

# Setting Up Work Hours in CCC® Estimating

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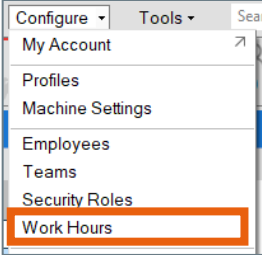
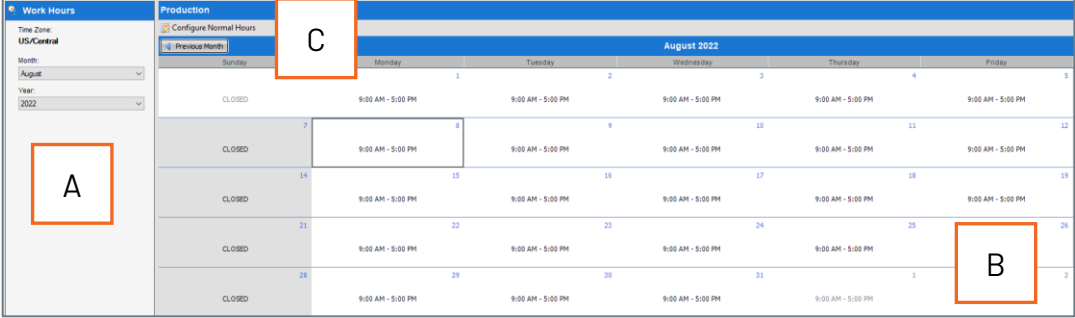
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# Work Hours Search Screen in CCC® Estimating

**Introduction** This section provides an overview and reviews the steps to access the Work Hours Search screen in CCC® Estimating.

**Accessing the Team Search Screen** Work Hours allow you to view and configure the Normal Work Hours for both Production and Customer Service. This is important because other modules in the system use the Normal Work Hours defined here, such as Reporting, Repair Order cycle time metrics, and Production Schedule.

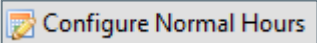
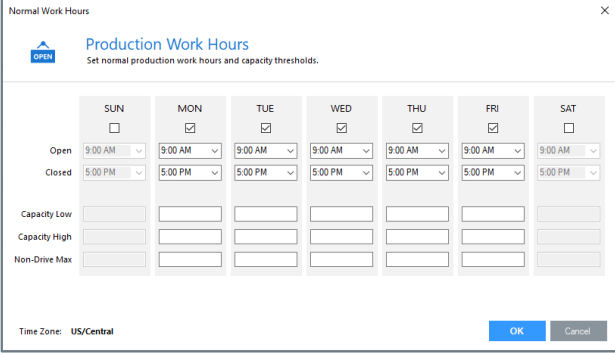
Use the following steps to access the Work Hours Search screen.

Step	Action								
1	<p>From the main menu bar, select <b>Configure</b>, then <b>Work Hours</b>.</p> 								
2	 <p>The <b>Work Hours</b> screen opens and displays the <b>Production Calendar</b> for your default location.</p> <table border="1" data-bbox="326 1423 1401 1709"> <thead> <tr> <th data-bbox="326 1423 548 1459">Part</th> <th data-bbox="548 1423 1401 1459">Function</th> </tr> </thead> <tbody> <tr> <td data-bbox="326 1459 548 1545"><b>A.</b> Work Hours Search Panel</td> <td data-bbox="548 1459 1401 1545">Defaults to your current location and current <b>Month/Year</b> for the <b>Production Work Hours</b>.</td> </tr> <tr> <td data-bbox="326 1545 548 1619"><b>B.</b> Search Results Panel</td> <td data-bbox="548 1545 1401 1619">Displays search results.</td> </tr> <tr> <td data-bbox="326 1619 548 1709"><b>C.</b> Work Hours Toolbar</td> <td data-bbox="548 1619 1401 1709">Configure <b>Normal Hours</b> and <b>Copy Calendar</b> buttons. The Copy Calendar button is visible for MSOs.</td> </tr> </tbody> </table> <p><b>Note:</b> Click on the Customer Service option in the lower-right panel in the Work Hours search panel to see those Work Hours. The features are the same for both calendars.</p>	Part	Function	<b>A.</b> Work Hours Search Panel	Defaults to your current location and current <b>Month/Year</b> for the <b>Production Work Hours</b> .	<b>B.</b> Search Results Panel	Displays search results.	<b>C.</b> Work Hours Toolbar	Configure <b>Normal Hours</b> and <b>Copy Calendar</b> buttons. The Copy Calendar button is visible for MSOs.
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# Work Hours Search Screen in CCC® Estimating, Continued

## Accessing the Team Search Screen, continued

Step	Action
3	Click on either the <b>Production</b> or <b>Customer Service</b> button on the Search Panel to display the appropriate Calendar.
4	<p>Click the <b>Configure Normal Hours</b> button on the toolbar.</p>  <p>The Normal Work Hours window opens. This window is reviewed in the next section of this document.</p> 

# How to Configure Normal Work Hours

## Introduction

This section reviews the steps necessary to configure Normal Work Hours for both the Production and Customer Service Calendars within CCC® Estimating.

**Note:** The **Capacity Low/High** and **Non-Drive Max** fields refers to the number of vehicles in the shop. This is covered in another document for Scheduling and Appointments.

## Configure Work Hours

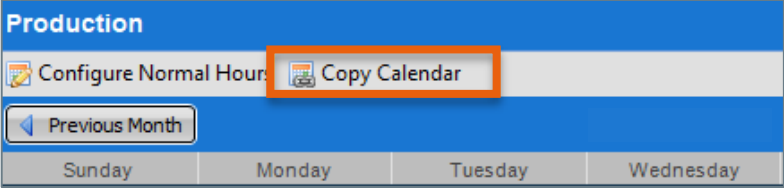
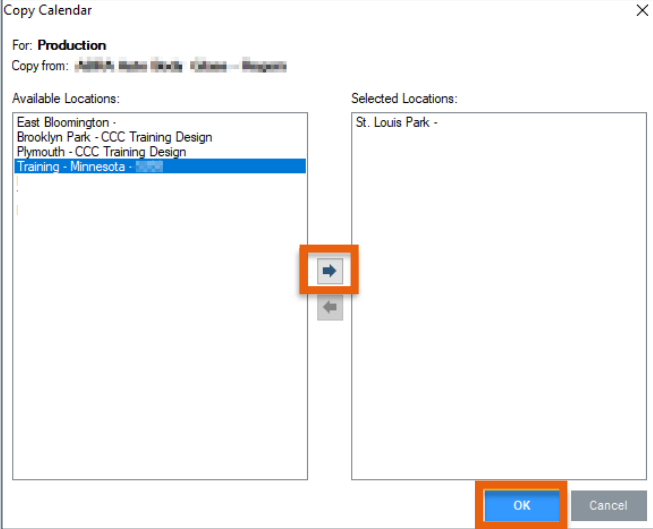
This table reviews the information needed to configure Normal Work Hours.

The screenshot shows the 'Normal Work Hours' configuration window for 'Production Work Hours'. The window title is 'Normal Work Hours' and it has a close button (X) in the top right. Below the title is a blue 'OPEN' button and the text 'Production Work Hours' and 'Set normal production work hours and capacity thresholds.' The main area is a grid for days of the week (SUN to SAT). Each day has a checkbox for workdays, a dropdown for 'Open' time, and a dropdown for 'Closed' time. Below the grid are three rows of input fields for 'Capacity Low', 'Capacity High', and 'Non-Drive Max'. At the bottom left, it says 'Time Zone: US/Central'. At the bottom right, there are 'OK' and 'Cancel' buttons. Four orange boxes highlight specific elements: 01 (checkbox for MON), 02 (dropdown for MON Open time), 03 (input field for Capacity Low on MON), and 04 (OK button).

Step	Action
1	Click <b>Configure Normal Hours</b> . Use the <b>checkboxes</b> to select or deselect workdays.
2	Select <b>Open/Closed</b> times for each day in which there should be Work Hours using the dropdown list on the Time fields OR enter it manually.
3	Enter <b>capacity thresholds</b> for each day for the number of vehicles. This section pertains to Scheduling and Appointments that is covered in another document.
4	Click the <b>OK</b> button to return to the Work Hours Search Screen. The adjusted Work Hours display for the selected Calendar.

## How to Copy Calendars to Other Locations

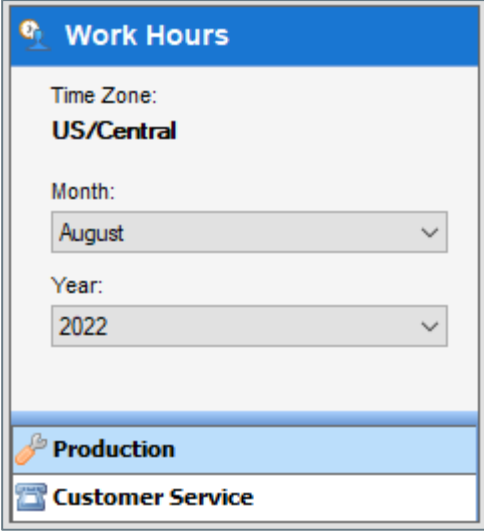
**Copy Calendar** Once you have configured Normal Work Hours for the Production and Customer Service Calendars at one Location, you can copy the Calendars to other Locations. Follow the steps below to copy Calendars.

Step	Action
1	<p>Click on the <b>Copy Calendar</b> button.</p> 
2	<p>The Copy Calendar window opens. The selected Calendar and current Location are displayed in the <b>Selected Locations</b> panel. The system lists all the Locations in the <b>Available Locations</b> panel for you to select.</p> <p>Highlight the Location in the <b>Available Locations</b> panel to copy the Calendar to and then use the right arrow key to move it to the <b>Selected Locations</b> pane.</p> 
3	<p>Click <b>OK</b>. You are returned to the Work Hours Search screen.</p>

# How to Search

**Introduction** This section reviews the steps to search for Work Hours Calendars within CCC® Estimating.

**Search** Follow the steps below to search for Work Hours Calendars.

Step	Action
1	Select <b>Configure</b> from the menu bar, then select <b>Work Hours</b> .
2	The Work Hours Search panel is displayed on the left side of the screen. 
3	Select the desired <b>Month</b> and <b>Year</b> from the drop-down menus. The Search Results Panel displays the specified Month and Year.
4	Select the desired Calendar to view, either <b>Production</b> or <b>Customer Service</b> Work Hours Calendar. The Search Results Pane displays the selected Calendar.

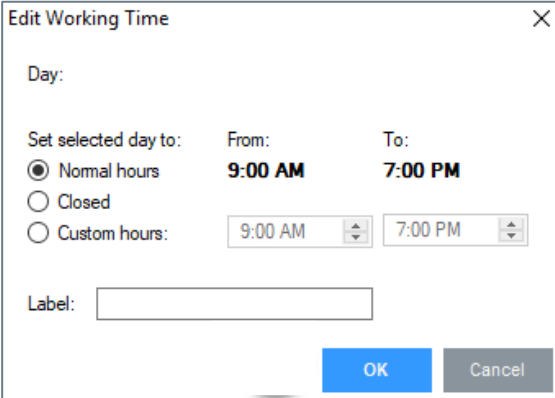
# How to Edit Daily Work Hours

## Introduction

This section reviews the steps to Edit the Working Time on a specific Production or Customer Service Calendar day within CCC® Estimating.

## Editing Daily Work Hours

Once you have set up the Production and Customer Service Calendars, you can then edit specific days as needed. For example, you may need to close a later time on a unique day or to add Holiday Hours. Follow the steps below to edit a specific day on the Calendar.

Step	Action
1	Select <b>Configure</b> from the menu bar, then select <b>Work Hours</b> .
2	Click on the <b>Day</b> to be edited.
3	<p>The Edit Working Time window displays. Use the <b>radio buttons</b> and <b>enter text</b> to make changes to the selected day.</p>  <ul style="list-style-type: none"><li>• <b>Normal Hours:</b> If you changed this day previously, select Normal Hours to reset the day back to the regular Work Hours.</li><li>• <b>Closed:</b> Use this option to remove Work Hours for this day.</li><li>• <b>Custom Hours:</b> Use this option to change the day to unique hours.</li><li>• <b>Label:</b> Adds the text to the Calendar to remind you of the unique Work Hours added to this day.</li></ul>
4	Click <b>OK</b> . The updated calendar displays.