

CDK GLOBAL[®]

Set Up Guide

Vehicle Tracker

Service Tracking Solution

Vehicle Tracker Overview

Vehicle Tracker is a feature of CDK Inspect that allows dealerships to provide their customers updates on the status of their vehicle, as it moves through the repair process.

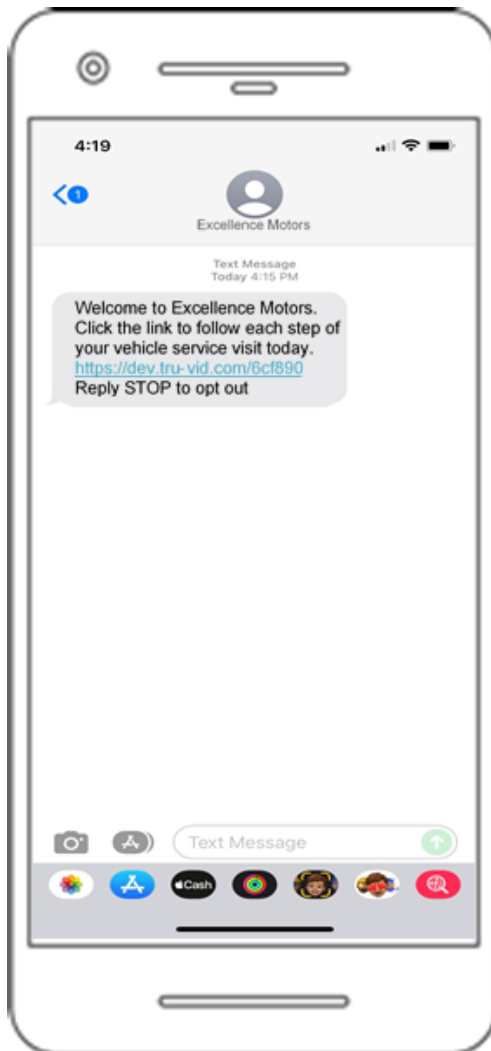


Figure: A

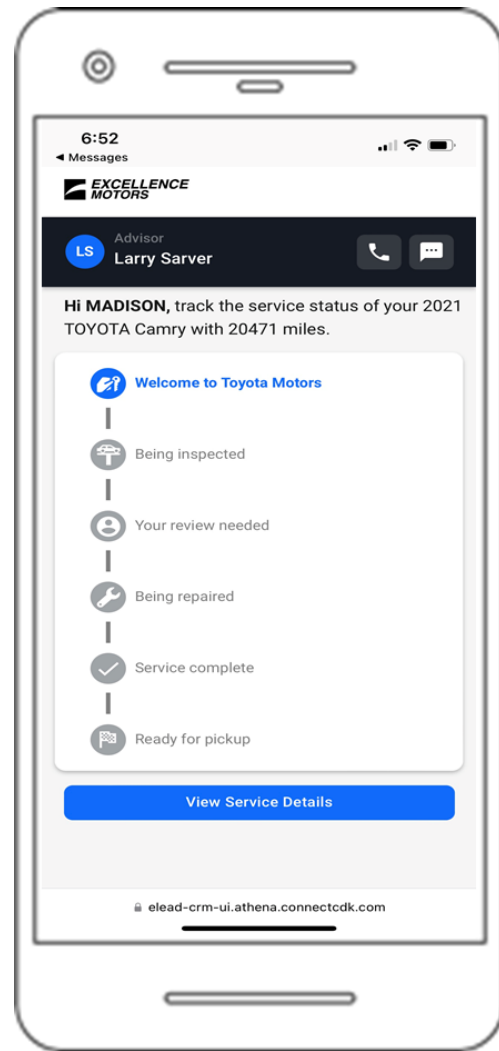


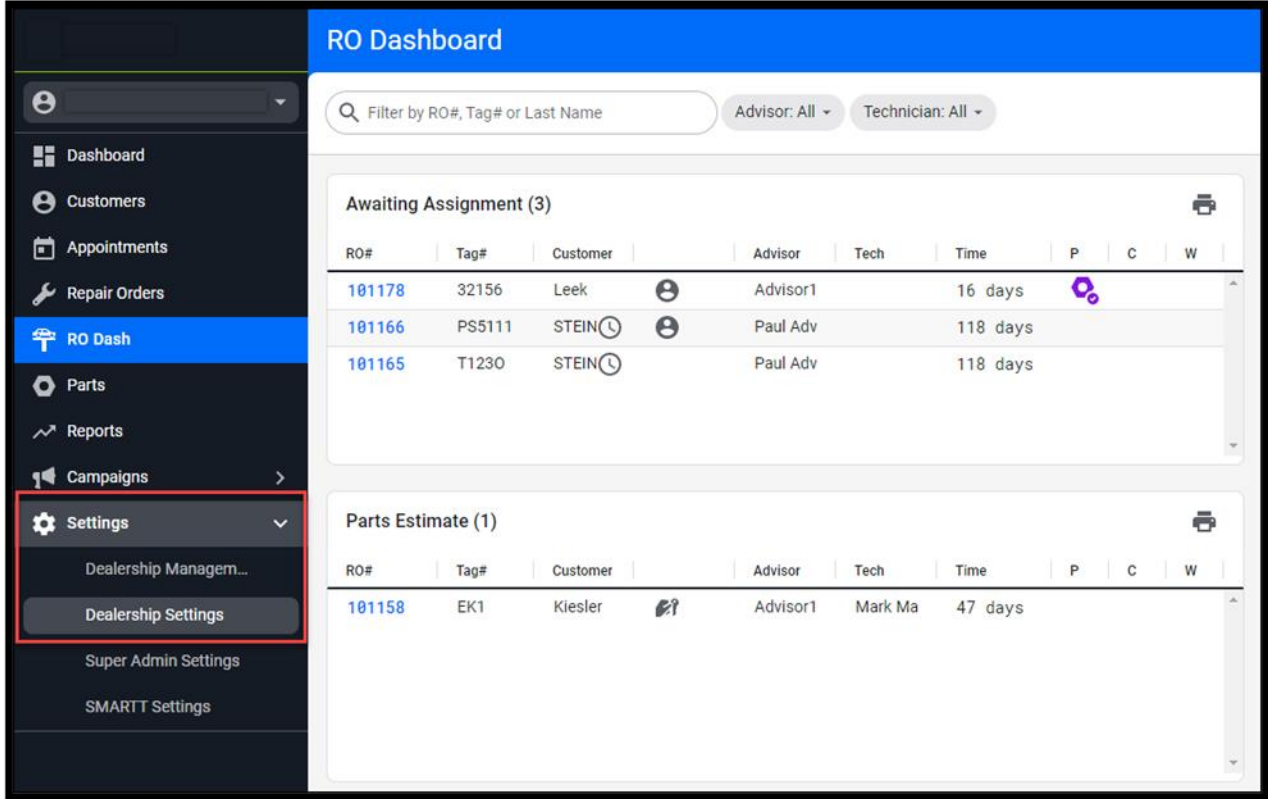
Figure: B

This feature gives customers access to their vehicle's repair status online or from their mobile devices. With the feature enabled at the dealership, you can choose to update the status manually or automatically. Notifications can be sent via email and/or text (Figure A). A link within the email or text launches the vehicle tracker status bar (Figure B). From this status bar, customers can see where the vehicle is at in the service process and how close they are to completion.

(Important Note) - Vehicle Tracker requires the new inspection user interface.

To Enable This Feature:

1. In the application, navigate to - [Settings > Dealership Settings > Feature Management](#).



Dealership

Company Settings
Company management & settings

Dealership Make Settings
Configure the viewable Makes for the dealership campaign templates

Dealership Service Plans
Company DSPs for scheduled maintenance recommendations

OpCode Order of Priority
Order OpCodes listed as Highlight and Online by priority

Department Contacts
Update all service and sales contact information

Portal Analytics
Portal Site Usage Statistics

MessengerEdge
Setup Instant Messaging Groups Used for Internal Notifications

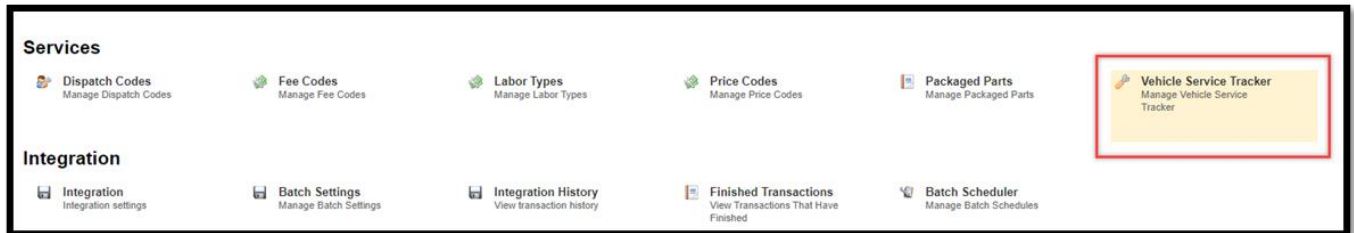
OEM Settings
Setup OEM specific settings

Feature Management
Manage Features

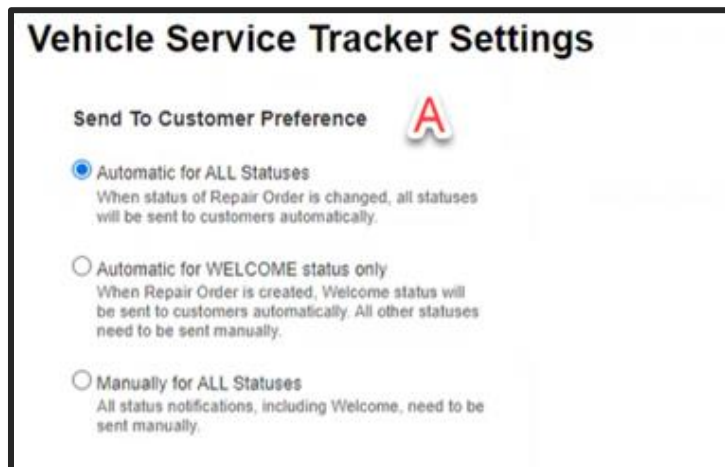
2. Check the [Enable Vehicle Tracker](#) checkbox.

Feature Management		
Feature Settings		
Enable	Name	Description
<input checked="" type="checkbox"/>	Archive inspection form feature	Enable ability to archive inspection form
<input checked="" type="checkbox"/>	Connected Vehicle displayed in COSA	Display of OEM-specific connected vehicle information appointment.
<input checked="" type="checkbox"/>	Connected Vehicle Integration (Customize)	Integration with Ford for CV access in SMARTT. Dealer "Customize" and uncheck the "Show Odometer Value"
<input type="checkbox"/>	Customer Search by Search Type	Enable customer search functionality by search type.
<input type="checkbox"/>	Enable Toyota Smart Path	Enable Toyota smart path feature in CDK service app
<input type="checkbox"/>	Enable Toyota Zero Pricing Services	Enable Toyota Zero Pricing Services
<input type="checkbox"/>	Enable TruVideo	Enable Tru Video feature for notifications
<input checked="" type="checkbox"/>	Enable Vehicle Tracker	Enable Vehicle Tracker
<input checked="" type="checkbox"/>	FYI Email	Enable ability to set up FYI email template.
<input checked="" type="checkbox"/>	Inspection - category "Check all"	Enable ability to check all inspection items green and/or these configurable items.
<input checked="" type="checkbox"/>	Inspection - mapping multiple inspection items to ASRs	Enable the ability to add multiple inspection points within will include this configurable item.

3. To select either automatic or manual customer notifications when the vehicle's status changes, go to - [Settings > Dealership Settings > Vehicle Service Tracker](#).



- On the [Vehicle Service Tracker Settings](#) screen, check the [Automatically for ALL Statuses](#) customer radio button. This option is recommended so that you can be sure your customers are getting notified automatically.



- You can also customize your tracker's status descriptions. In the [Customer Status](#) section, enter your desired text in the [Customer Status](#) fields, and click [Save](#). If you don't want to use all 6 statuses, you can also choose which statuses to use by toggling the [Yes](#) option in the [Status Available](#) section.

Status Available	Status Icon	Default Status	Custom Status
<input checked="" type="checkbox"/> Yes		Welcome	<input type="text" value="Input a custom status"/>
<input checked="" type="checkbox"/> Yes		Being inspected	<input type="text" value="Input a custom status"/>
<input checked="" type="checkbox"/> Yes		Your review needed	<input type="text" value="Input a custom status"/>
<input checked="" type="checkbox"/> Yes		Being repaired	<input type="text" value="Input a custom status"/>
<input checked="" type="checkbox"/> Yes		Service complete	<input type="text" value="Input a custom status"/>
<input checked="" type="checkbox"/> Yes		Ready for pickup	<input type="text" value="Input a custom status"/>

- From this setup, you can also map the RO status from the inspection (RO Dash) to a Vehicle Tracker status, under the [Map to RO Process Bucket](#). This is only available if you have the **Automatic for ALL Statuses** option chosen. The Vehicle Tracker status will automatically change as the RO moves through the inspection process. Eliminating the need for the advisor to manually change the status.

Map to RO Process Bucket

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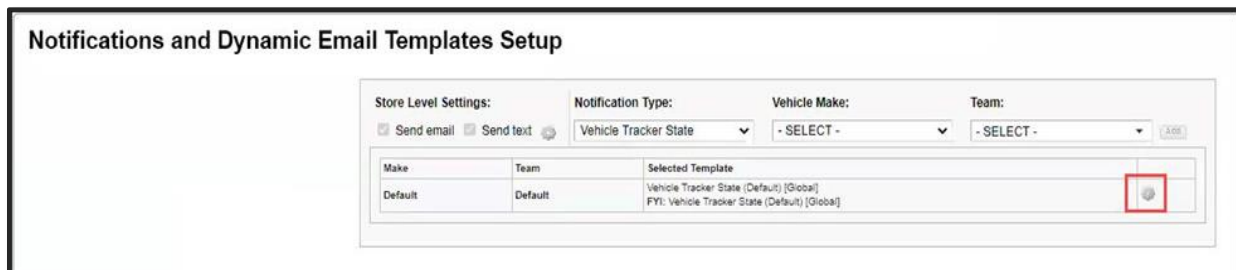
Setting Up Templates:

To set up customized email and text notifications:

1. Navigate to - [Settings > Dealership Management](#). In the Fixed Operations section, select [Vehicle Tracker State](#).



2. In the [Notifications and Dynamic Email Templates Setup](#) section, click on the gear icon to customize email and text notification templates for the vehicle tracker.



- In the **Vehicle Tracker State** pop-up, select an email template from the **Email Template** drop-down menu. Add your desired text in the **Email Subject** and **SMS Text** fields.

Vehicle Tracker State ✕

Disable this notification

Make: Default
Team: Default

Send email Send text

Email Template:
 ✕ 📧

FYI Email Template:
 ✕ 📧

Suppress Email to Customer Suppress Text to Customer

Email Subject:

FYI Email Subject:

Sender Name:

Sender Email Address:

Additional CCs:

Contact Name:

Contact Title:

Contact Number:

SMS Text:

Additional SMS numbers:

OEM Owner Link Label

OEM Owner Link

Use Call Window
Mon to Fri Call Window:
 to
 Allow text on Sat Allow text on Sun
Sat/Sun Call Window:
 to

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