Flat Rates File Layout

Flat Rates can be exported to a sequential, fixed-length text files, with this spacing:

Start-End Position	Length	Field	Type	Mask
1-10	10	Computer Code	String	
11-60	50	Job Description	String	
61-66	6	Manufacturer/Flat Rate Supplier ID Code	String	
67-86	20	Job Category	String	
87-136	50	Unit Model/Class	String	
137-149	13	Job Total Price (not supplied)	String	(##,###,###.##)
150-154	5	Job Labor Hours	String	(##.##)
	154	*Normal record length in bytes*		
155-175	21	Part Number (not supplied)	String	
176-200	25	Part Description (not supplied)	String	
201-213	13	Part Billed Price (not supplied)	String	(##,###,###.##)
	213	*Total possible record length in bytes*		

Introduction to Flat Rate Times

Flat Rates are designed to be a guideline for establishing a true cost and measurement for productivity in the service department. It is intended that the dealership use this guide while developing their own flat rate list based on their own facility, the brands they carry, and the tools they have available. The owner, sales management, and service management may change these suggested times when they are in full agreement that time studies have been done accurately.

There are many variations among the ways different dealerships perform the same job. The information in flat rates is based on all work being done at the dealership, and no travel time is taken into consideration. These times are a compilation taken from many dealerships providing information on the time it actually takes to do each job in their dealership.

Flat Rates include time to:

- Pull the unit into the shop
- Uncover the unit
- Diagnose the problem
- Look up parts ("reasonable" amount of time)
- Pull parts from stock
- Perform the repairs needed
- Fill out the back of the repair order with detailed notes on what was done to diagnose and repair the complaint
- Cover the unit
- Pull the unit out of the shop
- Clean up after yourself

Flat rates are based on "The Law of Averages." Flat rates times are not set according to the "best of the best" technician, or on a technician in training. They are a blend of the two.

Example If the best technician takes 1 hour to perform a certain operation, and a trainee takes 3 hours to perform the same operation, the flat rate time is 2 hours.

The suggested flat rate times in this data file are based on these assumptions:

- Reasonably experienced technicians (refer to above example)
- Adequate facilities are available
- Needed tools are available
- A reasonable supply of parts is available
- Technicians clean up after themselves