



**Autosoft**  
**FLEX**<sup>TM</sup>

**DMS**  
Nissan  
Service Integrations

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## Introduction to Nissan Service Integrations

Autosoft FLEX DMS integrates with Nissan North America (NNA) to allow you to easily submit service appointment details and repair orders to NNA's DBS and to access information from and share vehicle and customer information with the National Service History. Integrations are available throughout the FLEX DMS Service module and affect:

- Service Appointment Submission to NNA
- Vehicle Information and Special Campaigns from NNA
- Flat Rate Manual and Labor Operation Codes from NNA
- Repair Order Submissions to NNA
- NSH Customer Searches
- NSH Information Retrieval

## Service Appointments from DMS

The service appointments integration between FLEX DMS and NNA automatically transmits service appointment transactions from FLEX DMS to NNA's DBS as they occur for availability to the appropriate DBS applications. The DMS sends all new service appointment notices, dealership updates to service appointments, cancellations, and completion notices to NNA in near real-time.

## Vehicle Information Integration from/to FLEX DMS

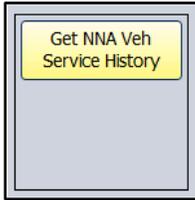
The vehicle information integration is an automatic interface that provides you with real-time service campaign information at the time of repair order write-up on a vehicle. This ensures that any outstanding service campaigns on a vehicle can be corrected at that time. The Vehicle Inquiry Interface can be engaged by either the FLEX DMS service write-up application or, if enabled, the service appointment application.

### Requesting Vehicle Information During Service Write-Up

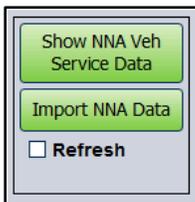
Entering a vehicle's VIN during the service write-up process in FLEX DMS will automatically request vehicle information and allow you to review any open campaign information with a service customer while he or she is in the dealership. The interface will provide primary vehicle information, outstanding service recall campaigns, service contracts, applicable warranties, extended warranties, warranty exclusions, branded vehicle information, and applicable technical service bulletins. (You must be opted in to receive the TSB list.) All of this takes place without leaving the Repair Orders application.

## Viewing Vehicle Information During Service Write-Up

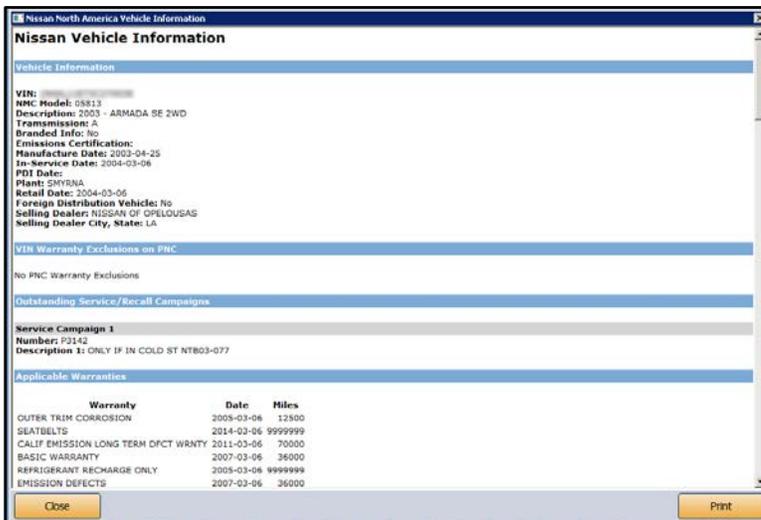
1. Start the repair order on the Start Repair Order screen, and click **Next**.
2. On the Enter Conditions screen, click Get **NNA Veh Service History**. The button is yellow to indicate it is ready to pull information.



3. When the system has retrieved the information, the button turns green and reads, "Show NNA Veh Service Data."



4. Click the **Show NNA Veh Service Data** button. The information displays on your screen.



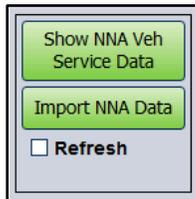
5. Click **Print** to print the information as needed.
6. To close the screen, click **Close**.

**Tip:** Click the **Refresh** box to delete the saved information so you can pull new vehicle service information.

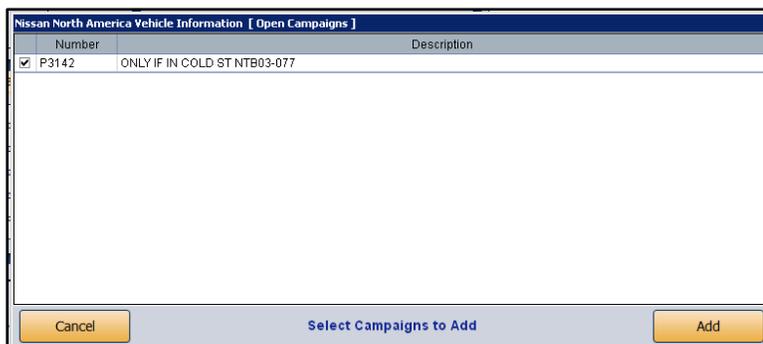
## Pulling Open Campaigns to a Repair Order

If a vehicle's service information contains open campaigns, FLEX DMS will allow you to apply the campaign information to the repair order, eliminating the need for manual entry of campaign information in the repair order.

1. If you've completed steps 1 through 4 listed in Viewing Vehicle Information During Service Write-Up, and the vehicle has open service campaigns, an **Import NNA Data** button will appear directly below the **Show NNA Veh Service Data** button.



2. To pull the open service campaign data to a repair order, click **Import NNA Data**.
3. The screen lists the open service campaigns. By default, all campaigns are selected. If you do not want to pull a campaign, click to clear the box next to the campaign number. To reselect a campaign, click the box again. Only campaigns with a checkmark in the box will pull to the repair order.



4. Click **Add**. The system will create a repair for each campaign selected. The repair description will include both the service campaign number and the campaign description.

5. Click to select a repair, and add any additional information to the repair as needed.

Enter Conditions (Integration Testing - Nissan)

R/O: 28871 JAMES SMITH Schedule Xpress  
2003 NISSAN ALTIMA/S/S Memo

Get NIA Veh Service History

Repair: 1  
Menu:  
Trouble/Fail Code:  
Customer Pay Repair is NON-Taxable  
Print LOF Window Sticker

Complaint

Technician:  Estimated Labor Time:   
Writer:  Labor Sale:   
C / W / I / O :  LOP:   
Labor Level:  Complaint Code:

Remove Repair ERO Dispatch Save Repair

R/O Data

VIN:   
Year: 2003  
Make: NISSAN  
Model: ALTIMA/S/S  
New/Used: 0  
1st Use: 00/00/00  
Delivered: 00/00/00  
Inspection:  
Odometer In:

1--(W) ONLY IF IN COLD ST NTB03-077

Tech's Writers Menus Fail Codes Q Comp's

Exit R/O List Print History View R/O Clear Back Next

6. Click **Save Repair**.
7. Process the repair order as you normally would.

## Requesting Vehicle Information During Service Appointment Setting

You can also view the vehicle service information in the Service Xpress Scheduler. This allows you to inform customers of open campaigns and schedule those campaigns for service during the appointment.

1. Click the **Schedule Xpress** button on any Repair Order screen.
2. You can select the customer first, or you can select the day and time of the appointment first and then select the customer.
3. Once the customer and vehicle have been selected, the Schedule Service screen displays the **Get NNA Veh Service History** button. Click the button to pull the special service campaigns. The button is yellow to indicate it is ready to pull information.
4. The button turns green and reads, "Show NNA Veh Service Data," when the system has retrieved the information.
5. Click **Show NNA Veh Service Data**. The information displays on your screen.
6. Click **Print** to print the information as needed.
7. Click **Close** to close the screen.
8. Use the NNA vehicle service information to manually add the necessary campaigns to the prewrite for the appointment.
9. Finish scheduling the appointment.

**Tip:** The import campaign feature is not available in the scheduler because you create prewrites on a secondary screen.

# Flat Rate Manual

The Flat Rate Manual is a batch interface that allows you to download updates to the NNA-defined Labor Operations Codes for availability within FLEX DMS. The Flat Rate Manual interface includes any newly added, deleted, and changed operation codes, e.g. flat rate hours, within the Flat Rate Manual. NNA will send a complete Flat Rate Manual daily to the DBS, which will then queue the manual for later retrieval by the DSP.

You can access this information using the **Labor Time Guides** button on the bottom of the Nissan Warranty screen. The labor time guides allow you to pull the labor operation codes to the repair to ensure that your dealership receives the appropriate warranty payment for the repair.

## Pulling Labor Operations

1. From the Nissan Warranty screen, click the **LTG** (Labor Time Guides) button.

**28871**

Repair Number: 1

Claim Type: P0

Press END to Save Repair

Labor: 0.00  
Parts: .00  
Sublet: .00  
Total: 0.00

**Repair Information**

Diagnosis Code:

Coverage Code:

Symptom Code:

Campaign Number:

Technician Notes:

Goodwill Indicator

LOP	TN	C/T	A/T	Sole
01				
02				
03				
04				
05				
06				
07				
08				
09				
10				
11				
12				
13				
14				
15				
< >				

Totals: 0 0 0.00

Save LTG Parts Sublet Repair History

- On the Labor Time Guides screen, you can search for a labor op by using the search option at the top of the screen or scrolling through the menu on the left side of the screen. If scrolling through the Groups options on the left, click on the labor op group that applies.

Nissan LTG

Vehicle

Make: N - Nissan  
Year: 2012  
Model: L32 - Altima

Search

PNC Code:   
Description:   
LOP:  Search

Groups

- Engine Mechanical
  - Engine Assembly
    - Cylinder Block
    - Oil Pan
    - Crankshaft & Flywheel
    - Piston & Connecting Rod
    - Timing Chain & Gear
    - Cylinder Head (4-Cyl)
    - Cylinder Head (V6)
    - Manifolds (4-Cyl)
    - Manifolds (V6)
  - Engine Mounts
- Lubrication & Cooling System
  - Oil Pump & Filter
  - Oil Cooler
  - Water Pump & Cooling Fan
  - Radiator & Thermostat
- Engine Fuel System
  - Air Cleaner
  - EFI System
  - MFI System
  - Fuel Pump
  - Turbo Charger
  - Twin Turbo Chargers

LOP DESCRIPTION MODEL

Back Save

- A list of labor operation codes appears on the right side of the screen.

Nissan LTG

Vehicle

Make: N - Nissan  
Year: 2012  
Model: L32 - Altima

Search

PNC Code:   
Description:   
LOP:  Search

Groups

- Engine Mechanical
  - Engine Assembly
    - Cylinder Block
    - Oil Pan
    - Crankshaft & Flywheel
    - Piston & Connecting Rod
    - Timing Chain & Gear
    - Cylinder Head (4-Cyl)
    - Cylinder Head (V6)
    - Manifolds (4-Cyl)
    - Manifolds (V6)
  - Engine Mounts
- Lubrication & Cooling System
  - Oil Pump & Filter
  - Oil Cooler
  - Water Pump & Cooling Fan
  - Radiator & Thermostat
- Engine Fuel System
  - Air Cleaner
  - EFI System
  - MFI System
  - Fuel Pump
  - Turbo Charger
  - Twin Turbo Chargers

LOP DESCRIPTION MODEL

AA12AA	R&I ENGINE ASSEMBLY	L32-OR
AA20AA	RPL LONG ENGINE ASS'Y	L32-OR
AA30AA	RPL SHORT ENGINE ASS'Y	L32-OR
AA32AA	RPL SHORT ENGINE & O'HAUL REPLACE	L32-OR
AA9999	STRAIGHT TIME	L32-OR
AA12AA	R&I ENGINE ASSEMBLY	L32-ORH
AA20AA	RPL LONG ENGINE ASS'Y	L32-ORH
AA30AA	RPL SHORT ENGINE ASS'Y	L32-ORH
AA32AA	RPL SHORT ENGINE & O'HAUL REPLACE	L32-ORH
AA9999	STRAIGHT TIME	L32-ORH
AA12AA	R&I ENGINE ASSEMBLY	L32-VO
AA20AA	RPL LONG ENGINE ASS'Y	L32-VO
AA30AA	RPL SHORT ENGINE ASS'Y	L32-VO
AA32AA	RPL SHORT ENGINE & O'HAUL REPLACE	L32-VO
AA9999	STRAIGHT TIME	L32-VO

Back Save

- Double-click the labor operation code you wish to select and click **Save**.

- From the Labor Operations Time Guide screen, you can add additional times by selecting the checkbox and editing the labor allowance measure, if applicable. (This screen is dictated by the labor operation. You will not be able to edit information for all labor operations. You will only be able to add time, edit time, etc., for certain labor operations.) Click **OK**.

**LOP Detail**

Select Model: L32 - 0R

PNC	OPERATION	LOP	TIME
2	RPL SHORT ENGINE ASS'Y	AA30AA	
	EFI		
	TRBO - S/C 2WD		
	TWIN CAM		12.3
	VK DS 4WD		
	4WD(W/O EFI)		
	4WD (W EFI)		
	4WD/VOHR SPRCH		
	4WD-DET		
	VOHR ENG		
	VK DS D-INJ		

**Includes:** AA30AA.  
**Note:** SELECT AND USE THE FAILED PART  
**PNC FROM MAIN GROUP "A" OR "C".**  
 \*ADD TO AA30AA FOR A C  
 \*ADD TO AA30AA FOR POWER STEERING

**Selected LOP**

LOP	TIME
AA30AA	12.3

Total Time: 12.30  
 Labor Rate: 76.00  
 Total Sale: 934.80

**PNC**

PNC	PNC
01	10102
02	10103
03	10101

**Help**

Double click on a LOP line to add to selected list.  
 Double click on a selected LOP to remove from list.

Buttons: Back, Clear, OK

- The labor operation code and associated time and labor cost will now populate the repair list on the right of the Nissan Warranty screen. Click **Save**.

**28871**

Repair Number: 1  
 Claim Type: P0

Press END to Save Repair

Labor: 934.80  
 Parts: .00  
 Sublet: .00  
 Total: 934.80

**Repair Information**

Diagnosis Code:   
 Coverage Code:   
 Symptom Code:   
 Campaign Number:   
 Technician Notes:   
 Goodwill Indicator

	LOP	TN	C/T	A/T	Sale
01	AA30AA		123	123	934.80
02					
03					
04					
05					
06					
07					
08					
09					
10					
11					
12					
13					
14					
15					
16					
Totals:			123	123	934.80

Buttons: Save, LTG, Parts, Sublet, Repair History

## Repair Order from DMS

The Repair Order interface occurs automatically whenever a repair order is created, modified, closed, or cancelled. FLEX DMS automatically sends an update to NNA upon one of these actions. This allows for the creation of warranty claims and updates to the National Service History System. It also drives the Infiniti-Nissan Early Detection System.

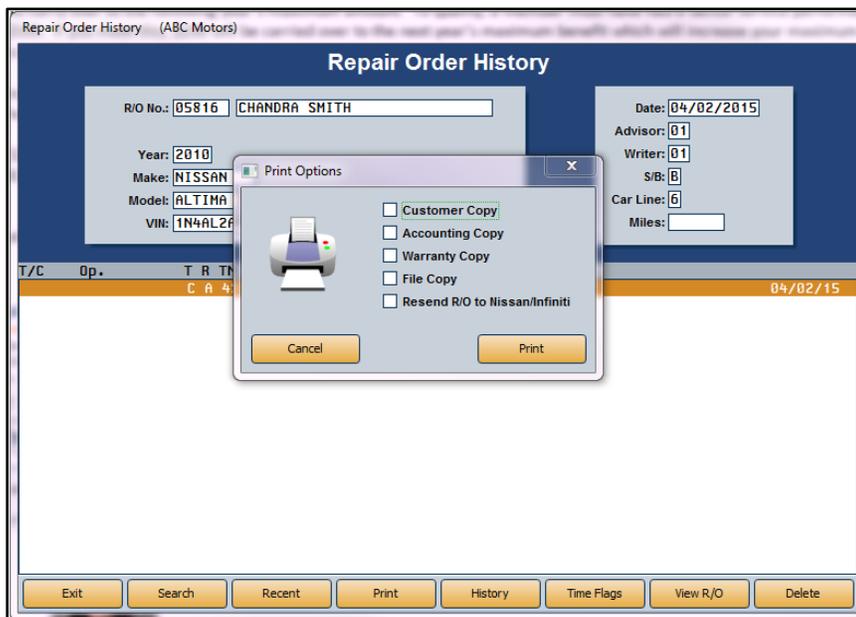
Automatic messages are sent from FLEX DMS to NNA under the following conditions:

- A “New” message is triggered whenever you print the hardcopy of a new repair order from the **Enter Conditions** screen before releasing the vehicle to a technician to begin service.
- An “Update” message is triggered any time you add repairs to or remove repairs from the repair order within the **Enter Conditions** screen following the initial “New” message.
- The system will also trigger an “Update” message when you close a repair on the repair order in the FLEX DMS **Close Service** screen.
- While working within the **Review & Print** screen of FLEX DMS, you’ll trigger a “Closed” message when you close all repairs on a repair order, or close the repair order. Any repairs that are not closed with the initial close, such as warranty pay repairs, will be sent when the repairs are closed and/or printed.
- A “Closed” message will be triggered when you invoice a repair order to the cashier and the cashier prints the receipt from the **Cashier Repair Orders** screen.
- A “Cancelled” message is generated when you void a repair order from the **Start Repair Order** screen.

## Resubmitting a Repair Order from DMS

If your DCS communications have been interrupted and repair orders may not have been transmitted to NNA, you can manually resend repair orders with a few clicks.

1. From the Service Writing main menu, click **Repair Order History**.
2. Click **Recent** to view recent repair orders.
3. Select the repair order you wish to resubmit to NNA by clicking on it within the list.
4. Click the **Print** button, which will open the Print Options window.
5. Click the **Resend R/O to Nissan/Infiniti** checkbox.



6. Click **Print** to resubmit the repair order to NNA.

## NSH Customer Search to/from DMS

The National Service History Customer Search interface allows you to pull customer and vehicle lists from the National Service History based on user-specified search criteria. This is the initial step in requesting a National Service History report. The interface can be accessed through the Repair Orders and Schedule Xpress applications.

### Conducting an NSH Customer Search from the Repair Order

1. From the Start Repair Order screen, click **Search**.

2. On the Customer Search Criteria screen, click **NSH Customer Search**.

- A selection of search criteria will appear in a new Customer Search to DMS window. Choose the request criteria you can best utilize and enter the appropriate information in the fields that appear for that particular search function.

- A list of customers meeting the search criteria will be created.

VIN	Name	City	State	Zip	Year	Model
2N3BA08E26L724000	CARL GIRAULT	INWOOD	NY	11096	2010	VERSA S/SL
5N1DR08E26L724000	CHRISTOPHER M WILLIAMS	SEYMOUR	TN	37685	2012	FRONTIER S/D/S/L/P

- Click on the appropriate customer or VIN to transfer the customer and vehicle information to the repair order or click **Close** if none of the search results match your customer or vehicle.

## Conducting an NSH Customer Search from Schedule Xpress

1. Click the **Schedule Xpress** button on any Repair Order screen.
2. Click on the appropriate day and time to create an appointment.
3. On the Schedule Service screen, click **Customer List**.
4. The Customer Search Criteria screen will open. Click **NSH Customer Search**.

5. A selection of search criteria will appear in a new Customer Search to DMS window. Choose the request criteria you can best utilize and enter the appropriate information in the fields that appear for that particular search function.

6. A list of customers meeting the search criteria will be created.
7. Click on the appropriate customer or VIN to transfer the customer and vehicle information to the Schedule Service screen or click **Close** if none of the search results match your customer or vehicle.
8. Finish scheduling the appointment as usual.

## NSH Information Retrieval from/to DMS

You can use the on-demand National Service History Information Retrieval interface to gather the vehicle, customer, and repair order history information for a specified VIN from the DBS and pull it to FLEX DMS. Once pulled, all of this information is accessible from a single screen.

### Accessing Vehicle and Customer Information

1. From the Service main menu, click **Customer Information**.
2. On the Customer Information screen, click **Search Customers**.

3. Under **Search NVSH**, enter the vehicle's VIN and click **Get NVSH**.

4. Once the National Service History report is compiled, the **Get NVSH** button will read, "View NVSH." Click the **View NVSH** button.

5. Access all basic vehicle data on the **Vehicle Information** tab of the National Vehicle Service History screen. Owner information is available on the **Driver** tab.

The screenshot displays the 'National Vehicle Service History' application window. At the top, there are two tabs: 'Vehicle Information' (selected) and 'Driver'. Below the tabs is a header for 'Vehicle Information'. The main content area lists various vehicle details in two columns. At the bottom of the window, there are three buttons: 'Back', 'RO History', and 'Import'.

VIN: <b>1N6AL07E03C000000</b>	
Make: Nissan	
Vehicle Model: ALTIMA 2.5/S/SVSL	Sold By Dealer: 5201
Model Trim: ALT	Sold By Dealer Name: MCGAVOCK NISSANAMARILLO
Model Year: 2013	Sold By Dealer City: AMARILLO
Stock Number:	Sold By Dealer State: TX
Exterior Color Code: K23	Warranty Expiration Date: 06/11/2016
Exterior Description: BRILLIANT SILVE	Warranty Expiration Mileage: 360000.0
Interior Color Code: G	In Service Date: 06/11/2013
Interior Description: CHARCOAL CLOTH	In Service Mileage: 0.0
Retail Sales Date: 06/11/2013	Vehicle Option Code:
Manufactured Date: 04/05/2013	Vehicle Option Description:

6. To import the vehicle and driver information to a FLEX DMS repair order, click **Import**.
7. Click **Back** to return to the Customer Information screen.

## Accessing NSH Repair Order Data

Once you have completed the above steps to access NSH vehicle and driver data, you can view repair orders completed by other dealers who have serviced a vehicle your dealership is servicing. The NSH Repair Order Data interface will provide a comprehensive service history for the vehicle automatically. Whenever a Nissan vehicle is serviced, the repair order is sent to the DMS of all other servicing dealers.

A vehicle's repair order history can be viewed by completing steps 1 through 4 of "Accessing Vehicle and Customer Information." Once you arrive at the National Vehicle Service History screen for the specified VIN, you can easily access the vehicle's repair order history.

1. On the Vehicle Information tab of the National Vehicle Service History screen, click **RO History**.

**National Vehicle Service History**

Vehicle Information | Driver

**Vehicle Information**

VIN: **7N1BA11P83C000000**

Make: Nissan

Vehicle Model: ALTIMA 2.5S/SVSL

Model Trim: ALT

Model Year: 2013

Stock Number:

Exterior Color Code: K23

Exterior Description: BRILLIANT SILVE

Interior Color Code: G

Interior Description: CHARCOAL CLOTH

Retail Sales Date: 08/11/2013

Manufactured Date: 04/05/2013

Sold By Dealer: 5201

Sold By Dealer Name: MCGAVOCK,NISSANAMARILLO

Sold By Dealer City: AMARILLO

Sold By Dealer State: TX

Warranty Expiration Date: 08/11/2018

Warranty Expiration Mileage: 360000.0

In Service Date: 08/11/2013

In Service Mileage: 0.0

Vehicle Option Code:

Vehicle Option Description:

Back RO History Import

2. The Repair Order History will appear. To view a repair order, click on the desired repair order from the list.

Service History					
R/O	Date	Odom	Repair	Dealer	
224169	06/24/2005	25100	C	NNA2911	
32196	07/26/2005	30968	W	NNA3551	
228894	09/02/2005	33277	C	NNA2911	
35065	01/31/2006	42240	C	NNA3551	
249834	06/09/2006	49953	C	NNA2911	
40684	12/22/2006	54152	C	NNA3551	
40915	01/04/2007	54427	W	NNA3551	
45321	08/06/2007	58998	C	NNA3551	
47225	11/02/2007	61276	C	NNA3551	
64306	12/29/2009	78590	W	NNA3551	
212785	12/27/2004	18063	C	NNA3551	
29122	12/28/2004	18092	W	NNA3551	
29791	01/06/2005	18653	W	NNA3551	
30212	02/14/2005	21042	C	NNA3551	
217087	03/04/2005	21948	C	NNA2911	

3. Click **Close** to close the Service History screen.

**Tip:** While you can view a vehicle's repair orders from other dealers who have serviced the vehicle, dollar amounts are removed from the records.