



# Mitchell OnDemand5<sup>®</sup> Estimator

## Computerized Repair Information System

User's Guide

Published by:

**Mitchell1**

*The First Choice of Automotive Professionals*

[www.mitchell1.com](http://www.mitchell1.com)

San Diego, California

5ESTDOC02

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**MITCHELL REPAIR INFORMATION COMPANY, LLC COMPUTERIZED  
REPAIR INFORMATION SYSTEM END USER LICENSE AGREEMENT**

This End User License Agreement (the Agreement) is entered into as of the Effective Date  
(as defined on the signature page hereto) by and between Mitchell Repair Information  
Company (MRIC), and:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Phone: ( \_\_\_ ) \_\_\_\_\_

(“End User”), with respect to the following facts:

**A.** End User desires delivery of a Mitchell Computerized Repair Information System (the System) consisting of textual works and computer programs recorded on one or more CD-ROM discs and which may include one or more floppy diskettes. Depending on which Mitchell System is selected, the System will permit End User access to service and repair procedures, specifications, schematics and illustrations for the repair of automobiles, light trucks and vans, or to use the System to estimate parts and labor cost of mechanical repairs as shown in Exhibit “A” under the conditions set forth in this Agreement.

NOW, THEREFORE, for valuable consideration, receipt of which is hereby acknowledged, the parties agree as follows:

**1. Terms and Conditions** *(check all that apply)*

**Purchase** The term of this Agreement shall commence upon the date of execution of this Agreement by Mitchell ("Effective Date") and shall remain in full force and effect for either twelve (12), twenty-four (24), thirty-six (36) or sixty (60) months. This Agreement may be renewed by End User for successive twelve (12) month terms at the end of the initial term and on each anniversary of the Effective Date thereafter, unless either End User or Mitchell have 1) agreed to renew for an extended term, the length and terms of which shall be in writing, signed by Mitchell and End User; or 2) declined to renew, by giving notice in writing to the other party at least thirty (30) days prior to the anniversary of the Effective Date. Termination of this agreement shall not terminate End User's obligations under Sections 2, 4, 5, 8, 9, 10 and 11.

**Purchase Option Plan (POP)** This Agreement is effective for an initial term of 12 months (during which time it is non-cancelable by End User), and includes payments for accessing Mitchell electronic data, in addition to a one time activation fee. Payments will not change during the initial term of this agreement. Mitchell will bill End User monthly, with payments due within 15 days of date of invoice. Mitchell reserves the right to periodically modify pricing after the initial 12-month term. After the initial 12-month term, this Agreement shall automatically renew on a month-to-month basis, unless End User cancels the Agreement in writing 30 days prior to cancellation date. After the initial 12-month term, customer may choose to buy out Agreement at the then-current buy-out price.

**Continuous Value Plan (CVP)** The Continuous Value Plan (CVP) by Mitchell Repair Information Company (MRIC) has been developed to give Mitchell electronic product customers easy, affordable monthly payments. The CVP allows End User to make payments for the initial purchase of Mitchell software and the first three years of updates over an identical time period, then automatically lowers the monthly payments for continuing subscription service. This Agreement is effective for an initial term of 36 months (during which time it is non-cancelable by End User), and includes payments for purchasing Mitchell electronic data updates and software, depending on which program is indicated. Payments will not change during the initial term of this agreement. Mitchell will bill CVP End User monthly, with payments due within thirty days of date of invoice.

**2. License.** Subject to the terms and conditions of this Agreement, MRIC grants to End User a nonexclusive and nontransferable license to use the System to access mechanical service and repair data and to perform parts and labor cost estimates for mechanical repairs. MRIC shall retain title at all times to the System, and End User shall have no rights therein except to use the system as set forth herein (End User may continue to use the System upon expiration of their System subscription, except as a result of an Agreement breach by End User). The System may be used solely (i) by End User, (ii) for the purpose of accessing mechanical service and repair data on the System, (iii) or estimating mechanical parts and labor costs on the System, and (iv) at the location(s) listed above and in connection with the computer equipment described below or in the Agreement attached hereto. End User shall not, without obtaining MRIC's prior written approval which may be withheld at MRIC's sole discretion, use the System at any location or in connection with any computer equipment except as specifically described herein or in the agreement attached hereto:

Computer Manufacturer: \_\_\_\_\_

Computer Model: \_\_\_\_\_

Floppy Disk Size Required: (Select one) \_\_\_\_\_ 3.5" \_\_\_\_\_ 5.25"

CD Drive Manufacturer & Model: \_\_\_\_\_

Hard Disk Capacity: \_\_\_\_\_ MB RAM: \_\_\_\_\_ KB/MB

Printer Manufacturer & Model: \_\_\_\_\_

**3. Mitchell Computerized Repair Information System:** End User may not sell, market or in any other manner distribute to any third party, or to any location, the System or any information contained in or derived from the System.

**4. Network Users – Number of licensed network users:**

Repair: _____	Manager: _____	Other _____
Estimator: _____	Manager Plus _____	Other _____

**Network Users – Number of licensed network sites:**

Repair: _____	Manager: _____	Other _____
Estimator: _____	Manager Plus _____	Other _____

**a. License Grant** – In addition to the rights set forth in Section 2 of the Agreement, Mitchell hereby grants to End User a non-exclusive, non-transferable right and license to use the System on a network for no more than the number of licensed users at the location listed above operating on the computer equipment described in the Agreement.

All other Terms and Conditions of the Agreement shall remain in full force and effect. In addition, End Users may not:

1. Copy the network system.
2. Download the System except for an End User’s authorized use;
3. Allow data from the System to be made available to non-User’s except in print form only as incidental samples used for illustrative or demonstrative purposes; and,
4. Provide services for a fee using the System without prior written agreement from Mitchell.

**5. Maintenance of Equipment and Software.** End User, and not MRIC, shall bear sole responsibility to obtain, maintain and operate, or cause to be obtained, maintained and operated at its own expense, all equipment and non-Mitchell software that may be used in conjunction with the System.

THE UNDERSIGNED AGREE TO THE TERMS AND CONDITIONS SET FORTH ABOVE AND ON THE REVERSE SIDE OF THIS PAGE.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement on the respective dates indicated below.

End User/Owner

By: \_\_\_\_\_

Title: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date \_\_\_\_\_

Address \_\_\_\_\_

Accepted by: MRIC Headquarters

By: \_\_\_\_\_

Title: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Effective Date \_\_\_\_\_

Address: 14145 Danielson Rd., Poway, CA 92064

**6. Confidentiality.** End User acknowledges that the System comprises information which constitutes a trade secret of MRIC in which MRIC has a proprietary interest. End User therefore agrees that no portion of the information constituting the System may be disclosed to others, copied, reproduced, compiled or used for any purpose or purposes other than as specifically contemplated by this Agreement in paragraph "2" above. End User shall exercise its best efforts to protect the System and to prevent its dissemination to unauthorized persons. Furthermore, End User shall not assign, pledge, sublicense or permit any other use of the System without obtaining the prior written consent of MRIC, which consent may be withheld at the sole discretion of MRIC. End User shall immediately return to MRIC all system discs and other information together with all copies and derivatives thereof immediately upon the (i) receipt of replacement discs or information and a return request statement, or (ii) termination of this agreement.

**7. MRIC System Modification.** MRIC reserves the right to make changes in rules of operation, security measures, accessibility, procedures, types of terminal

equipment, types of system equipment, system programming languages and any other matters relating to the System and its use, without prior notice.

**8. Updates.** MRIC may update the System data (“Data Updates”) from time to time during the course of this Agreement and shall deliver any such Data Updates to End User approximately four times per year during the term of the license. Upon receipt of revised or replacement CD-ROM discs and/or floppy diskettes, End User agrees to destroy all previous discs, or return them to MRIC upon request. MRIC shall provide the Data Updates to End User at no additional cost to End User, except as otherwise set forth in paragraph 3.

**9. Warranty.** THE SYSTEM IS DELIVERED “AS IS” AND MITCHELL MAKES NO REPRESENTATIONS OR WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO THE SYSTEM OR THE DATA UPDATES, THE COMPUTER PROGRAM ALLOWING USE OF THE SYSTEM, OR ANY SERVICES PERFORMED BY ANY THIRD PARTY. End User acknowledges and agrees that (i) MRIC is not the manufacturer or distributor of any automotive repair parts referenced in the System, (ii) MRIC makes no representations or warranties with respect to the quality or availability of such parts or the accuracy of the prices of such parts and (iii) if End User utilizes any non-MRIC-supplied interface program to interface with the System, End User shall look solely to the vendor of such interface program with respect to any losses or damages caused by such interface program. MRIC is not responsible for obsolescence of the System and Data Updates and shall have no responsibility for suspended, outdated or uncorrected versions of the System and Data Updates.

**10. Limitation of Liability.** End User agrees that MRIC shall not be liable to End User for any direct, indirect, special, incidental or consequential damages, including but not limited to loss of anticipated profits, in connection with or arising out of the use of the System and Data Updates. End User’s sole remedy upon breach of this Agreement by MRIC shall be termination of the Agreement and refund of unearned portions of the End User Fee. End user agrees to indemnify MRIC and hold it harmless against all claims and damages, including without limitation, reasonable attorneys fees arising out of End User’s use of the System and the Data Updates, unless such claims or damages result from, or unless End User’s authorized use of the System has given rise to claims or damages based on the infringement of any copyright or other proprietary right of any third party.

**11. Termination.** Immediately upon the effective date of termination of this Agreement, End User shall cease using the System, shall return the System, Data Updates, and all MRIC documents and information pertaining thereto, and shall certify to MRIC in writing that the System and all MRIC documents and information pertaining thereto have been returned. The following actions shall constitute a breach of the Agreement and shall allow MRIC to terminate the Agreement: any use or dissemination of the System or Data

Updates which is not expressly permitted herein; the appointment of a receiver to take possession of End User's assets or the institution of bankruptcy by or against End User, dissolution or discontinuance of business operations of End User; or, failure to make timely payment to MRIC of the End User Fee, including any renewal fee. Upon termination of this Agreement by MRIC for any such cause, End User shall not be entitled to any refund of the End User Fees.

## **12. General Provisions.**

**12.1 Entire Agreement.** This Agreement sets forth the entire agreement and understanding between the parties as to the subject matter hereof and supersedes all prior discussions between them.

**12.2 Attorneys' Fees.** If any action or proceeding is brought in connection with this agreement, the prevailing party shall be entitled to its attorneys fees and other costs and expenses incurred in such action or proceeding, including any appeals or petitions therefore.

**12.3 Assignment.** End User may not assign its rights or delegate its duties hereunder without first securing the permission to do so from MRIC, which permission may be withheld at the sole discretion of MRIC. For purposes of this section, the End User shall be deemed to have assigned this Agreement if there is, in the aggregate, a change of ownership of 25% or more of End User or a merger or combination of End User with another entity of business, whether End User is the surviving entity or not. Any such attempted conveyance shall be void and shall constitute a default entitling MRIC to terminate this Agreement. MRIC may freely assign its rights hereunder without securing End User's permission to do so.

**12.4 Choice of Law and Forum.** This Agreement has been entered into under the Laws of the State of California and the parties hereto agree that it shall be interpreted and all disputes arising hereunder shall be resolved, in accordance with California law. All disputes arising hereunder shall be heard by a court of competent jurisdiction in the County of San Diego, State of California.

**12.5 Waiver.** Failure of either party hereto to enforce at any time any term of this Agreement shall not be a waiver of that party's right thereafter to enforce each and every term of this Agreement.

**13. Internet Service Exclusions.** Notwithstanding anything to the contrary stated herein, End User acknowledges and agrees that the ability to access the Services is subject to the availability of connection services to and within the Internet and that the Internet, by its nature, is not fault-tolerant and Mitchell shall not have any liability for any breach of any representation, warranty or covenant of this Agreement that arises out of or relates to the unavailability of the foregoing connection services and other network functions.





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# Chapter 1

## Introduction

### Overview

Welcome to OnDemand5 Estimator. OnDemand5 is a computerized system for the retrieval of repair, service, estimating, and maintenance information. OnDemand5 provides access to Mitchell's world-class database of vehicle repair and estimating information and graphics.

Version 5 is a quantum leap in the evolution of the OnDemand product line. Leveraging off of a multi-million dollar reconfiguration of Mitchell's world-class repair database, OnDemand5 combines the best repair information with the best browser-based software technology available.

### System Design

OnDemand5 is sold in two different modules or combined as a comprehensive service, repair, and estimating package:

- **OnDemand5 Repair** provides access to Repair Procedures, Maintenance Schedules, Technical Service Bulletins, and much more.
- **OnDemand5 Estimator** allows the quick creation of estimates using Mitchell's Parts and Labor Guide (MPLG)—a comprehensive database of labor times (extended at your shop's rate) and parts prices.

**OnDemand5 Estimator** can be purchased separately or in combination with **OnDemand5 Repair**. This user's guide covers OnDemand5 Estimator only. Additional guides are available for *OnDemand5 Repair*, and *OnDemand5 Administrator*, which describes product use in a network environment.

## Features and Benefits

### *What is OnDemand5?*

Mitchell 1 designed OnDemand5 to improve technician efficiency, and help you cope with fast-paced industry changes. OnDemand5 can be used in many ways to help you make more money in your repair shop.

### *OnDemand5 Speeds up Estimate Writing*

Using OnDemand5, your research time for creating estimates is greatly reduced. You don't have to wait "on hold" for the dealer to give you list prices for parts. Instead, all the information you need is at your fingertips.

### *OnDemand5 is a Continually Improving, Growing Product*

Mitchell knows change is normal in the repair industry. And the pace of change just keeps accelerating. For this reason, we make continual software enhancements, changes, and corrections to repair information. We expect improvements to come, and you should too. Our goal is to provide you with the most current, complete, and easy-to-use repair information system available.

### *OnDemand5 is a Long-Term Resource*

Because OnDemand5 is comprehensive and regularly updated, you don't have to worry about incorrect, incomplete, or out-of-date manuals. You can count on OnDemand5 to continually provide the information you need to fix vehicles right the first time. OnDemand5 will increase in value as information updates are added, just as your business will increase in value as productivity and sales increase. Your investment is a small price compared with the long term benefits your shop will receive.

### *OnDemand5 complements other Mitchell 1 products*

Mitchell 1 designed OnDemand5 to function as a stand-alone product or to be used as a companion to other Version 5 products. Along with Mitchell 1's repair and shop management software, OnDemand5 is an integral part of Mitchell 1's suite of repair shop Management Information Systems.

## Before You Begin

A 32-bit application, OnDemand5 works within the Microsoft Windows 98 Second Edition, Windows 2000<sup>®</sup>, Windows ME, Windows NT<sup>®</sup> 4, and Windows XP<sup>®</sup> software environments. OnDemand5 is browser-based, requiring that you have Microsoft<sup>®</sup> Internet Explorer<sup>®</sup> (IE) version 6.0, or

higher installed on your system. If you don't have a supported version of Internet Explorer installed, the installation program will automatically install it for you.

If you plan to simultaneously operate more than one Mitchell product, your system requirements may be different. Check the system requirements for all the products you plan to operate to make sure you meet the minimum system requirement for each.

## Hardware and Software Requirements

Mitchell 1 recommends using business class Pentium computers. Although custom-built clone machines may run well, the majority of problems result from poorly engineered equipment. Mitchell 1 recommends using name brand business computers from Dell®, Gateway®, Compaq®, and HP®. 3COM® or Intel® cards are required for networking. Systems intended for five (5) or more concurrent users should consider a dedicated Windows server. Most Windows networks should be configured with a DVD drive for OnDemand5 Repair data and a standard CD-ROM for Parts and Labor Estimator data. Although there are various processors available in the market place (e.g., Cyrix and AMD), Mitchell 1 highly recommends the Intel processors for product reliability. For applications requiring a modem, 3COM/US Robotics modems are the best choice. OnDemand5 includes optional training videos. Users wishing to view the videos will require a system configured with a sound card and speakers.

### Operating Systems:

- Microsoft® Windows XP, Windows 2000 (SP2), Windows NT 4.0 (SP6), Windows ME, Windows 98 Second Edition.

### Minimum System Requirements

- Microsoft® Windows XP, Windows 2000\*, Windows NT 4.0\*, Windows ME, Windows 98 (Second Edition)\*
- Intel® Pentium III Business class Computer
- 64 Megabytes (MB) Random Access Memory (RAM)
- 3.5" 1.44 MB diskette drive
- CD-ROM Drive
- DVD-ROM Drive (Repair users only).
- 15" Super VGA color monitor 800x600 resolution

- 8 Gigabyte hard disk drive or greater
- Microsoft compatible Mouse
- 1 Parallel port
- 1 Serial Port
- 56k fax/modem
- Inkjet printer
- Iomega Zip Drive 100/250 MB (for Manager/ManagerPlus users only)
- UPS (Un-interruptible Power Supply for Manager/ManagerPlus users only)

**Note:** The minimum system requirements may not be compatible with future software releases.

## Optimum System Requirements

- Windows XP, Windows 2000\*
- Intel Pentium 4 Business class computer or better
- 256 Megabytes (MB) Random Access Memory (RAM)
- 3.5" 1.44 Mb diskette drive
- CD-ROM Drive
- 2 DVD-ROM Drives (for Repair Data)
- Sound Card and speakers (For training videos)
- 17" super VGA color monitor 1024x780 Resolution
- 40 Gigabyte hard disk drive
- 2 Parallel printer ports (for multiple printers)
- 1 Serial port
- 56k fax/modem
- Laser or Inkjet printer
- Iomega 250 Zip Drive (for Manager/ManagerPlus data backups.)
- UPS (Un-interruptible Power Supply for Manager/ManagerPlus users)
- Internet connection (for Premier Club benefits)

## Networking Requirements

- Windows XP, Windows 2000\*, Windows NT 4.0\*, Windows ME, Windows 98\*
- Required Network Card and Protocol
- 3Com or Intel 10/100 Mb/sec Network Card
- TCP/IP network protocol

\* **Note:** Windows 98 should be SE (Second Edition), Windows NT should be Version 4.0, Service Pack 6 (SP6), Windows 2000 should be Service Pack 2 (SP2)

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### **Disclaimer:**

The Mitchell 1 suite of products is compatible with LaserJet, Inkjet, or 24 Pin Dot Matrix printers. Please note that we cannot guarantee that every printer will work correctly with our software due to the large variety of printers available.

---

## How to Use this Guide

The *OnDemand5 Estimator User's Guide* is designed to help you learn and work with the OnDemand5 system. General as well as detailed information is provided so that both new learners and experienced users will find it useful. This User's Guide is designed to be a supplement to OnDemand5's Online Help facility.

## User's Guide Contents

This guide contains all of the information you need to install, start, learn, and work with the OnDemand5 system. The information is divided into the following chapters:

Chapter 1, "Introduction" provides an overview of the OnDemand5 product and the contents of this User's Guide.

Chapter 2, "Getting Started" provides step-by-step instructions on installing OnDemand5 on your PC and testing the software set-up.

Chapter 3, "Setting Up Your System" describes how to perform system set-up functions, including defining your hardware configuration, customizing the screen display, and updating CDs.

Chapter 4, "Estimator" tells you how to use OnDemand5 to write parts and labor estimates on specific years, makes, and models of vehicles.

Introduction : 5

Appendix A, “Troubleshooting” provides helpful information to aid you in solving problems that may arise and Internet addresses and telephone numbers to call for help.

Appendix B, “NAPA Parts Catalog” describes the NAPA Parts Catalog interface with OnDemand5 Estimator.

## Online Help

The OnDemand5 program features extensive *Context Sensitive* Help. No matter which screen or dialog box you are working in, you can access specific Help information by pressing [F1]. Select any **Help** button from within OnDemand5 or select the **Help Topics** button on the help toolbar to open the Help Topics dialog box.

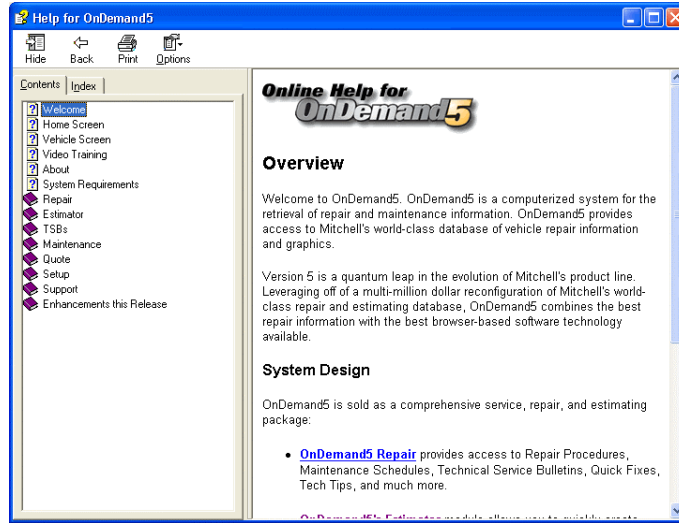


Figure 1 – Online Help

This dialog box includes the **Contents** panel which provides a table of contents, the **Index** panel which provides a keyword search, and a **Find** panel which can query the entire help file to provide a more extensive keyword search.

Within the various OnDemand5 screens, you can also click on the Help menu or icon to display the Help menu for the OnDemand5 program. This menu contains the following two items:

- **Contents** - displays the contents screen for OnDemand5 Help. OnDemand5 features a graphical contents screen for ease-of-use.
- **About OnDemand5** - Displays the About dialog box for OnDemand5. This dialog box features version identification as well as information about your available system resources.

### **Training Videos**

The OnDemand5 program comes with a comprehensive set of multimedia (audio and video) demonstrations on how to use the program. These demonstrations are accessed from within online help [F1]. Pick **Video Training** from the **Help Topics** dialog box.

This opens a help screen with a listing of the videos.

Simply click on the “Play” button for any title to start the demonstration.

---

**Note:**

You must have a sound card and speakers to listen to the narrative that accompanies the demonstrations.

---

### **Summary**

Now that you know the requirements for using the system, and are familiar with the structure and conventions of this User’s Guide, you are ready to install and start working with OnDemand5.





## Chapter 2 Getting Started

### Installation

OnDemand5 is loaded onto your computer using a standard windows setup program. This installation program copies files from the OnDemand5 Installation/Online Assistance CD and from the Key diskette(s).

---

**Note:**

Once you have installed OnDemand5, you should put your installation key diskette(s) and CD away in a safe place. Even though the diskettes are copy-protected, they can be re-used with assistance from Mitchell's technical support department in the event of a serious software or hardware failure that might necessitate reinstallation.

---

**Important Note:**

OnDemand5 is not difficult to install if you *carefully* read and follow all of the on-screen instructions, referring to the detailed instructions in this document as necessary. It is **very important** that you set aside enough time to complete the installation. In addition to installing the OnDemand5 software, the setup program detects if you have a supported version of Internet Explorer (v.6x or newer) installed on your computer and installs it if not. If Internet Explorer needs to be installed it could add a significant amount of time (up to 45 minutes) to the total installation. Up to 45 minutes additionally may be required to install Estimator data to your hard drive. Serious errors may result if installation is aborted before completion.

Before beginning ensure that your CD/DVD-ROM drive, computer, and monitor cables are connected properly.

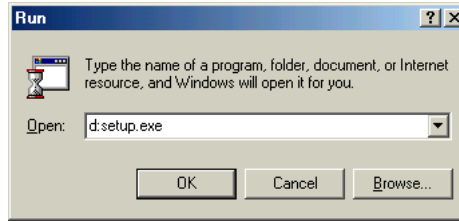
**To install OnDemand5:**

1. Insert your Installation CD in your CD/DVD-ROM drive.

If this is a first time installation, the setup program should start automatically. You can skip to Step 4. If the setup program does not start automatically, continue with Step 2.

2. Select **Run** from the **Start** menu (only if the Setup program doesn't start automatically).

The Run dialog box displays.



*Figure 2 - Run*

3. Type:

`x:\setup.exe`

(where x:\ is the letter of your CD-ROM drive.)

After a moments' processing, a dialog box displays warning you not to discontinue the installation for any reason once you have begun. **Warning:** Aborting an unfinished installation could cause serious problems to your system requiring technical assistance to correct.

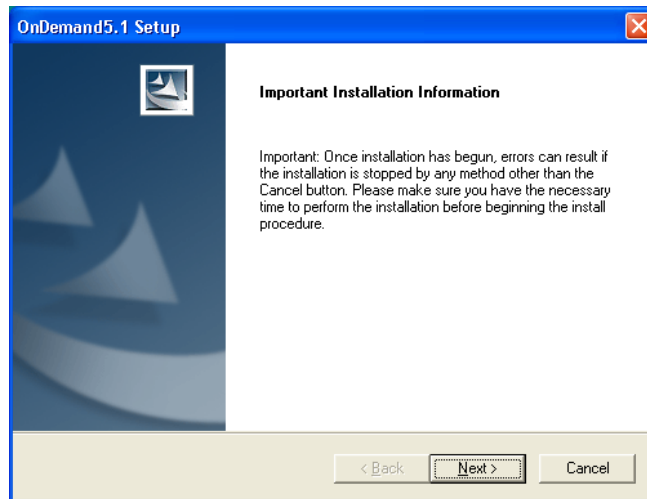


Figure 3 - Warning

4. Once you have read the warning, click **Next** to begin the installation. The Welcome dialog box displays.

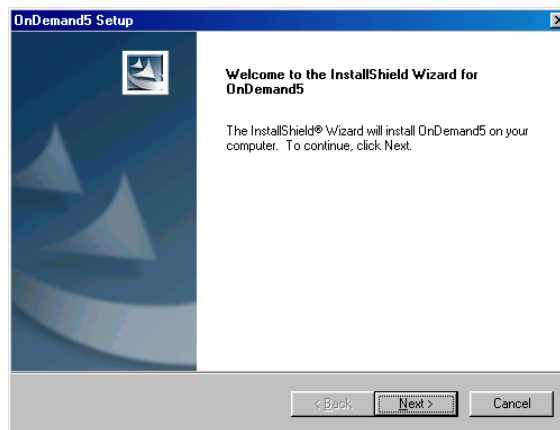


Figure 4 - Welcome

5. Click **Next** to continue. The License Agreement displays.

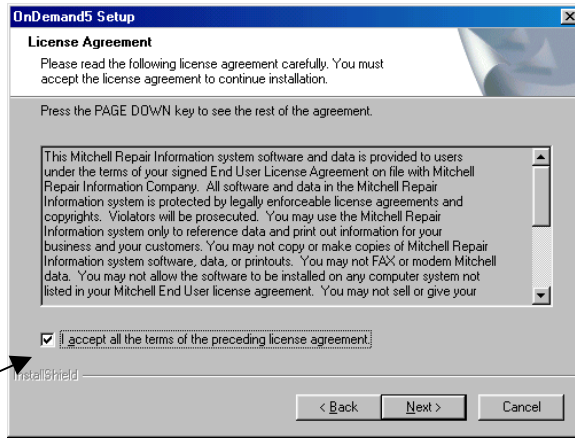


Figure 5 - License Agreement

6. **Carefully** read the agreement and click in the checkbox to indicate that you agree to the terms. Click **Next** to continue. If you cannot agree with the licensing terms, please contact Mitchell 1 to arrange a return.

The Company Information dialog box displays.

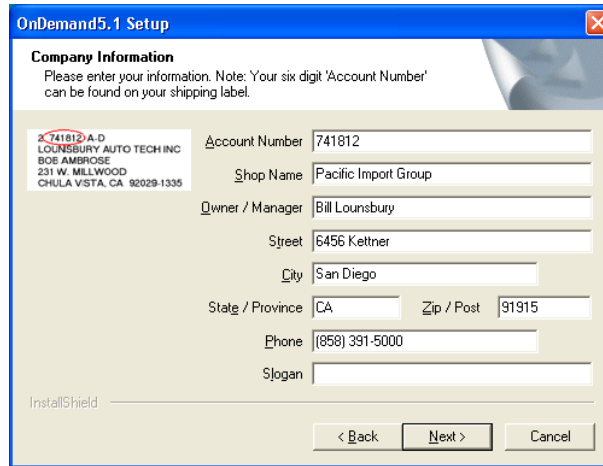
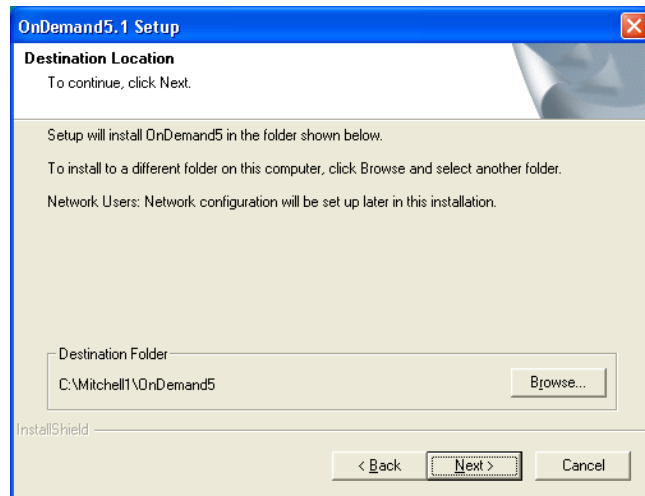


Figure 6 - Company Information

If you have previously installed OnDemand, or other Mitchell product(s), some, or all, of the information may be already entered in the fields.

7. Enter/Edit the **Account Number**. This can be found on the mailing label of the package in which this product was shipped. Ignore the leading number followed by a space. The next set of numbers is the six-digit account number.
8. Enter/Edit Shop Name and then the other administrative fields of the dialog box. This information appears on printed reports.
9. Click **Next** to continue.

The Choose Destination Location dialog box displays.



*Figure 7 - Choose Destination Location*

10. Click **Browse**, if necessary, to change the destination folder and click **Next** to continue.

---

**Note:**

The default Destination Location works fine for most users. Do *not* change this location unless you have a specific reason to do so.

---

The program files are copied to your computer.

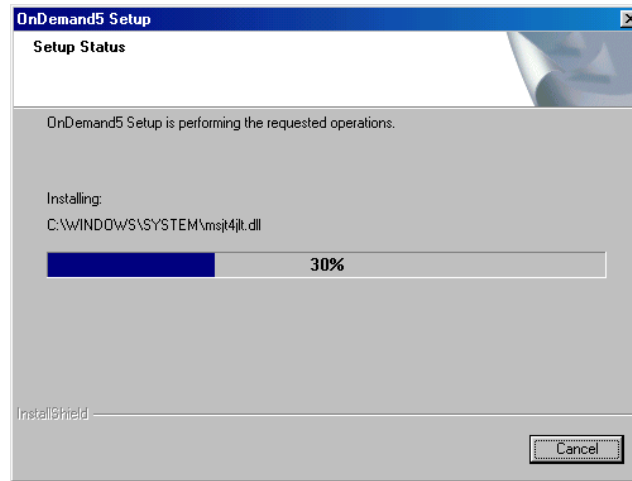


Figure 8 - Setup Status

After a moments' processing, a dialog box informs you that the installation is complete.

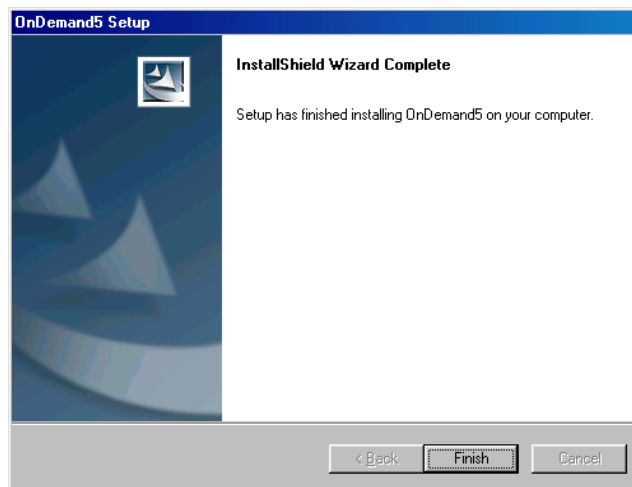


Figure 9 - Installation Complete

11. Click **Finish** to complete the installation.

The installation completes and OnDemand5 opens automatically.

The Add Product Wizard displays. This Wizard will guide you through the steps of adding data product(s) such as Repair (ODM) or Estimator (PLM) to your OnDemand5 installation.

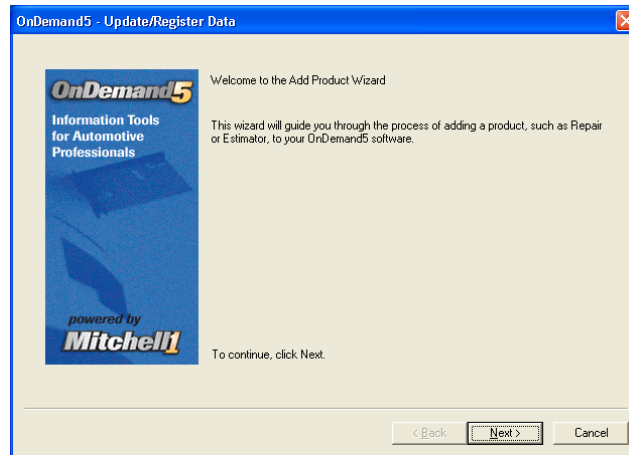


Figure 10 - Add Product

12. Read the information in the dialog box and click **Next** to continue.

The Update/Register Data dialog box explains, in detail, the process of adding a product to your software installation. **Please read these instructions carefully.**

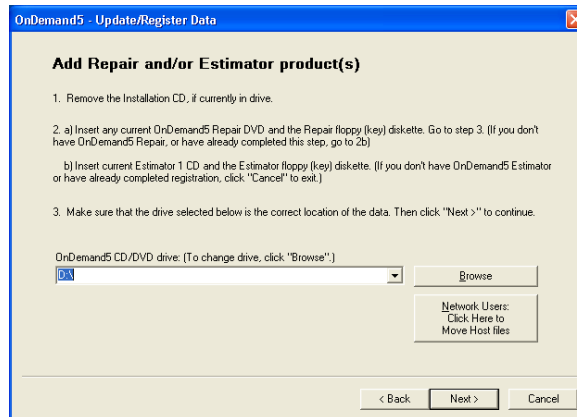
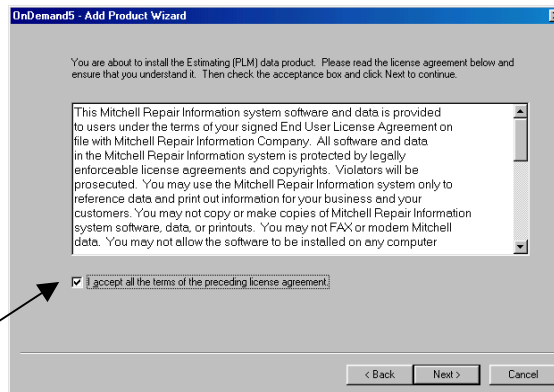


Figure 11 - Add Product

13. Insert either Estimator CD and the Estimator Key (floppy) Diskette.

You may also change the path to your CD/DVD drive. This will normally be your CD/DVD drive as identified by the setup program, correct only if necessary.

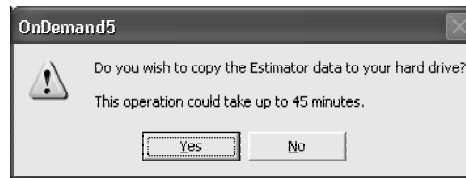
14. Click **Next** to continue.



*Figure 12 - License Agreement*

15. **Carefully** read the terms and click the checkbox indicating your acceptance of the terms. Click **Next** to continue. If you do not agree with these terms, please contact Mitchell1 to arrange a return.

The program indexes and other program files load to your computer. You are asked if you want to copy Estimator Data to your hard drive.



*Figure 13 – Copy Estimator data to your hard drive?*

16. Copying the data to your hard drive means that you don't have to insert a CD when you use the product. You will also experience an improvement in performance. The downside is that the files are big (up to 650 MB) and can take up to 45 minutes to copy. On most newer computers disk space should not be a problem. Select **Yes** to install the Estimator data to your hard drive or **No** to use the product off the CD.

Once the files have been copied, you are informed that installation is complete.

17. Click **Yes** if you have additional products to add or **No** to complete the installation. (If you also have Repair and have not registered the data using steps 12-15, click Yes.)

When completing the installation, you are prompted to set up your Quote Options. Quote Options define your shop's labor rate, taxes, and other charges which will be applied to quotes.

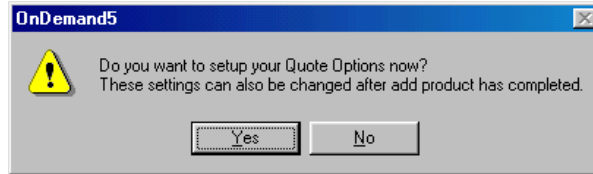


Figure 14 - Setup Quote Options?

18. It is *highly recommended* that you set up your Quote Options before generating Quotes in OnDemand5 (your labor will be extended at \$1 hr. until it is changed). Click **Yes** to open the Quote Options dialog box.

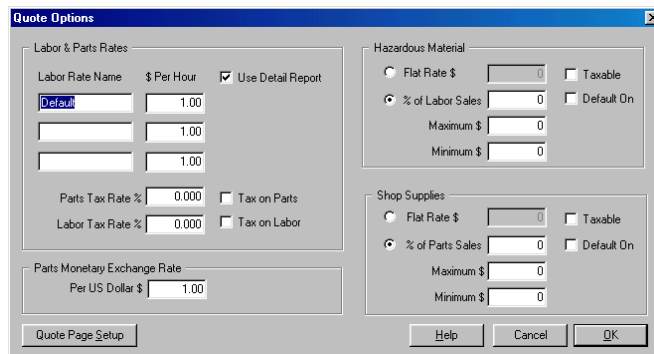


Figure 15 - Quote Options

19. Setup your Quote Options and click **OK**. Refer to Quote Options Setup beginning on page 26, for details.

## Updating Your Software

To upgrade to a newer software version, insert the software update CD in the CD/DVD drive and follow the simple on-screen instructions. Any software package will be accompanied by an instruction booklet.

---

**Important Note:**

You must log in with Administrator privileges to install OnDemand5 software on Windows NT, Windows 2000, and Windows XP operating systems.

---

**Before You Begin...** It is recommended that you close all open programs on your PC.

**To upgrade your software:**

1. Insert the OnDemand5 installation CD in the CD/DVD drive. When the **Software Upgrade** dialog box comes up, click **OK**. It will automatically launch the **Setup** and **InstallShield Wizard** program.  
  
If the **Setup** and **InstallShield Wizard** did not automatically display, select **Run** from the **Start** menu and type `x:\setup.exe`, where “x” represents the drive letter of your CD/DVD drive.
2. The **Welcome to the OnDemand5 UPDATE program** dialog box displays. Click **Next** to continue.
3. The **Maintenance Complete** dialog box displays after completing the OnDemand5 software update process. Click the **Finish** button.
4. Follow the instructions in **Updating your Data** (below) to update your data to the new software.

## Updating Your Data

Every quarter, you receive new Data CDs from Mitchell 1. This ensures that you will have the most up-to-date repair data. The Update Data selection from the OnDemand5 Home Screen allows you to easily update your OnDemand5 subscription with the most current information.

---

**Note:**

You can also update your data simply by inserting the new CD, choosing Repair/Estimator and selecting a Year, Make, and Model.

---

### To update your quarterly data:

1. Insert an Estimator CD in the appropriate drive in your computer and open OnDemand5.
2. Choose **Update Data** the Registration Wizard displays.
3. Click **Yes** to begin the data update. The drive for the data update should appear in the Data Product CD/DVD Path dialog box.
4. Click **Next**. The License Agreement displays.
5. Read the terms and click the checkbox indicating your acceptance of the terms. Click **Next** to continue.

## Starting OnDemand5



OnDemand5 is started by clicking on the **Mitchell OnDemand5** icon on your Windows desktop or by choosing **/Programs/Mitchell 1/OnDemand5** from the **Start** button.

## Working in OnDemand5

Every working session in OnDemand5 begins in the Home screen. This is the screen that the system opens to when you start the program. You can also go to this screen from anywhere in the system by selecting the Home icon.



Figure 16 - Home Screen

The OnDemand5 Home screen contains the following options:

Option	Description
Repair/Estimator	Begins your lookup of Repair or Estimating information. Refer to Chapter 4, “Locating Repair Information” for details on working with Repair articles. Refer to the <i>OnDemand5 Estimator User’s Guide</i> for details on accessing estimating information to build quotes.
Management	Opens the Shop Management program, if installed.
Add Product	Opens the Add Product wizard, which allows you to add a software or data product.
Update Data	Click this button to update your repair and estimating data when you receive new CD/DVDs.
Setup	Displays the Setup menu. (Refer to Chapter 3, “Setup” for information on OnDemand5 setup.)
Help	Choose Contents to open the OnDemand5 Help file to the Contents topic. Choose About to view program and version information.

Links	Opens a selection of links to Mitchell Internet Technical Support, Product Information, and online ordering pages.
Exit	Exits OnDemand5.



You can return to the Home screen from anywhere in OnDemand5 by clicking on the Home icon.

## Summary

If you followed all of the procedures in this chapter, you have successfully installed and registered OnDemand5 on your computer. You have also received an introduction to the selections available from the OnDemand5 home screen.



## Chapter 3 System Setup

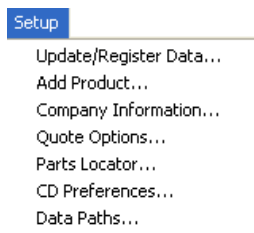
### Overview

This chapter describes how to set up OnDemand5 Estimator to build quotes quickly and confidently. Before you begin estimating in OnDemand5, it is especially important that you set up your Quote Options as described on page 22. If you plan on using the Parts Locator feature, it is also important to set up your Parts Locator options as described on page 48.

OnDemand5 is a browser-based (Microsoft Internet Explorer 6.0 or higher) and Microsoft Windows 32-bit application. Its setup information, such as screen colors, monitor resolution, printer selection, and screen saver depend on the way you have set up the Windows and Internet Explorer. Refer to your Microsoft documentation for information on how to set up Windows.

Mitchell recommends certain hardware and software that has been proven to work satisfactorily with OnDemand5. Naturally, limited support is offered for hardware and software configurations that are different than the recommendations. Refer to the hardware and software requirements section for details.

### Setup Menu



Default settings are loaded for you when you install OnDemand5. For most Repair-only users, these settings work fine and need not be changed. Estimator user's will want to set up their shop rates and defaults. These are covered in the *OnDemand5 Estimator User's Guide*. If you should need to make changes, however, the Setup Menu offers a number of options for adjusting the way that you work in OnDemand5.

The Setup menu is opened via the Setup button or the Setup selection from the menu bar.

The following selections are available:

<b>Selection</b>	<b>Description</b>
Update/Register Data	The Update/Register Data selection allows you to update your data in the event that you didn't perform the automatic data update while prompted during the installation process or by the Update Data selection in the Home page.
Add Product	Opens the Add Product dialog box in which you can add software products and register CD/DVDs.
Company Information	Opens the Company Information dialog into which you can enter/edit information about your shop.
Quote Options	Opens the Worksheet Options dialog box in which you can set a shop labor rate, and change other estimate default settings. . (Refer to the <i>OnDemand5 Estimator User's Guide</i> for details).
Parts Locator	Opens Parts Locator setup. (Refer to the <i>OnDemand5 Estimator User's Guide</i> for details).
CD Preferences	Opens the CD Preferences dialog box, in which you can make changes to settings that control CD operations.
Data Paths	Opens the Data Paths dialog box in which you can set the path for your data (network users only).

## Company Information

The Company Information dialog box allows you to enter or edit information about your business. This information appears on printed articles, figures, etc., and may be shared by other Mitchell applications. The dialog box is opened by selecting Company Information from the Setup menu.

The fields of the dialog box are pre-filled with information you entered during setup of OnDemand5, or possibly setup of another Mitchell product. Enter/edit in the appropriate fields using your Tab key to move from field to field. Select **OK** to save your changes and exit the dialog box.

Figure 17 - Company Information Setup

## CD/DVD Preferences

While using OnDemand5, you may experience difficulty with the software being able to detect a DVD or CD in the drive. This may be caused by a problem with the Read Timing. The usual symptom is that OnDemand5 ejects the disc and requests a new one even though the proper disc is in the drive.

---

### **Note:**

This situation may develop if your DVD or CD-ROM performance has deteriorated.

---

The two most common solutions to the problem are to change device drivers, if incorrect, or to modify your DVD or CD program parameters in the Device Preferences dialog box.

### **Device Drivers**

If experiencing DVD/CD read problems, you should first check your device drivers. If outdated, incorrect, or simply not the optimum driver, they may be the source of the problem. Contact Mitchell 1 Technical Support or your DVD/CD-ROM dealer to correct the situation.

### **DVD CD Preferences Dialog Box**

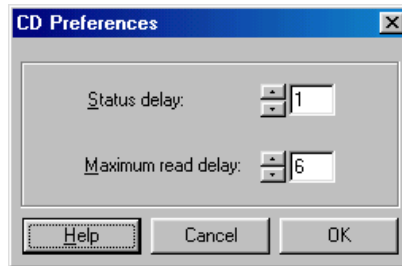
The DVD/CD Preferences dialog box provides options for modifying the way that OnDemand5 manages DVD/CDs as well as for modifying DVD/CD

program parameters to allow for greater tolerance levels in reading DVD/CDs. If you are experiencing DVD/CD read problems, it is recommended that you change the Status Delay setting from one (1) to twenty (20) and the Maximum read delay setting from one (1) to ten (10). These modifications allow OnDemand5 to read the DVD/CD-ROM more easily and for longer periods. (Increasing these tolerances does not alter or cause a slow read on any disk drive.)

**To change DVD/CD Preferences to allow for greater tolerance in reading DVD/CDs:**

1. Select **DVD/CD Preferences** from the **Setup** menu.

The DVD/CD Preferences dialog box displays.



*Figure 18 - CD Preferences*

The CD Preferences dialog box contains the following fields:

<b>Field</b>	<b>Description</b>
Status Delay	When the DVD/CD-ROM checks for the correct disc it can wait a specified time and recheck. This delay is recorded in seconds and is put into use when OnDemand5 identifies an incorrect disc in the player. The default value is one (1) second.
Maximum read delay	Maximum read delay is the number of times the reader will attempt to read a disc. Between each attempt, the reader will pause the number of seconds that has been set in the Status Delay field. The default value is six (6) reads. The maximum read delay value is ten (10).

2. Change the Status Delay setting from one (1) to twenty (20).
3. Change the Maximum read delay setting from six (6) to 10 (10).

These new settings provide for a more robust CD operating environment that has been found to be effective in reducing CD read errors.

## Data Paths

The Data Paths dialog box, accessed via the Data Paths menu selection, allows you to change the path in which OnDemand5 looks for the ODM (Repair) and PLM (Estimating Data).

---

### **Note:**

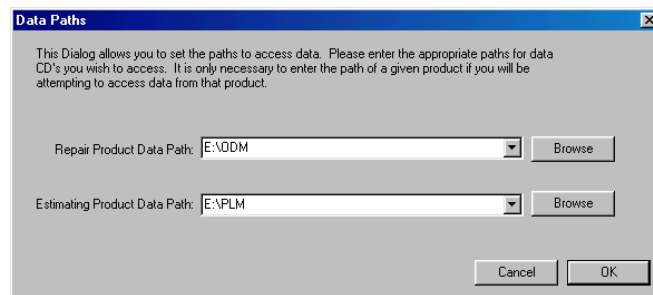
Unless you changed the default settings during setup, you probably won't need to change this setting.

---

### **To change the Index Path:**

1. Choose **Data Paths** from the **Setup** menu.

The Data Paths dialog box displays.



*Figure 19 – Data Paths*

2. Use the Browse button to select the correct path.

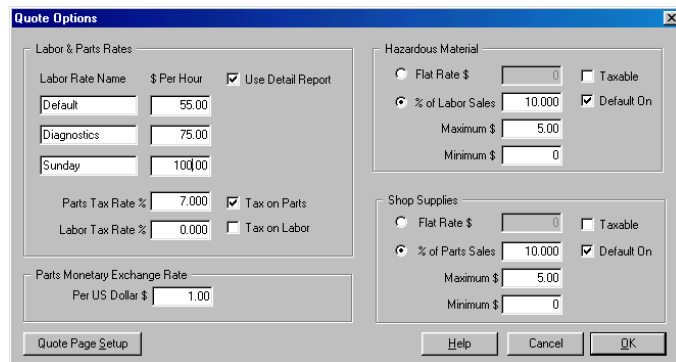
## Quote Options Setup

Before you begin working in OnDemand5 Estimator, it is very important that you set your shop labor rate and other shop rates. Otherwise, you will generate quotes at a labor rate of \$1/hr. (the system default) and not charge for taxes. You have the opportunity to set up to three labor rates and apply charges for Hazardous Materials and Shop Supplies in the Quote Options dialog box.

**To set your shop labor rate:**

1. Choose Quote Options from the Setup menu.

The Quote Options dialog box displays.



*Figure 20 - Quote Options*

The Quote Options dialog box contains the following settings.

<b>Setting</b>	<b>Description</b>
Labor Rate Name	The Name and Rate at which hours will be extended on quotes. You can enter up to three labor rates, the first of which will be entered by default. Enter a name and rate for each labor rate. By default, the rate you enter first will be applied to quotes. Additional rates can be selected from a pull-down choice list.
Use Detail Report	Check this box to include Customer Information, taxes, hazardous materials, and shop supplies on the printed estimate report.
Parts Tax Rate	The percentage rate at which parts will be taxed on estimates. For example, an entry in this field of 7.500 yields tax rate of 7.5% on all parts on the order.
Tax on Parts	Check this box to include taxes, based on your Parts Tax Rate, on the parts on the estimate.

Labor Tax Rate	The percentage rate at which labor dollars will be taxed on estimates. For example, an entry in this field of 7.500 yields tax rate of 7.5% on the labor cost of the order.
Tax on Labor	Check this box to include taxes, based on your Labor Tax Rate on the labor sales of the estimate.
Hazardous Material	<p>Choose <b>Flat Rate</b>, and then a dollar amount, to define your HazMat charge as a standard charge independent of Labor Sales amount.</p> <p>Choose <b>% of Labor Sales</b> to apply HazMat as a percentage of total labor dollars at which Hazardous Material charges will be added to the estimate. For example, an entry in this field of 1.00 yields a Hazardous Materials charge of 1% on the labor sales of the order up to the total entered in the Hazardous Material - Maximum field. (Note: You must enter a figure in this field if you want to charge for Hazardous Materials. Use a high percentage figure, like 50%, if you want to charge the maximum Hazardous Materials charge on most or all of your orders.)</p>
Hazardous Material Minimum\$/ Maximum\$	The minimum and maximum dollar values for Hazardous Materials charges.
Hazardous Material - Taxable	Check this box to tax Hazardous Materials charges on orders.
Hazardous Material - Default On	Check this box to add Hazardous Materials charges to orders by default (automatically).

Shop Supplies	Choose <b>Flat Rate</b> , and then a dollar amount, to define your HazMat charge as a standard charge independent of Labor Sales amount.  Choose % of Parts Sales to apply Shop Supplies as the percentage of total parts sales at which Shop Supplies charges will be added to the quotes.
Shop Supplies - Minimum\$/ Maximum\$	The maximum dollar value for Shop Supplies charges.
Shop Supplies - Taxable	Check this box to tax Shop Supplies on orders.
Shop Supplies - Default On	Check this box to add Shop Supplies charges to orders by default (automatically).
Parts Monetary Exchange Rate	Enter a foreign currency value per US Dollar. The dollar value for quotes will be adjusted for the currency difference.
Quote Page Setup	Opens the Quote Page Setup dialog box in which you define options for your printed quotes. See Quote Page Setup in the following section for details.

2. Set your Shop Rates and click **OK** when finished.

Future quotes will reflect your new rates.

### Quote Page Setup

Choosing **Quote Page Setup** in the Quote Options dialog box opens a dialog box in which you define how your printed quote will look.

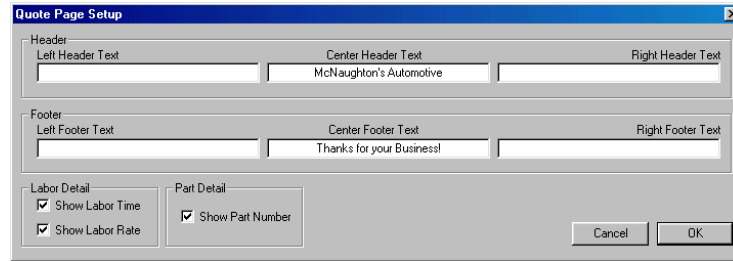


Figure 21 - Quote Page Setup

The dialog box has the following options:

Field	Description
Header	Enter the information you would like to include in your header. Choose the appropriate box to display information left justified, centered, and/or right justified.
Footer	Enter the information you would like to include in your page footer. Choose the appropriate box to display information left justified, centered, and/or right justified.
Labor Detail	Choose to display Labor Time and/or Labor Rate on your printed quotes.
Part Detail	Choose to display part information on your printed quotes.

## Parts Locator Setup

Parts Locator uses modem information obtained from Microsoft Windows. This information is normally automatically detected by Windows or when installing your modem software. Some additional settings can be configured within OnDemand5.

### To set up Parts Locator:

- Select **Parts Locator** from the **Setup** menu.  
The Parts Locator Setup dialog box appears.

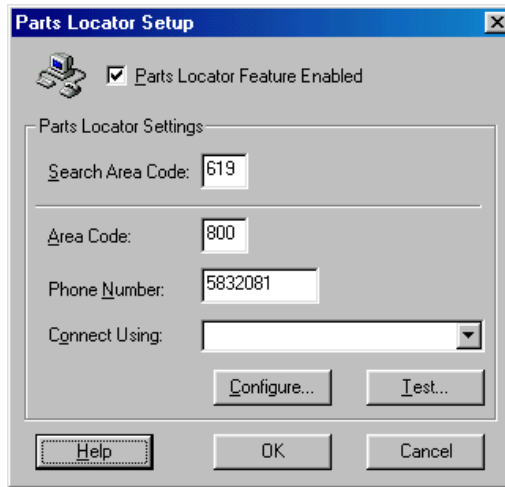


Figure 22 - Parts Locator Setup

The following Parts Locator settings are available:

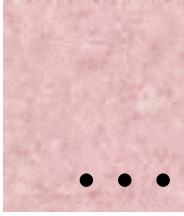
Setting	Description
Parts Locator Feature Enabled	Allows you to turn the Parts Locator feature On or Off. ( <i>Note:</i> If not checked, the Parts Locator button on the MPLG Splitter Window button bar is disabled).
Search Area Code	Displays the area code entered during installation. The function of the area code is to sort your display of the dealerships with matches to a parts request from closest to furthest away.
Phone Number	Displays the phone number (without hyphens or spaces) for the Parts Locator service.
Connect Using	If more than one modem (or set of modem drivers) is installed on your computer, choose the modem you will be using to locate parts.
Configure	Opens the Windows Modem Properties dialog box in which you can maintain a variety of modem settings.
Test	Initiates a phone call allowing you to test your modem by dialing another modem.

Help	Opens on-line help.
OK	Saves your settings and exits the Parts Locator dialog box.
Cancel	Exits the Settings screen without saving any changes.

## Summary

This chapter described setup information that you may need to reference to operate OnDemand5.

System Setup ··· 33



## Chapter 4 Estimator

### Overview

This chapter explains how to use OnDemand5 Estimator to look up vehicle-specific parts and labor information to build quotes quickly and confidently.

### Before You Begin

Before you begin this chapter, you should already have OnDemand5 installed and running on your computer. If you have not already done so, you must complete the installation instructions in Chapter 2, Getting Started. You begin your lookup of estimating information by choosing the **Repair/Estimator** button in the OnDemand5 opening screen. The Vehicle Screen displays.

### Vehicle Screen

Vehicle selection in OnDemand5 is a snap. Just select a vehicle Year, Make, and Model from the pull-down choice lists and then choose a module (Repair, Estimator, TSB, Maintenance or Quote) to continue. Or use the handy keyboard shortcuts (described below) to speed up vehicle selection.

#### Vehicle Selection Keyboard Shortcuts

Keyboard Shortcuts are available in the Vehicle screen. Just **Tab** to the desired selection in the choice list and press the key for the first letter (or number) of the desired selection. If a field has multiple entries, use the key to toggle through all matching selections until you come to the one you want. Then Tab to the next section.

For example, if you wanted to look up repair information on a 1999 Acura 3.5 RL, you could select the vehicle and Repair module using the following keystrokes:

- Year: “1” (Tab)

- Make: “A” (Tab)
- Model: “3” (2x then Tab)
- Product “R”

It takes a bit of getting used to but many users find the keyboard shortcuts to be quicker than using a mouse.

**To enter the year, make, and model of your vehicle:**

1. Select **Year**, **Make**, and **Model** from the choice lists.

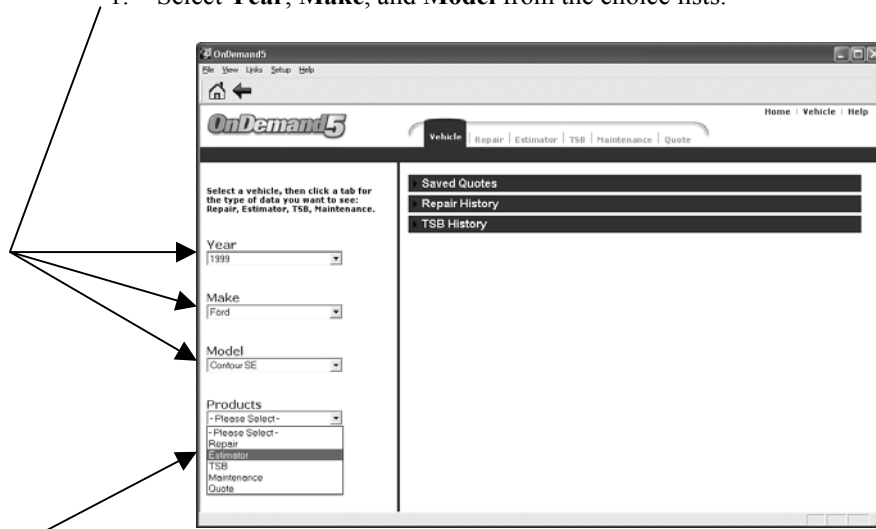


Figure 23 - Vehicle Selection

2. Pick a **Product** (Estimator in this instance) from either the screen headings area, or the pull-down, to continue.

## Splitter Window

The Splitter Window is the main screen in the Parts and Labor program. This window allows you to access parts and labor estimating information for the selected vehicle. The Splitter Window contains the **Index Panel**, **Labor Viewer**, **Parts Viewer** and **Worksheet (optional)**.

- The **Labor Viewer** allows you to access labor information by selecting among the available categories, sections, and component groupings. Once a

component group has been selected, Labor Items for that grouping display in the Labor Viewer. Checking the box next to the component title adds it to the worksheet.

- The **Parts Viewer** allows you to access parts information by selecting among the available categories, sections, and component groupings. Once a component group has been selected, Parts for that grouping display in the Parts Viewer. Checking the box next to the component title adds it to the worksheet.
- The **Worksheet** (optional: click **Views** to toggle on/off) allows you to build parts and labor calculations based upon your selections in the Parts and Labor viewers extended at the rates you set up for your shop.

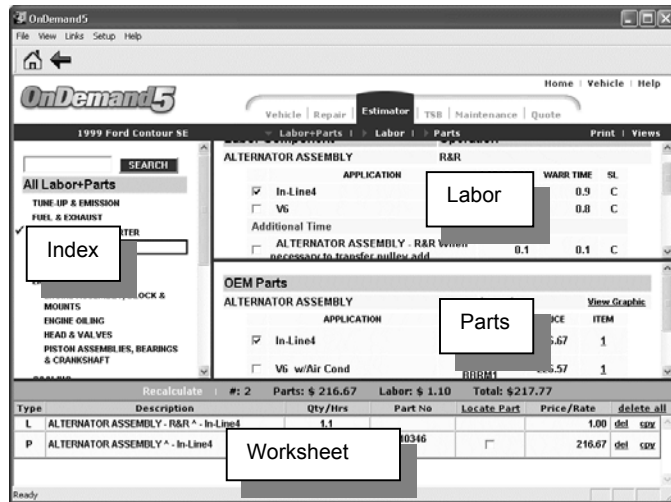


Figure 24 - Splitter Window

### Choosing Parts and Labor Items

To select a part or labor item, click on it with your mouse pointer. A check mark displays next to the item and it is added to the worksheet, if displayed. To deselect an item, click on it again. As you add parts and labor, running totals are generated on your screen.

<input checked="" type="checkbox"/>	Trans Mfr CD 4L60E,M30 1-2 Accumulator Piston	1.60	1.20	A
<input checked="" type="checkbox"/>	Trans Mfr CD 4L60E,M30 3-4 Accumulator Piston	1.80	1.30	A

Figure 25 - Selected Items Example

Once you have added all the parts and labor items to your worksheet, you can choose the Quote tab to create a Quote. You can add customer information and add, or edit, quote line items in this window. Refer to the section on Quotes, beginning on page 42 for details.

## Menus

OnDemand5 Estimator menus provide keyboard access to all system functions. To access a menu item by keyboard, hold down ALT and type the hot key (the underlined letter in the menu name). This causes the menu to drop-down. You can then select any menu item by entering its hot key.

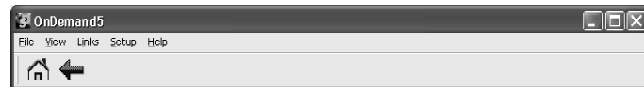


Figure 26 - Menu Bar

## Figures

When you select a figure marker in the Parts viewer, the figure selected appears in its own window. Several new icons appear that allow you to manipulate the view of the figure.

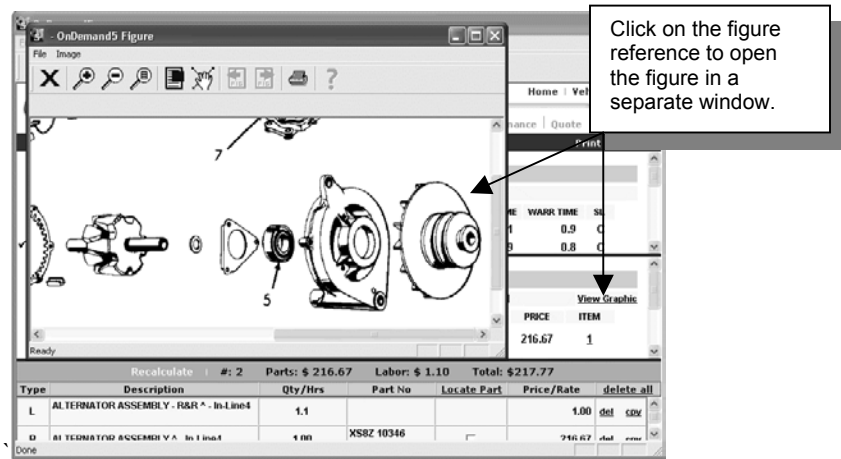


Figure 27 - Sample Figure

OnDemand5 features Mitchell's proprietary graphics viewing software. The OnDemand5 Graphics viewer is a customizable package of tools that control graphic sizing, zooming, panning, and image enhancement. The icons on the graphics toolbar are described below.



The **Zoom Out** icon shrinks the image so that it zooms out with the focus at the center of the image. Grayed if maximum zoom. Click the icon until minimum magnification.



The **Zoom In** icon expands the image so that it zooms in on the center of the image. Grayed if maximum zoom. Click the icon until maximum magnification.



The **Actual Size** icon appears in the toolbar for figures. It returns an image to its normal size.



The **Pan Figure** icon toggles on/off the Pan Window which allows you to reposition the main figure window using panning technology.



Select the **Grab Figure** icon to change your mouse pointer to a hand that allows you to move the figure around in the display. The Grab Figure pointer works in conjunction with your left mouse button; point the hand pointer anywhere in the figure, and holding down the left mouse button, re-position the figure. Release the mouse button when the figure is re-positioned as desired.



The **Previous** icon displays the figure listed before the current figure.



The **Next** icon displays the figure listed after the current figure.



The **Exit** icon closes the figure window.

Also, OnDemand5 allows you to select an area of the figure to manipulate by dragging the cursor across the area.

#### **To view an area of a figure:**

1. Display the figure and place the mouse cursor at the upper left hand corner of the area you want to view.
2. Press and hold the left mouse button as you drag the mouse across the area you want to view.

A dashed box appears to mark the area as you drag the mouse.

3. Release the left mouse button when you have marked the area you want to view.

The area you highlighted now displays full screen.

## Printing Figures

Click the **Print** icon in the figure window to print the current figure, or a range of figures in the current article.

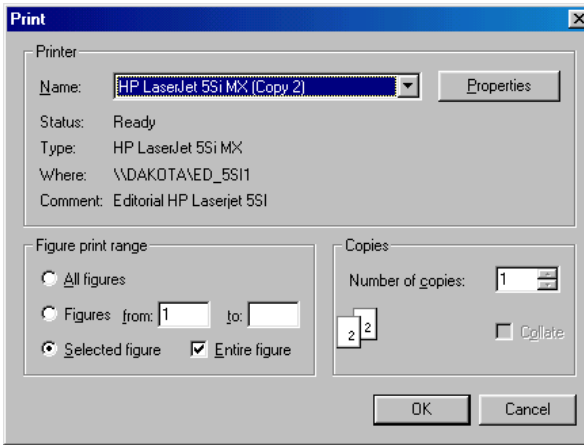


Figure 28 - Print (Figure)

The Print (Figure) dialog box contains the following options:

Option	Description
Printer	The printer you have set up in Windows as your default printer is initially displayed. Pick a different printer from the pull-down list, if desired.
Figure Print Range	Choose <b>All figures</b> to print all figures in the current parts grouping. Choose <b>Selected figure</b> (default) to print only the figure that is selected. Click the <b>Entire figure</b> checkbox to print the entire figure. If the <b>Entire figure</b> checkbox is left unchecked, only that portion of the figure you have displayed will print. This is especially useful in zooming in on a portion of a figure for printing.
Copies	Specify the number of copies you'd like to print (default is 1).

### Factory Warranty Time/Mitchell Labor Time

On domestic makes, for some labor items, displayed next to the Labor Time is the factory warranty time. The factory warranty time is the amount of time that the factory authorizes for performing this job under warranty.

EXTENSION HOUSING BUSHING R&R				
	APPLICATION	LABOR TIME	WARR TIME	SL
<input checked="" type="checkbox"/>	Trans Mfr CD 4L60E,M30	1.10	0.90	B

Figure 29 - Warranty Time

Note that the Mitchell labor time is usually higher than the factory warranty time. This is because the factory warranty time assumes you are servicing clean parts and using specialized OEM tools and training. The Mitchell labor time is based on independent labor audits in real-world conditions. The Mitchell labor time is the time that is added to your quotes, although you can manually change the time, if necessary – refer to Quotes, beginning on page 42, for details.

### Combination Time

For some labor items, a Combinations subheading appears in the labor panel. This indicates that the combination time is recommended for the labor item.

STARTER ASSEMBLY		R&I & O/H		
Includes: Turn commutator, test armature and fields, replace brushes and bearings.				
	APPLICATION	LABOR TIME	WARR TIME	SL
<input type="checkbox"/>	All Applicable Models	2.4		B
Combinations				
<input type="checkbox"/>	STARTER FIELD COILS - R&R All Applicable Models	0.4		B

Figure 30 - Combination Time

Combination time refers to the time possibly required for jobs performed with other operations. One example might be that while performing brake shoe replacement, you need to replace a leaking wheel cylinder as well. The Combination Time gives you the time required to replace the wheel cylinder with the shoes already removed.

You add combination items to your estimate the same way you add any other labor item; simply click on the item and it will be added to your Estimating Worksheet.

### Additional Time

For some labor items, an Additional Time subheading appears in the labor panel. This indicates that additional time is recommended for the labor item.

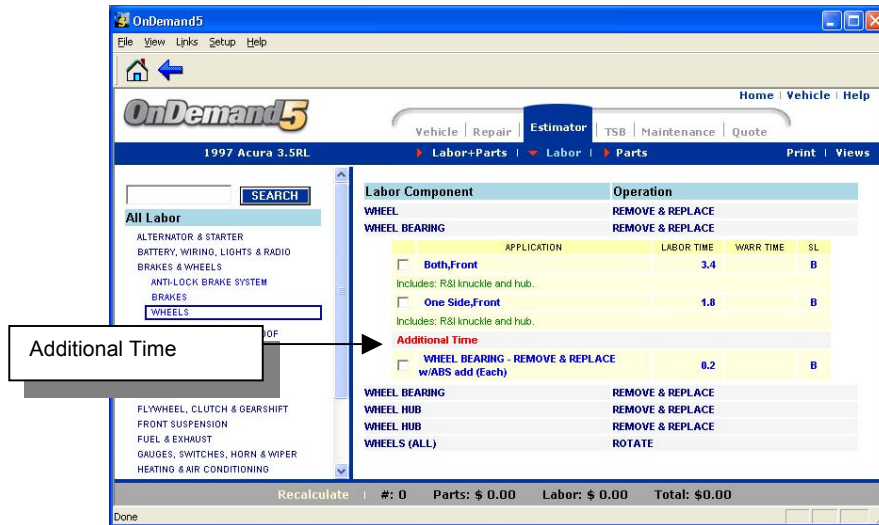


Figure 31 - Additional Time

Additional time refers to labor time that should be added to your estimate to account for additional work that needs to be performed. Notice that the mechanic skill level is also indicated. Like the standard labor time titles, the factory warranty time (domestic vehicles only) is displayed along with the Mitchell labor time.

As an example of a situation where additional time should be charged, if other systems such as A/C, air pump, and power steering interfere when replacing an alternator, additional labor time should be charged. The basic calculation is as follows:

$$\text{Labor Time} + \text{Additional Labor Time} + \text{Combination Time} = \text{Total Labor Time}$$

$$\text{Total Labor Time} \times \text{Your Labor Rate} = \text{Labor Estimate.}$$

You add additional items to your estimate the same way you add any other labor item; simply click on the item and it will be added to your Estimating Worksheet.

## Maintenance

Once you have selected a vehicle, you can choose the Maintenance tab to view scheduled services information. The Maintenance panel displays. Pick a service interval from the left side of the panel (displayed in Miles and Kilometers) and scheduled maintenance information is displayed.

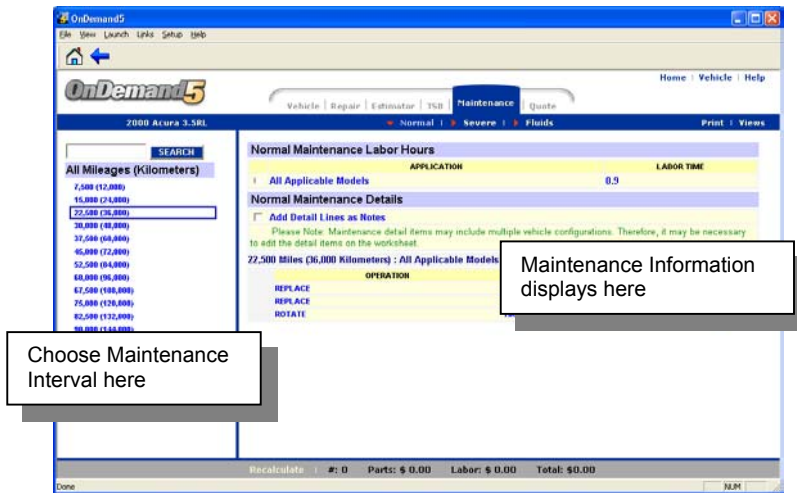


Figure 32 - Maintenance

Choose **Normal** for normal Maintenance information or **Severe** for Maintenance interval information under Severe conditions.



You can add the maintenance items to a quote by choosing the **Add Detail Lines as Notes** checkbox.

## Fluid Capacities

Fluid Capacity information can also be viewed from within the Maintenance section. Just choose Fluids as your submodule (right below module selection bar) and then choose the Fluid Type (for example, Engine Oil) from the list on the left.

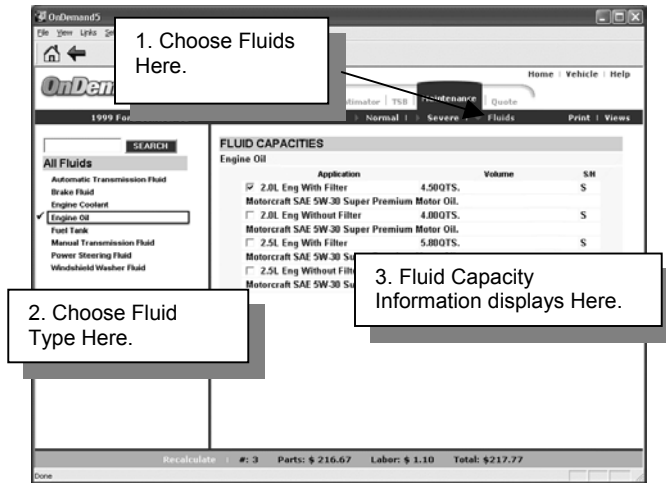


Figure 33 - Fluid Capacities

Fluid Capacity information is presented in the body of the display.

## Quotes

The Quotes feature in OnDemand5 allows you to build an estimate of parts and labor items, extended at your shop's rates. A running total of the quote is generated as you add and remove items. The quote can be saved for later use and printed for you or your customer.

## Generating a Quote

A new quote is automatically started every time you pick a new vehicle or change your vehicle selection in OnDemand5. Parts and Labor items are added to your quote when you select them in the Estimator, Maintenance, and Fluid Capacity screens. Once you have added all the items to your quote, choose the Quote Tab to add customer information, manually add, or change quote elements, and print, and save your quote.

### To create a quote in OnDemand5:

1. Pick a vehicle in the Vehicle Screen.  
The act of selecting a vehicle starts a new quote.
2. Choose Parts and Labor items in the Estimating panel. Add Maintenance items, if necessary.

3. Click the Quote tab.

The Quote panel displays.

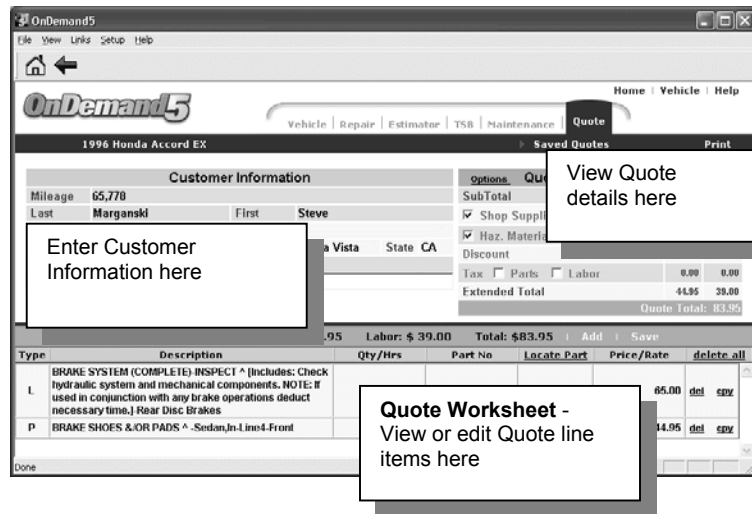


Figure 34 – Quotes

4. Add your customer information by clicking on the table cell fields and entering the appropriate values.
5. Manually add items and make any necessary changes to the Quote line items. (Refer to the following sections for instructions)
5. Click **Print** to view a print preview of your quote.
6. Click the **Print** button to send the quote to the printer.

### Manually Adding a Part or Labor Item

You may need to add a part or labor item to your quote that you are not able to find in OnDemand5 Estimator.

#### To manually add a part or labor item to your quote:

1. Select **Add**.  
A blank line item is added to your quote.

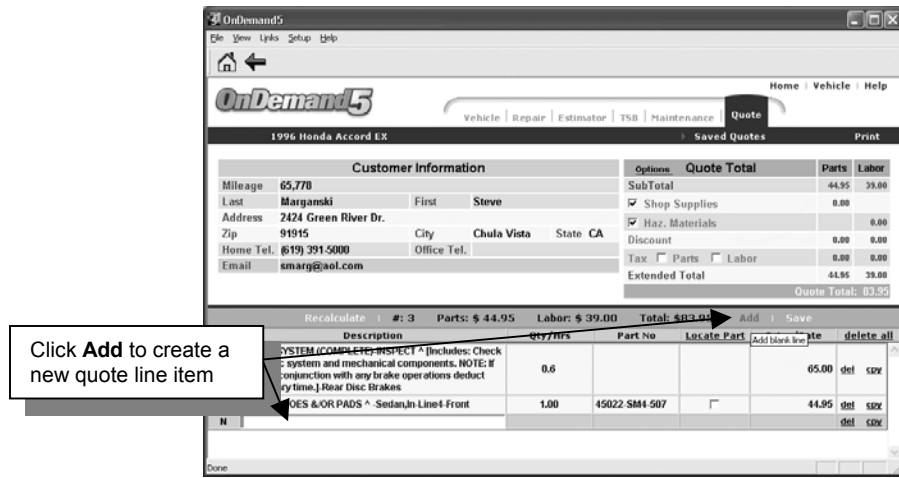


Figure 35 - Add Quote Line Item

2. Choose whether Part (P), Labor (L), or Note (N) in the **Type** pull-down list.
3. Enter a **Description**.
4. Enter a quantity if a part, or number of hours if a labor item.
5. Enter Part Number, if applicable.
6. Enter a Price if a part, or choose a Labor Rate if a labor item.
7. Click **OK**. The part entry is added to your Estimating Worksheet.
8. Choose **Recalculate** to see your new totals.
9. Choose **Save** to save your completed quote.

### Changing Quote Line Items

The cells (fields) in the Quote Worksheet Panel can be edited. Click your mouse pointer in the cell you wish to edit. Overtyping any existing value with a new number, or text, as applicable. All calculations and descriptions in your quote are updated.

### Removing a Quote Line Item

Select the **Delete** link at the end of any line item to remove it from your quote. Select **Delete All** to remove all items from your quote.

---

**Note:**

Removing an item from the Worksheet panel does *not* delete it from the OnDemand5 database, it simply takes it off the worksheet.

---

## Estimate Totals

Parts and labor estimate totals display on your Status Bar (at the very bottom of the screen) and on the printed reports. Any time you add an item or change a labor rate, the totals update automatically.

## Setting Up Quote Options

The Setup Quote Options dialog box provides options for you to set up labor, tax, supplies, and hazardous materials rates. The dialog box is opened by selecting Quote Options from the Setup menu.

## Saving A Quote

Choose Save (just above the worksheet to the right) to save your quote. If you don't save, you are automatically prompted to save your quote any time you select a new vehicle.

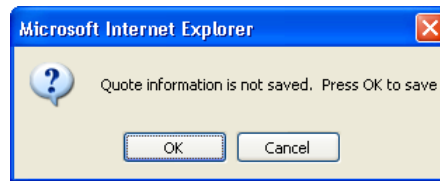


Figure 36 - Save Quote?

Click **OK** to save the Quote.

## Viewing Saved Quotes

Saved Quotes are opened from the Vehicle screen. Click on the Quotes bar to open recently viewed quotes.

Saved Quotes				
	Vehicle	Customer	Date	<a href="#">delete all</a>
<a href="#">view</a>	1993 Ford Cab & Chassis F350	Ambrose, Bob	3/6/2002 10:48:28 AM	<a href="#">delete</a>
<a href="#">view</a>	1999 Buick LeSabre Custom	Knowles, Liz	3/6/2002 10:49:08 AM	<a href="#">delete</a>
<a href="#">view</a>	1999 Buick LeSabre Custom	Marganski, Steve	3/6/2002 10:37:43 AM	<a href="#">delete</a>

Figure 37 - Saved Quotes

Click the **view** link to open a saved quote. Click **delete** to delete a quote, or **delete all** to remove all saved quotes.

## Parts Locator

The Parts Locator feature provides easy location of replacement parts. Parts Locator allows you to select up to sixty part numbers in a title and then send a request, via modem, for a listing of dealers who have some, or all, of the parts in stock. The list is sorted with the dealers closest to your area code at the top of the list, followed by dealers of increasing distance.

Not all vehicle makes are supported by Parts Locator. A list of supported makes and models is provided below.

## Parts Locator Setup

Parts Locator uses modem information obtained from Microsoft Windows. This information is normally automatically detected by Windows or when installing your modem software. Some additional settings can be configured within OnDemand5. Refer to Parts Locator Setup on page 30, for details.

## Parts Locator Supported Vehicle Makes/Models:

---

*Note:*

This list includes makes supported as of the date of the printing of this user's guide. Parts Locator is a continuously expanding service and may have since added vehicles which are not included in this list.

---

Acura	AMC/Eagle	BMW
Buick	Cadillac	Chevrolet
Chevrolet Trucks	Chrysler	Chrysler Trucks
Dodge	Ford	Ford Import
Ford Trucks	Geo	Geo Metro
Geo Storm	Geo Prizm	Geo Tracker
GM Import	GMC	GMC/Olds/Pontiac Trucks
Honda	Hyundai	Infiniti
Isuzu	Jeep	Jeep Trucks
Lexus	Lincoln	Mazda
Mercedes	Mercury	Mercury Import
Merkur	Mitsubishi	Nissan/Datsun
Oldsmobile	Plymouth	Pontiac
Prizm	Saab	Subaru
Toyota	Volvo	Volkswagen

## Using the Parts Locator

You specify the parts for which you want to process a parts locator request in the worksheet area of the Quotes screen.

### To process a Parts Locator request:

1. Add parts to the Quote Worksheet as described earlier in this chapter.
2. Select parts to be located by clicking in the check box in the Locate Part column.

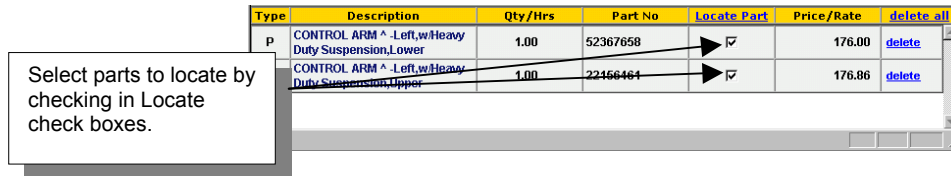


Figure 38 - Part Selection

An “x” appears indicating that the part has been selected for a parts locator search. You can select up to sixty (60) part numbers for your search.

3. Select Locate Part to process your locate request.

OnDemand5 Estimator dials the host computer, transmits your request, and retrieves the parts information you requested. A series of dialog boxes inform you of the status of your request.

Once your request has been successfully processed, the Parts Locator Display dialog box lists the dealers who stock the part(s) you requested.

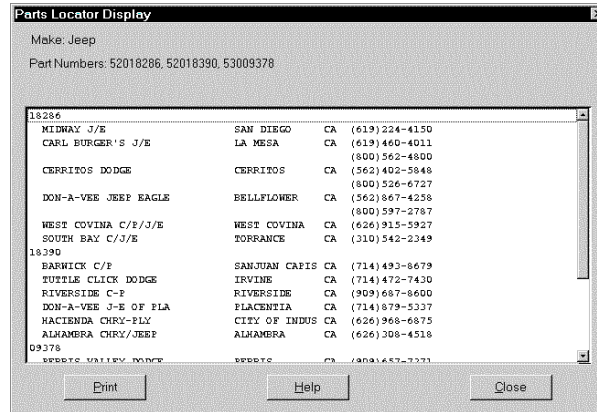


Figure 39 - Parts Locator Display

## Reading the Parts Locator Display

The Parts Locator Display lists the part number and at least six dealers with the requested part in stock. The list is ordered so that the dealer closest to you (based on the area code that you entered during setup) is listed first, followed by more distant dealers.

A maximum of 24 screen lines per part number are displayed. The more part numbers you choose, the longer your list can potentially be. Use your **Page Down** key or **Scroll Bar** on the right side of the screen to view longer listings as necessary.

Only the last four to five digits in the part number will display just above the list of dealers for that part. At the top of the Parts Locator Display box it lists the Make of the vehicle, and the full part numbers you have requested. There may be a number next to the dealer, (for example, Ford), representing the quantity of the parts in stock.

Elements of the display are described below.

<b>Item</b>	<b>Description</b>
Make	Vehicle Make
Part Numbers	The numbers of the parts which were used to generate the request.
Parts Located	The area of the display which lists the dealers stocking the parts.
Print Button	Allows you to send your entire list of Parts Locator information to the printer.
Help Button	Displays the Parts Locator topic in the Online Help.
Close	Closes the Parts Locator Display dialog box.

## **Summary**

In this chapter, you learned how to use the toolbar, menus, buttons, and dialog boxes in OnDemand5 Estimator. You also learned how to use the information provided on the CD-ROM to create quotes. The chapter concluded with a description of OnDemand5's Parts Locator feature.





## Appendix A Troubleshooting

### Phone Numbers/E-Mail Address

OnDemand5 Hardware and Software Technical Support	1-888-724-6742 techsupport@mitchell1.com
General Mitchell1 Information	1-888-724-6742 customersupport@mitchell1.com
Product Support (Vehicle Repair Information)	1-877-285-4310 1-877-285-4315 (fax) productsupport@mitchell1.com

### Mitchell Repair on the Internet

One of the best sources for technical and general information is Mitchell's Web Site at:

**<http://www.mitchell1.com>**

Useful links to various places in Mitchell's website are provided in the Links button on the OnDemand5 home page or from the Links menu selection. In addition to support information, you can look up your Sales Representative, find phone numbers, find ASE test information and order study guides, and order Mitchell Manuals and Electronic products.

### Questions and Answers

#### **What do I do if I have an equipment failure?**

Check power cables, printer and monitor cables, and your electrical circuit breakers first. If that doesn't work, contact your supplier for assistance.

### **What do I do if there is a software problem?**

First try to duplicate the problem, noting what it was that caused an error, and what error message (if any) displayed on the screen. Then visit our Technical Support Website at <http://www.mitchellsupport.com>. The Frequently Asked Questions (FAQ) section of the site provides answers to the questions most commonly asked by our customers. If you can't find what you need, use the convenient online forms to ask your question. A qualified support representative will answer your question in less than 24 hours (and often within a couple of hours) during normal business hours.

If you still need information, call Technical Support at **1-888-724-6742**. Please be sure to have your computer next to the phone, and have your account number ready. We will ask you to describe the problem, the error message, how it happened, and whether you could duplicate it. We will try to get you going again as soon as possible.

### **What do I do when repair information is incorrect?**

Use one of our convenient online forms at <http://www.mitchellsupport.com> or e-mail us at [productsupport@mitchell1.com](mailto:productsupport@mitchell1.com). If you don't have online access, call Mitchell OnDemand5 Product Support **1-877-285-4310**

### **What do I do if I lose or damage a CD?**

Send us an e-mail ([customersupport@mitchell1.com](mailto:customersupport@mitchell1.com)) or call us at **1-888-724-6742**. If you are a current subscriber, we can send out a replacement disc for a minimal charge. Be careful with the discs. Our licensing agreement restricts you from giving away the old discs or programs to anyone.

### **What if I cannot get the disc out of the CD-ROM/DVD ROM player?**

Check the power to the CD-player, then press the eject button. The power must be on for the disc to eject.



## Appendix B

# NAPA Parts Catalog

### Introduction

The NAPA Parts Catalog allows you to access parts and price information and order parts electronically from NAPA. The interface with Estimator provides for the seamless importing of NAPA information into estimates and quotes.

### Building a NAPA Parts List

The NAPA user interface is very similar to OnDemand5 Estimator. After you select a vehicle you select parts and build a parts list which can then be transferred back to Estimator for inclusion in your Worksheet/Quote or, if enabled, you can generate an automated order to a linked NAPA vendor.

#### To build a NAPA Parts List:

1. In Estimator, with the NAPA CD in your CD drive, click on the **NAPA** link.



---

#### *Note:*

You can open NAPA Parts Catalog in a standalone mode by clicking on the NAPA Parts Ordering System icon on your desktop. The only difference is that you won't be able to transfer parts information back to Estimator.

---

2. Depending on the vehicle selected in Estimator, you may be asked to make vehicle selections. Choose Vehicle Year, Make, and Model, as required, from the selection list.

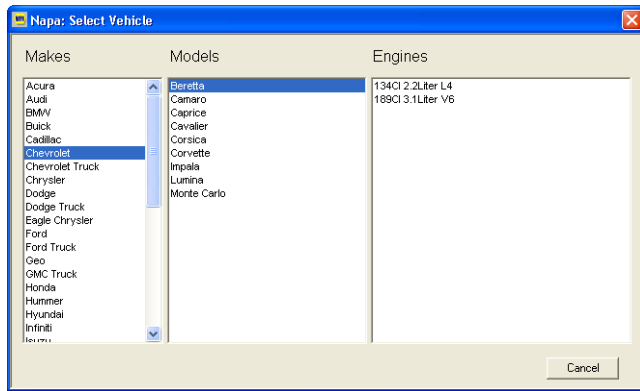


Figure 40 – Napa: Select Vehicle

The Parts Catalog screen displays.

4. Choose the Category and Section of Part types in the index on the left side of the screen.

Available parts display in the body of the screen to the right.

5. Choose parts by clicking on the selection box next to the part number. As you choose parts, they are added to the parts list (bottom part of screen).
6. Continue adding parts as necessary.

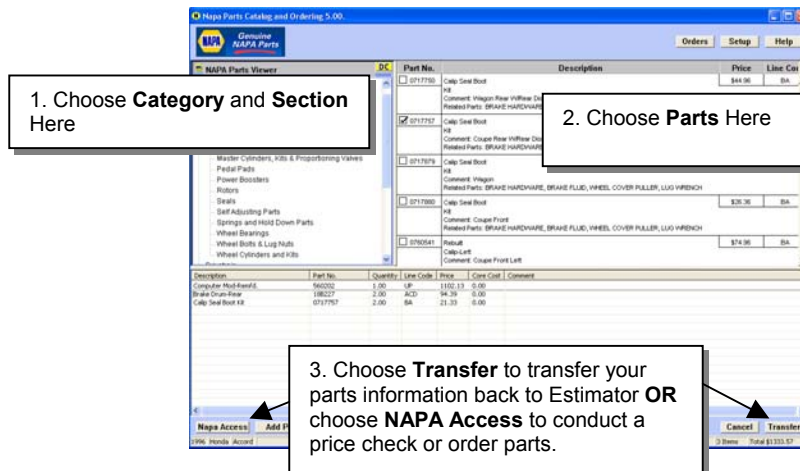
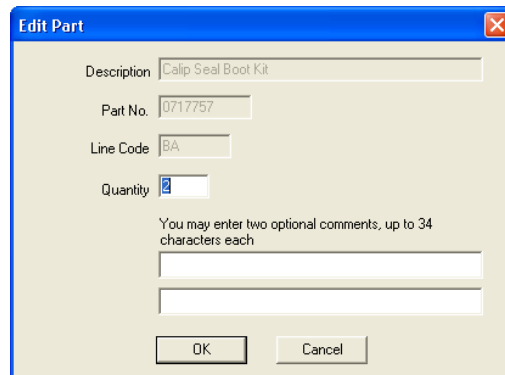


Figure 41 – Napa Parts Catalog

7. You can now use the **Napa Access** button to conduct a price check or order parts or click the **Transfer** button to transfer your parts to Estimator.

## Adding or Editing NAPA Parts

The Add/Edit NAPA Part dialog box allows you to add a NAPA Part to your parts list or change the quantity or add comments to the NAPA Part Line Item. The Add and Edit Part dialog boxes are identical except that all the fields are editable in the Add part dialog box whereas only Quantity and Comments are editable in the Edit Part dialog box for parts selected from the NAPA catalog.



*Figure 42 – Edit Part*

### **To add a NAPA Part:**

1. In the NAPA Parts Viewer, click the **Add Part** button.  
The Add Part dialog box displays.
2. Complete the Description, Part No., Line Code, and Quantity fields.
3. (Optional) Enter comments in the comments fields, if necessary. (**Note:** Comments may be information for your use or to send to the NAPA distributor along with the part order.)

### **To edit a NAPA Part on your Worksheet:**

1. Click on a Part line item in your Parts Order Worksheet.
2. Click **Edit Part**.

The Edit Part dialog box displays.

3. Change the part quantity and/or add comments. (**Note:** If the part was selected from the NAPA Catalog, quantity and comments will be the only editable fields. If you manually added the part, any of the fields can be edited.)

## NAPA Parts Ordering

Once you have the ability to access NAPA parts information, the next logical step is to communicate electronically with your local NAPA store to receive price and availability. Then you will want to be able to order parts. Before you can do this it is necessary to perform some system setup.

### Parts Ordering Setup

System setup requires that you have an online ordering account set up with NAPA. To open an account, call your local NAPA distributor.

---

**Note:**

You must have an account with NAPA and a working modem with a live phone line connection to communicate electronically with NAPA.

---

**To setup NAPA Communications:**

1. In the Parts Catalog and Ordering screen, choose **Setup**.

The Napa Stores Dialog box lists configured NAPA stores.

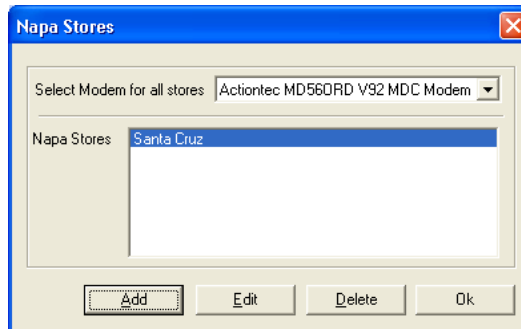
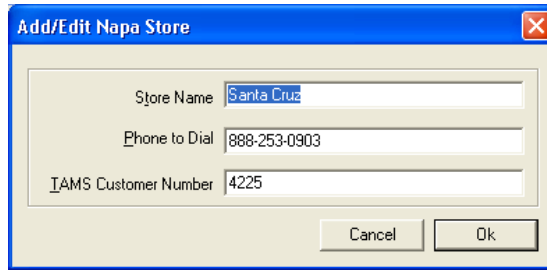


Figure 43 – NAPA Stores

Initially, this dialog box is empty. The NAPA Stores list is populated as distributors are added.

2. Choose **Add** to add a New Store.

Fill in the fields with information provided by your NAPA distributor. If you haven't already done so, you will need to call your local NAPA distributor to open an account.



*Figure 44 – Add/Edit NAPA Store*

3. Once the fields have been filled, click **OK**.

You are returned to the NAPA Stores dialog box, with the distributor added to the list.

4. Choose your modem from the Select Modem for all stores pull-down list.
5. Click **OK**.

You are now ready to communicate electronically with your local NAPA distributor.

## Conducting a Price/Availability Check

Once you have the ability to access NAPA parts information via CD-ROM, the next logical step is to communicate electronically with your local NAPA store to receive price and availability information.

### **To conduct a Price/Availability check:**

1. In the NAPA Parts Catalog with parts selected, click the **NAPA Access** button.

The NAPA Parts Ordering dialog box displays the NAPA part information.

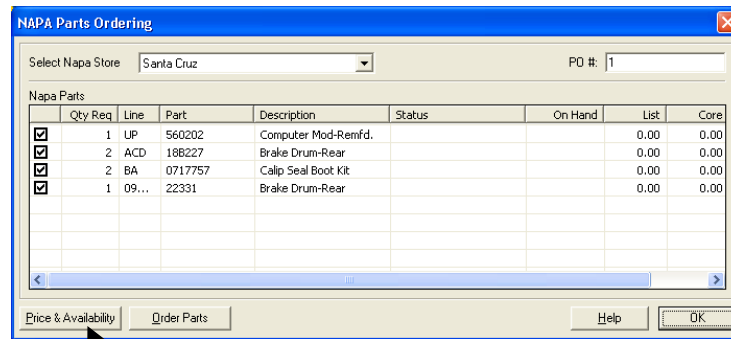


Figure 45 – NAPA Parts Ordering

2. Click the **Price & Availability** button.

A connection is established with your NAPA distributor and you are logged into the TRACS system.

The part On Hand and List price information is added to the NAPA Parts Ordering dialog box.

3. Click **OK** to close the dialog box.

## Ordering Parts

Once you have completed a price and availability check and received customer approval for the repair, the next step is to place a parts order to NAPA.

### To order parts from NAPA:

1. In the Napa Parts Catalog and Ordering screen with parts selected, click the NAPA Access button.

The NAPA Parts Ordering dialog box displays the NAPA part information.

2. Click the **Order Parts** button.

A connection is established with your NAPA distributor and you are logged into the TRACS system.

The Part On Hand and List Price information is added to the NAPA Parts Ordering dialog box.

Overall, the parts ordering process is very similar to the price check process. The obvious difference is that NAPA has now received an order from your shop for the parts. Another difference is that a record of the parts order has been created for you.



3. Click **OK** to close the dialog box.
4. The NAPA Purchase Order icon on your computer desktop allows you to access records of your NAPA orders. Click the icon to open a folder containing your NAPA Orders.
5. Click your order to display a text record of the order information.  
A text record of your order is displayed in your default Windows text processing program (normally Notepad).

## Summary

This appendix detailed the process of accessing parts information, transferring information into Estimator, and placing electronic parts orders with NAPA.





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