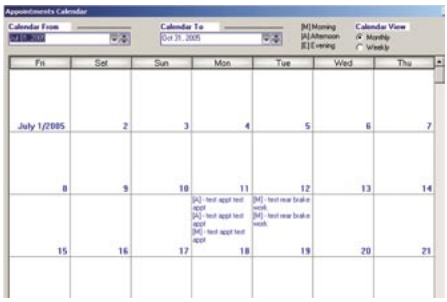
Inventory Management, Vendors and Purchase Orders – Inventory gives you the ability to enter a parts list with Qty On Hand, along with vendors that supply your parts. You can create purchase orders to assist with ordering and restocking parts for your inventory. Each purchase order can be created for each vendor.

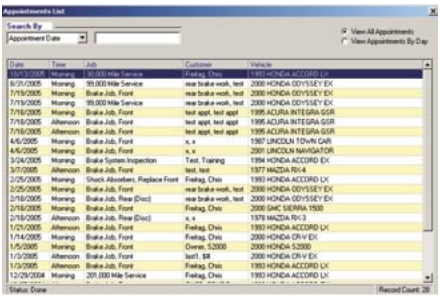


Data Validation – The Data Validation screen allows you to set up rules for advanced data entry. You can change the Data Validation status for each order state including quotes, estimates, repair orders, invoices or all. You can change the status to be a warning, required or not required field.

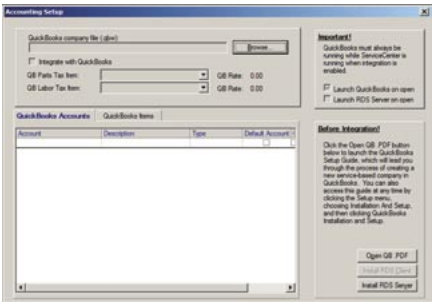
ServiceCenter ELITE Features

Appointments Calendar – The appointment calendar will display any appointments you have scheduled or that have been imported from ProCarCareZone.℠ Different views of your calendar are available, such as monthly, weekly and daily.

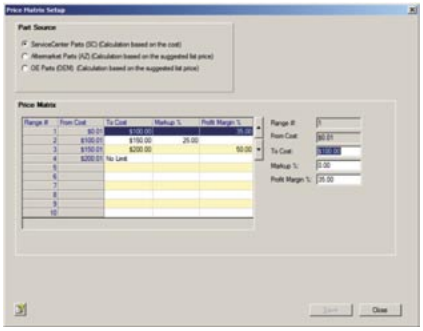




Accounting Setup – Accounting setup allows you to integrate ServiceCenter with QuickBooks®. After integrating ServiceCenter with QuickBooks, certain information is transferred from ServiceCenter to QuickBooks. Primarily, invoices, payments and refunds are written directly to QuickBooks at the time they are posted in ServiceCenter.



The Price Matrix Setup window – The price matrix setup window allows you to set up markup rules for parts based on their source. There are three sources:



- ServiceCenter parts are manually entered based on the cost of the part as defined by the user in the parts list.
- Aftermarket parts are added, based on the suggested list price of the part in the AZ Parts Catalog.
- OE Parts are added, based on the suggested list price of the part in the ALLDATA Parts and Labor Guide.

ServiceCenter℠ and QuickBooks®

For information on integrating ServiceCenter with QuickBooks, please refer to:

Start > Programs > ALLDATA > ALLDATA ServiceCenter > Documentation > QuickBooks Integration Summary

Local AutoZone® Store Configuration

IF YOU HAVE THE AZ PARTS℠ CATALOG OPTION, FOLLOW THE INSTRUCTIONS BELOW TO CONFIGURE YOUR LOCAL AUTOZONE STORE.

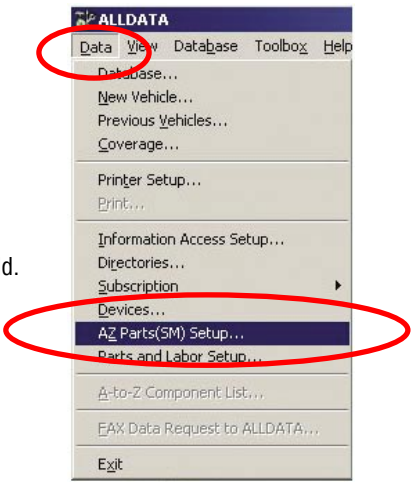
LOCAL STORE CONFIGURATION

The AZ Parts Catalog automatically displays a wide range of parts available in the catalog. The AZ Parts Catalog can also be set up to view parts normally stocked by your local AutoZone® Commercial℠ stores.

To set up the catalog to display local store items, call your AutoZone Commercial Specialist. They will be able to provide you with the necessary local store numbers and addresses to add to your custom setup.

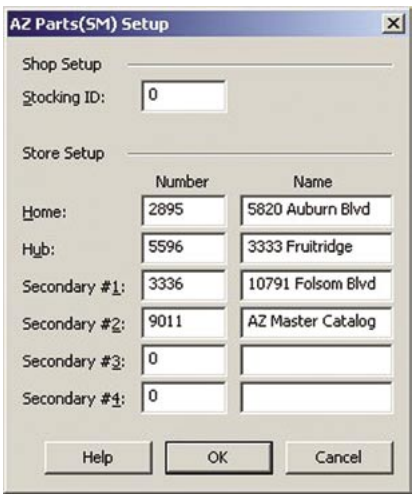
To configure your catalog:

1. Start ALLDATA.
2. Select **Data**, **AZ Parts Setup**.
3. Enter the store numbers in the Number fields.
4. Enter the store addresses in the Name field.



To continue viewing the 'Master' store catalog:

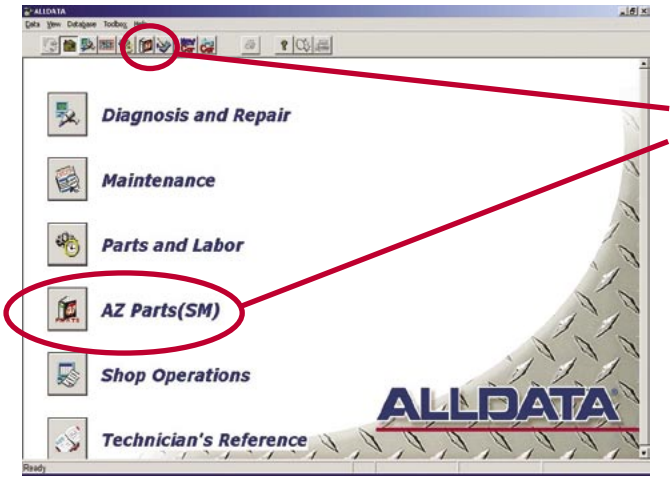
5. Enter **9011** (or your local AutoZone store number) in a Number field.
6. Enter 'Master' in the Name field.



NOTE: If you have not already set up your AZ Parts Catalog, contact your AutoZone® Commercial℠ Specialist for local store numbers.

The AZ Parts Catalog — Accessing the Catalog

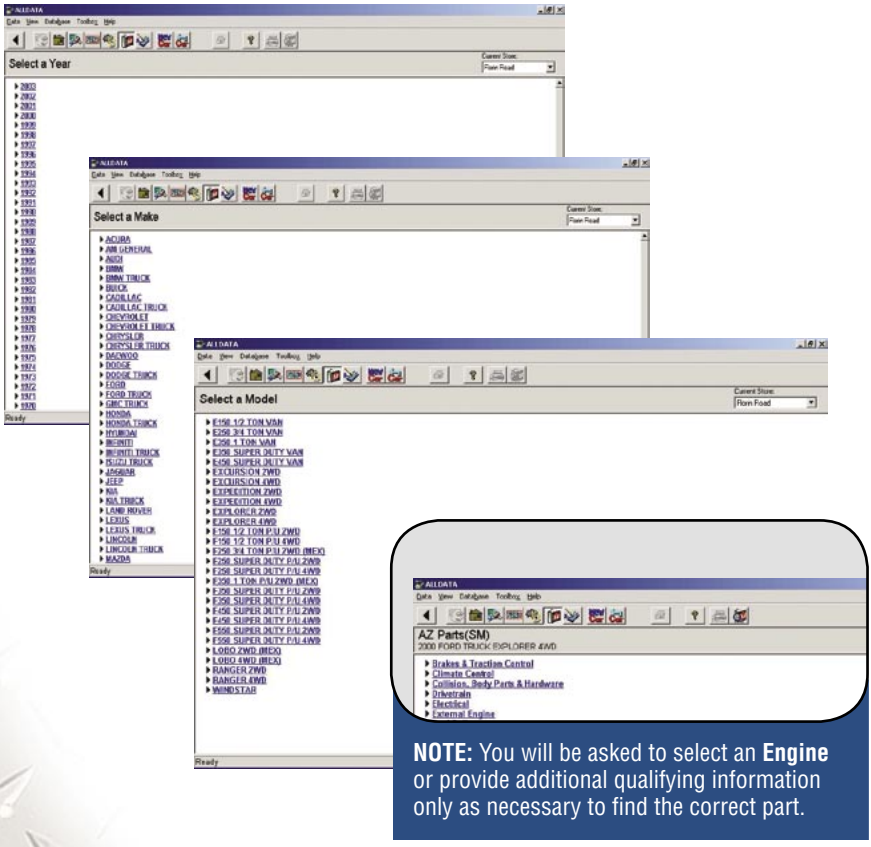
Access the AZ Parts Catalog by selecting one of the AZ Parts buttons located on the Home screen or on the Toolbar.



Once installed, the AZ Parts feature will appear here in the ALLDATA program.

From the AZ Parts Catalog, choose a vehicle by selecting the **Year**, **Make** and **Model** as those pages are sequentially displayed.

The vehicle you selected will be displayed at the top of the screen.

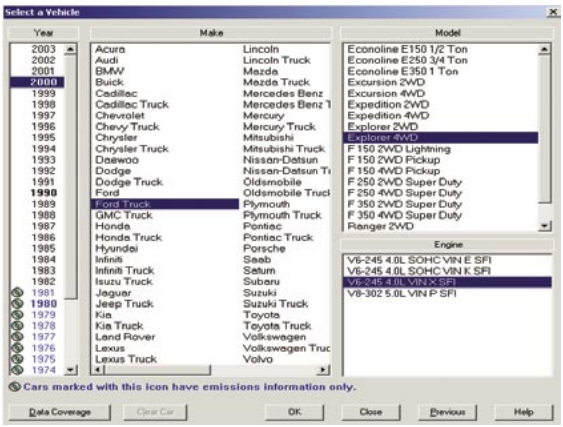


NOTE: You will be asked to select an **Engine** or provide additional qualifying information only as necessary to find the correct part.

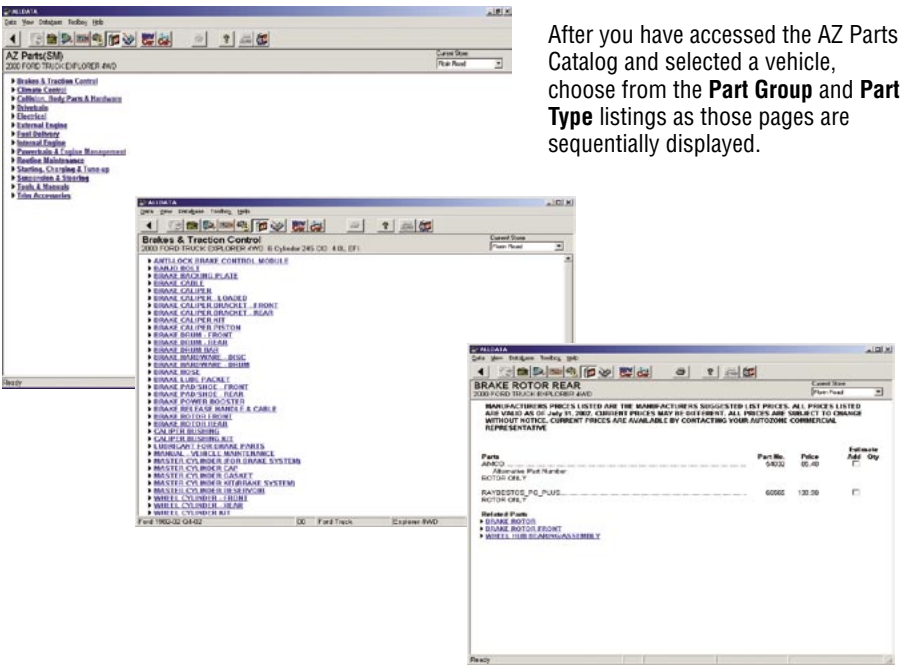
The AZ Parts Catalog — Selecting a Vehicle in ALLDATA®

From ALLDATA, choose a vehicle by selecting the **New Car** button on the toolbar. A single "**Select a Vehicle**" dialog box will appear listing any **Year**, **Make**, **Model** and **Engine** combination contained in the ALLDATA database. After selecting a vehicle, click **OK**. The vehicle you selected will now be displayed at the bottom of the screen.

NOTE: If you select the **AZ Parts** button after selecting a vehicle from the ALLDATA Vehicle Selection feature, additional vehicle or parts information may be requested while using the AZ Parts Catalog.



The AZ Parts Catalog — Navigating and Parts



After you have accessed the AZ Parts Catalog and selected a vehicle, choose from the **Part Group** and **Part Type** listings as those pages are sequentially displayed.

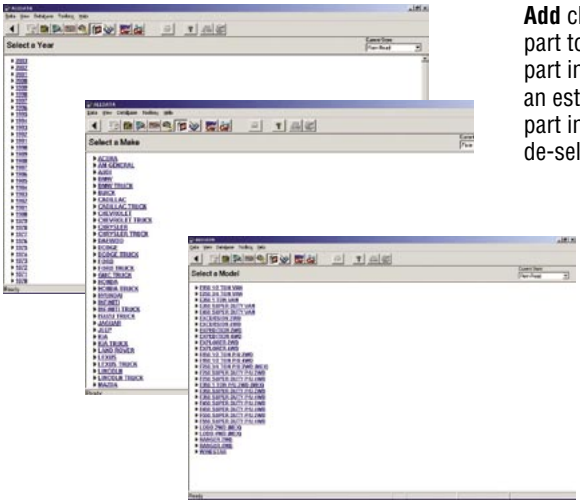
Parts Information

The following information is provided for the components listed in the AZ Parts Catalog:

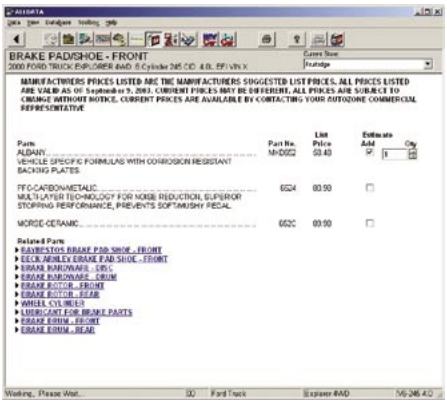
- **Part Name, Brand and Description:** A description of the part, including the brand name when available.
- **Part Number**: The part number designated by the individual parts manufacturer.
- **Price**: Manufacturer's suggested list price. (Call your local AutoZone® store for your cost.)

NOTE: Links to related parts may be displayed for many of the parts in the catalog. Use these links as shortcuts to additional parts that may be required to complete a job.

The AZ Parts Catalog — Estimating



Adding Parts to an Estimate
From the AZ Parts Catalog, select the **Add** check box to automatically add a part to an estimate. If you de-select a part in the catalog, it is removed from an estimate. Similarly, if you delete a part in an estimate, it is automatically de-selected in the catalog.

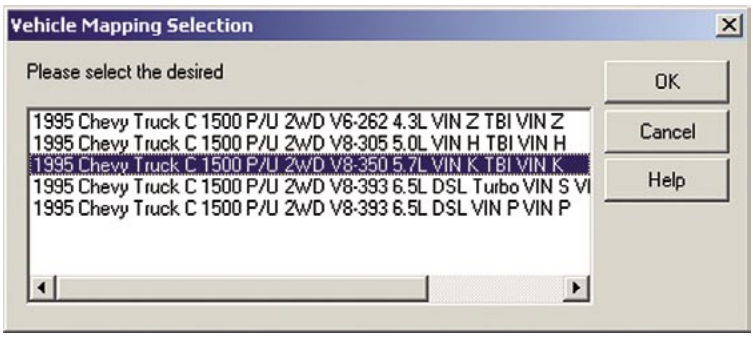


Use the increase/decrease arrows or enter a number in the Quantity box to select a different quantity.

NOTE: The **Quantity** box remains blank until you add an item to the estimate.

Estimating with OEM parts
To continue with your estimate, select the estimate button.

A dialog box may be displayed showing a list of matching ALLDATA vehicles. Select the vehicle as necessary.

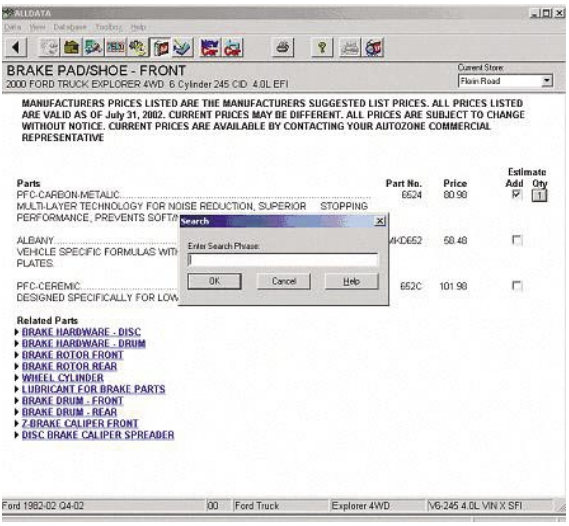


Continue estimating, using ALLDATA OEM Parts and Labor from the AZ Parts Catalog disc, Service Advisor disc or ALLDATA information disc. (Example: Import Disc #1.)

The AZ Parts Catalog — Search Feature

A convenient search feature helps you find parts faster. From the AZ Parts Catalog, choose a vehicle and easily find a part by:

- Selecting the **Search** button located at the top right of the toolbar. The **Search** dialog box will display. Type the part name (such as brakes, cylinder, master cylinder, etc.).

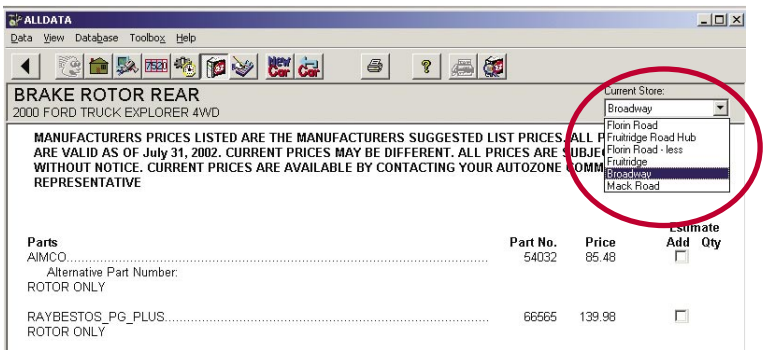


NOTE: You can type the first few letters of a component name for a broadened parts search.

- Click **OK**. A list of possible matches will be displayed. Select the part from the list.

The AZ Parts Catalog — Local Stores Catalog Selection Feature

The AZ Parts Catalog shows normally stocked items in your local AutoZone® store. You can view items available in other stores in your area using the Local Stores Catalog Selection Feature.



Ready to Order Parts?

Call your local AutoZone® Commercial℠ Specialist to check actual cost and availability, and to order the parts you need.

Interested in Electronic Ordering?

Contact ALLDATA or your local AutoZone Commercial specialist to find out more about AZ PartsConnect℠ electronic ordering.

Training

ALLDATA professionals conduct “live” classroom-style training sessions online via WebEx or by phone. Classes are held Monday through Friday and no appointment is needed. Best of all, ALLDATA training is FREE! Our trainers will quickly help you benefit fully from all our products. For more information, please visit www.alldata.com/training or call us at 800-859-3282.

Certified ALLDATA Information Specialist Program (CAIS)

Distinguish your shop from the competition by becoming a Certified ALLDATA Information Shop. CAIS certification is a testing system designed to ensure your technicians are educated on ALLDATA® products and committed to keeping your shop on the cutting edge of automotive repair technology. These tests are located under the toolbox pull-down menu located at the top of the page within the product. Visit www.alldata.com/cais for more information.

Call Account Services today at 1-800-859-3282 to ask about these additional options:

ALLDATA® Online provides the same information as our disc product with the convenience of Internet access. Added benefits include maintenance tables, daily TSB updates and enhanced image viewing.

2+ Key Program allows you to utilize one set of discs on two or more computers in one location.

Service Advisor™ is tailored for service writers and includes factory Technical Service Bulletin titles, maintenance schedules, a labor guide, OEM parts and prices, technical management support and estimating software.

ALLDATA® ServiceCenter℠ ELITE is an integrated, easy-to-use shop management system that streamlines your current paper processes. Generate estimates, repair orders and invoices quickly and professionally.

ALLDATA Emissions CD provides early-model vehicle emissions information on a CD-ROM, integrating with the ALLDATA system to provide hassle-free access to the emissions information you need for 1966 to present-year vehicles.

ProCarCareZone℠ is a toolbox of effortless, web-based services to help you attract new and repeat business into your service bays.

AZ PartsConnect℠ provides integrated, quick and convenient online aftermarket parts ordering through AutoZone® Commercial.℠ Instantly check your cost, suggested list price and availability, get quotes, place orders, and check delivery status online. All orders are delivered quickly and reliably through the nation’s largest auto parts distribution network, and are backed with the industry’s only national 72-hour “no core charge program,”* and national 48-hour warranty claims processing program.**

Toll-Free Customer Support Access

Knowledgeable Customer Support Representatives are ready to assist you with system information and navigation for ALLDATA.® For assistance call 1-800-859-3282. Support is also available by email at support@alldata.com. Customer Support hours are Monday through Friday from 5:30 a.m. to 5:00 p.m. and Saturday from 6:00 a.m. to 2:30 p.m., Pacific Standard Time. (PST)

Data and Library Resource Center

Professionals in ALLDATA's Resource Library have fast access to original OEM information to answer your automotive-related questions.

Contact them for quick, accurate answers by using the **Fax** button. With this time-saving feature, all your shop and vehicle information is automatically entered on the Fax Request Form. Just type the information you need in the **Data** box, and click the **Print/Fax Request** button.

NOTE: If your computer does not have fax modem capability, click the Fax button, complete and print the fax form, then fax to ALLDATA at 1-800-684-4241. If you are unable to send a fax, call us at 1-800-859-3282.

User Suggestion Line

The ALLDATA User Suggestion Line makes it easy for you to submit suggestions and comments about how we can improve ALLDATA. Just email, fax or call your suggestion to: Email support@alldata.com, Fax 1-800-829-3329 or Phone 1-800-829-8727, Ext. 3201.

While the suggestion line is not intended for "callback" messages, your suggestions and comments will be forwarded to the appropriate departments for further consideration. We welcome your input.

*72 hour core deferral does not apply to engines, heads, crankshafts, transmissions or outside buys. Core charge deferral is available only to qualified delivery customers. **48 hour response guarantee does not apply to claims over $1,000 or claims requiring product testing. Offers subject to change without notice. See your local AutoZone store for additional details.

- ALLDATA® Online and DVD
- ALLDATA® ServiceCenter℠ ELITE
- ProCarCareZone℠
- AZ Parts℠ Catalog
- AZ PartsConnect℠
- ALLDATA® Emissions CD

Visit **www.alldata.com** for more information.

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Fax 1-916-684-5225
Email support@alldata.com
Web www.alldata.com

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