


VOLVO CAR SERVICE AND PARTS BUSINESS				
<h1>Service Manager Bulletin</h1>				
TITLE: Technician Time Recording Requirements				
GROUP: 00	NO: 354	ISSUING DEPARTMENT: Warranty and Audit	CAR MARKET: United States and Canada	
REFERENCE BULLETINS:			ISSUE DATE: 2016-08-30	STATUS DATE: 2016-10-03
Service Personnel: Read and initial	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	Page 1 of 2

“Right first time in Time”

This SMB is intended to re-state Volvo’s current policy pertaining to technician time recording requirements. This information is also found in Section 8 of the Warranty Policy and Procedures Manual (WPPM).

Technician Time Recording Requirements

Warranty, Customer Pay and/or Internal repairs performed must be verified by a punched time flag on the back of the Repair Order hard copy. Each repair line must have a separate and identifiable time punch for the respective repair for all repair types, i.e., Warranty, Customer Pay, and Internal. Time flags must be identified by the corresponding repair line number/alpha, Technician ID, and any NON time or straight time, if performed, (which also requires a separate time punch from the standard technician time flagged for the main operation).

For electronic repair orders (ERO), the same policy applies for itemized time punching per repair line. A dealer’s DMS system must be programmed to denote NON Time (straight time). For example, in ADP, this is denoted as “DW”; in Reynolds & Reynolds it is labelled as NON Time.

For either manual or electronic time flagging, diagnostic or troubleshooting time must also be flagged separately for that line showing the time spent for diagnosis, e.g., verifying a customer’s complaint, wiring, road test, noise while driving, vibration while driving, etc. This time will be recorded in addition to and separately itemized from the actual labor performed for the main repair operation for that same line.

Note: For manual time flagging, technicians are not authorized to time punch or flag repairs. Technicians may not have time recorded on more than one Repair Order at a time. If reasonable time is expended and the parts have been charged out, the claim may be eligible for payment.



Straight time repairs always require separate time punch documentation. All documents that are required to support warranty repairs (Repair Orders, time tickets, invoices, etc.) must be available for inspection up to one year from claim payment date.

The time clock required must punch month, day, year, 0 – 23 hours in hundredths of an hour. An authorized individual designated by the Service Manager to substantiate labor time of both hourly and salaried technicians must perform punching and flagging.

Electronic Repair Order Technician Time Recording Requirements

Electronic Repair Order systems must meet the same time recording requirements of a paper system regarding itemization for all repair types: Warranty, Customer Pay and Internal.

Note: For dealers with an Electronic Repair Order system, technicians can electronically flag their time for service or repairs. A dispatcher (or other) is not required to flag for the technicians when an electronic time flagging DMS system is being used at that dealership. With this application process, ERO DMS systems are designed to itemize time flagging for all repair lines and prevent overlap or multiple repairs from being performed simultaneously. In all examples, for manual or electronic technician time flagging, service or repair time may not be run cumulatively on one line to represent time for multiple lines on that RO. Each service and repair line must have itemized time flagged per line as specified in this policy section.

System requirements for Electronic Repair Order DMS applications are specified in the *Warranty Policy and Procedures Manual (WPPM)* and should be reviewed with a Volvo representative prior to purchase of a DMS system. Failure to review these requirements with a Volvo representative prior to purchase of a system may have a detrimental effect on retailer claim payment.

Payroll Records

The time card must account for attendance with punches at the beginning and end of the day including on/off for lunches and breaks. It must also include all Repair Orders worked on in accordance with Paragraph one (1) of the “Technician Time Recording Requirements”. Time cards, job tickets, and payroll records must be retained for at least one year from claim payment date as indicated on the Volvo STS. In addition, retailers should be aware of federal, state, and local requirements regarding these documents.