



Computerized Tire Dealer Information System

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Automated Vehicle Service Follow-up

“VF” Screen
O/E Option 2

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I. Purpose

Allows sales person entry of vehicle specific service comments to track a **follow up** action

This data is then:

1. Sent electronically by your mail marketing provider, to send your customers a reminder of the work to be done.
2. Provided as a reminder at Point Of Sale to salesperson next time customer comes in, to ask customer about service needs for that vehicle.
3. Reported to your sales staff for direct follow up.

II. Use

Select **VF** from any O/E option 2 screen to access.

```
AHC#: 000G7T VhS#: 0001      Vehicle SPECIFIC Information      Job:j05773 Loc:A01
nm: CRISTIN BANNISTER
Y/Mm: 1993 HONDA ACCORD
      Follow-up Service Items for this vehicle

1)
2)
3)
4)
5)
6)

----- [ENTER only, for more ] -----

Ln# to edit, Option, or screen id.:      50) Force review: N
(H-Screen id list)                       HF - show follow-up
                                           history
```

Options:

Ln # to edit, Option, or screen ID

HF - show follow-up history


50 Force review

Options on selecting to edit

Option:		<u>Search pre-set 'comments'</u>
-- -- 'clear' line		Use DOUBLE entry lead
new entry, or pre-set code	=ABC -- by CODE	for full screen
ENTER only, preserves text	\ABC -- by TEXT	search display.

Search options: (search for comment codes set up for this function)

= search for code string
\ search comment code for text entered

 use of two lead characters (i.e. \ \ or = =) will display a full screen of search results

III. Setup

OE option 28 comment setup for VF screen function

Select OE option 28 from the menu. Use code type of CM

```
Enter Code Type of code record to MODIFY.: CM
LOCATION of code record to MODIFY..:

Enter CODE VALUE of code record to MODIFY:

Use exact entry or optional special use value, up to a max of 15 char
PURPOSE CODE-xx      code requested in OE opt#22 when the user edits
                     the QTY ON HAND field - xx can be any letters or #
INVOICE HEADER      invoice HEADER text to print on invoice format C
INVOICE TEXT        invoice BODY   text to print on ALL invoice formats

E-MAIL SUBJECT      default for M screen email SUBJECT (screen ln#  4)
E-MAIL HEADER              HEADER (screen ln#  6)
E-MAIL TRAILER              TRAILER (screen ln# 12)

TXTMSG HEADER        default for M screen TXT MSG HEADER (screen ln#  2)
TXTMSG TRAILER              TRAILER (screen ln#  5)

PTRCC                Invoice text lines for CREDIT CARD payment

VF:xx                a vehicle FOLLOW-UP code
                     as used on O/E opt #2, VF screen
```

Use the VF code option to setup code

Use OE#76 and select for CM codes to see a list of entered codes.

O/E option 76 report with examples of VF codes entered

LOC	COMMENT	CODE	COMMENT
	VF:.30		NEEDS 3,000 MILE SERVICE
	VF:.75		NEEDS 7,500 MILE SERVICE
	VF:12K		NEEDS 12,000 MILE SERVICE
	VF:15K		NEEDS 15,000 MILE SERVICE
	VF:30K		NEEDS 30,000 MILE SERVICE
	VF:35K		NEEDS 35,000 MILE SERVICE
	VF:45K		NEEDS 45,000 MILE SERVICE
	VF:60K		NEEDS 60,000 MILE SERVICE
	VF:75K		NEEDS 75,000 MILE SERVICE
	VF:90K		NEEDS 90,000 MILE SERVICE
	VF:91K		NEED 105,000 MILE SERVICE
	VF:92K		NEED 120,000 MILE SERVICE
	VF:AF		NEEDS NEW AIR FILTER
	VF:ALN		VEHICLE NEEDS ALIGNMENT
	VF:BAT		BATTERY NEEDS REPLACEMENT
	VF:BEL		VEHICLE NEEDS BELTS
	VF:BFD		BRAKE FLUID DIRTY
	VF:BKF		NEEDS FRONT BRAKE SERVICE
	VF:BKR		NEEDS REAR BRAKE SERVICE
	VF:BO		LIGHT BULBS OUT
	VF:BS		BATTERY SERVICE NEEDED
	VF:CHG		CHARGE SYS NEEDS SERVICE
	VF:COL		NEEDS COOLANT FLUID FLUSH
	VF:CV		VEHICLE NEEDS CV BOOTS
	VF:CWB		MUST RETURN TO RETORQUE
	VF:CWT		CUSTOM WHEEL TO SPECS
	VF:DWR		DAMAGE MAY RESULT
	VF:EL		ENGINE LIGHT ON
	VF:ELO		CHECK ENGINE LIGHT ON
	VF:EXH		EXHAUST REPAIR NEEDED
	VF:FE		FRONT END PARTS LOOSE
	VF:FS1		NEW ENGLAND TIRE/SERVICE
	VF:FS2		FOR FULL SERVICE REPAIRS
	VF:GDY		GOODYEAR ADJUSTMENT
	VF:HOS		VEHICLE NEEDS HOSES
	VF:IN		STATE INSPECTION DUE
	VF:MIL		SERVICE ENGINE LIGHT ON
	VF:MIS		MIS-
	VF:OL		VEHICLE IS LEAKING OIL
	VF:PAT		PATRONAGE
	VF:PLE		PLEASE CALL US FOR ALL
	VF:PS		P/STEERING FLUID DIRTY
	VF:RAD		COOLING SYS NEEDS SERVICE
	VF:RHP		RHPP ADJUSTMENT
	VF:RHR		ROAD HAZARD REFUSED
	VF:RTN		RETURN 1 WEEK TO
	VF:RTW		RE-TORQUE CUSTOM WHEELS
	VF:SAF		SAFETY INSPECTION FAILURE
	VF:SHO		VEHICLE NEEDS SHOCKS
	VF:STI		NEEDS STATE INSPECTION
	VF:STR		VEHICLE NEEDS STRUTS
	VF:SUV		NEEDS SUV FLUID SERVICE
	VF:TFL		HAS TRANSMISSION LEAK
	VF:THK		THANK YOU FOR YOUR VALUED
	VF:THL		TO SERVICE YOUR VEHICLE
	VF:THM		YOUR BUSINESS IS
	VF:THN		IMPORTANT TO US
	VF:THX		THANK YOU FOR CHOOSING US

Automated Vehicle Service Follow-up "VF" Screen O/E Option 2

VF:TIR	TIRE NEED REPLACEMENT
VF:TRD	TRANS SERVICE OVERDUE
VF:TRN	TRANSMISSION FLUID DIRTY
VF:TST1	=
VF:TST2	START OF TEXT-
VF:TST3	RUMMAGE THROUGH GLOVE BOX TAKE-
VF:TU	TUNE-UP NEEDED
VF:WIP	WIPERS NEED REPLACEMENT