Autosoft FLEX 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.

Nissan Vehicle Information Vehicle Informatio Vehicle Information Vehicle Information Vehicle Information	×
Vehicle Information VIX: MRC Holds: 05833 France Holds: 05833 Franc	÷
VIR: MRC Holds: 05833 MRDADA 5E 2WD Transmission: A Branded Info:: No Emission: Certification: Plant: 50797AA Resident Data:: Note: A Plant: 50797AA Resident Data:: Note: A Plant: 50797AA Resident Data:: Note: A Plant: 50797AA Resident Data:: Note: A VIR Warranty Exclusions on PMC No PRC Warranty Exclusions Cristanding: Service / Recall Campaigns Service Campaign 1 Number: F2342 Description 1: DOW: IF IM COLD ST MT8DI-077 Applicable: Warranties Varranty Data Miles OUTER TRIM CORRESION 2005-03-06 13360 201780-718H CORRESION 2005-03-06 13360 Service Amplify Data Miles OUTER TRIM CORRESION 2005-03-06 13360 Service Amplify Data Miles Service Amplify Data Plant: Pl	_
VIN Warranty Exclusions on PNC No PNC Warranty Exclusions Outstanding Service/Recall Campaigns Service Campaign 1 Number 7342 Description 1: ONLY IF IN COLD ST NTB03-077 Applicable Warranties Warranty Date Hiles OUTER TRIM CORROSION 20005-03-06 12800 SATIBLITS COMPARIANT Date 6999999 CALIF ENISSION LONG TERM CFCT WARTY 2011-03-06 70000 BASIC WARRANTY 2007-03-06 2000	
Wateranty Date Hiles Outstanding Service/Recall Campaigns Mumber 79342 Mumber 79342 Rescription 1 to Okt IV IN COLD ST NT803-077 Applicable Warranties Mules Outrast Titler CostROSION 2005-03-06 12800 Station 2005-03-06 12800 Station 2005-03-06 12800 SchTillsLTS 2004-03-06 12800 Station 2005-03-06 12800 Station 2005-03-06 12800 SchTillsLTS 2004-03-06 5990999 SchTillsLTS Context Net Official Context Net Off	_
Service Campaign 1 Number 79342 Description 1: CONCY IF IN COLD ST NTB03-077 Applicable Warrantics Warranty Date Niles OVER TRIM CORROSION 2005-03-06 1380 SEATBELTS 2014-03-06 9999999 CAUTE MISSION LONG TERM CPCT WARTY 2017-03-06 20000 BASIC WARRANTY 2007-03-06 20000	_
Water p342 Description 12 ONLY IP IN COLD ST NT803-077 Applicable Warranties Hiles QUTER TRUE CORROSION 2005-03-06 12800 StaTBELTS 2014-03-06 999999 CALIF ENISSION LONG TERM OFT WARTY 2014-03-06 200600 BASIC WARRANTY 2004-03-06 30000	
Applicable Warranties Warranty Date Hiles OUTER TRIM CORROSION 2005-03-06 12800 SATTBLTS 2014-03-06 999999 CALIF ENISSION LONG TERM CPCT WARTY 2017-03-06 2000-03 WARRANTY 2004-03-06 20000	
Warronty Date Hites OUTER TRM CORROSION 2005-03-06 12500 SLATBELTS 2014-03-06 999999 CALIT BHISSION LONG TERM DPCT WARTY 2017-03-06 38000	
OUTER TRIM CORROSION 2005-03-06 1280 SEATBLITS 2014-03-06 999999 CALIF EMISSION LONG TERM DPCT WRNTY 2010-06 70000 BASIC WARANTY 2007-03-06 36000	
SLATBLIS 2014-03-06 999999 CALIF EMISSION LONG TERN DPCT WRYT 2011-03-06 70000 BASIC WARRANTY 2007-03-06 36000	
CALIF EMISSION LONG TERM DFCT WRNTY 2011-03-06 70000 BASIC WARRANTY 2007-03-06 36000	
BASIC WARRANTY 2007-03-06 36000	
DEFECTOR AND DEFECT AND ADDRESS ADDRES	
REPRIGERANT RECHARGE ONLY 2003-03-06 9999999	
EMISSION DEPECTS 2007-03-06 Jeddo	-
Close	Print

- 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.

Show NNA Veh Service Data	
Import NNA Data	
Refresh	

- 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.

Nis	san North Amer	ica Yehicle Information [Open Campaigns]	
	Number	Description	
	P3142	ONLY IF IN COLD ST NTB03-077	
	Cancel	Select Campaigns to Add	Add

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.



- 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.
- 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

- anty (Integration Testing Nissan 28871 ? Labo 0.00 Repair Number: 1 Parts P0 Sublet Claim Type Press END to Save Repair A/1 81 Diagnosis Code 02 Coverage Code V 03 04 05 06 07 08 09 10 11 12 13 14 15 16 Symptom Code: Campaign Number Technician No Goodwill Indicate Totals: 0 0 0.00
- 1. From the Nissan Warranty screen, click the LTG (Labor Time Guides) button.

2. 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	Search	
Make: N - Nissan V Year: 2012 V Model: <mark>L32 - Altina</mark> V	PNC Cede: Description: LOP:Search	
Groups	LOP DESCRIPTION	MODEL
Engine Mechanical Engine Assembly Cylinder Block Oli Pan Crankshaft & Flywheel Piston & Connecting Rod Timing Chain & Gear Cylinder Head (4-Cyl) Manifolds (4		
Back		Save

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

Nissan LTG			
Vehicle	Search		
Make: N - Nissan 💌 Year 2012 🔍 Model L32 - Altima 💟	PNC Code: Description: LOP:	Search	
Groups	LOP	DESCRIPTION	MODEL
	AA12AA	R&I ENGINE ASSEMBLY	L32-OR
Engine Mechanical	AA20AA	RPL LONG ENGINE ASS'Y	L32-OR
Engine Assembly	AAJOAA	RPL SHORT ENGINE ASS'Y	L32-QR
- Cylinder Block	AA32AA	RPL SHORT ENGINE & O'HAUL/REPLACE	L32-QR
— Oil Pan —	AA9999	STRAIGHT TIME	L32-QR
Crankshaft & Flywheel	AA12AA	R&I ENGINE ASSEMBLY	L32-ORH
Piston & Connecting Rod	AA20AA	RPL LONG ENGINE ASS'Y *	L32-ORH
Timing Chain & Gear	AA30AA	RPL SHORT ENGINE ASS'Y	L32-ORH
Cylinder Head (4-Cyl)	AA32AA	RPL SHORT ENGINE & O'HAUL/REPLACE	L32-ORH
- Cylinder Head (V6)	AA9999	STRAIGHT TIME	L32-QRH
- Manifolds (4-Cvl)	AA12AA	R8I ENGINE ASSEMBLY	L32-VQ
Manifolds (V6)	AA20AA	RPL LONG ENGINE ASS'Y *	L32-VQ
- Engine Mounts	AA30AA	RPL SHORT ENGINE ASS'Y	L32-VQ
Lubrication & Cooling System	AA32AA	RPL SHORT ENGINE & O'HAUL/REPLACE	L32-VQ
Oil Rump & Filter	AA9999	STRAIGHT TIME	L32-VQ
Oil Cooler - Oil Cooler - Water Pump & Cooling Fan - Radiator & Thermostat Engine Fuel System - Air Cleaner - Erl System - Fuel Pump - Turbo Charger - Turbo Charger			
Back			Save

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

5. 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**.

Select Model: L32 - []R V PNC OPERATION LOP TIME 2 RPL SHORT ENGINE ASSY EACTOR TRO 5 C 2WD TRO 5 C 2WD WNN GAM 123 WO CPI 4WD (W EPI) 4WD (W EPI) 4WD VORR SPRCH VOR ENG - VK DS D-INJ VK D VK D - VK D - - - - - - - - - - - - -	P Detai					Selected LOP	
PNC OPERATION LOP TIME 2 RPL SHORT ENGINE ASSY E A300.A TRB0 - SC 2WD		Select Model:	L32 - 🛛	R	~	LOP	TIME
2 RPL SHORT ENGINE ASS'Y AA30AA Image: Signal S	PNC	OPERATION	LOP	TIME		AA30AA	
EFI	2	RPL SHORT ENGINE ASS'Y	AA30AA				
TRBO - 5 C 2WD TWN GAM 120 WK D5 4WD 4WD (WC FFI) 4WD - DET WK D5 D-INJ WK D5 D-INJ <tr< td=""><td></td><td>EFI</td><td></td><td></td><td></td><td></td><td></td></tr<>		EFI					
Twn CAM 122 WC (W) 0 SFI)		TRBO - S/C 2WD		_			
WK D5 4WD		TWIN CAM			12.3		
4WD(W 0 EFI)		VK DS 4WD			-		
AWD VOR SPRCH AWD VOR T AWD VOR ENG VOR ENG VK DS D-INJ NOTE: SELECT AND USE THE FALED PART PHC FORMANIL GROUP "A" OR "C". "ADD TO AA30AA FOR POWER STEERING "ADD TO AA30AA FOR POWER STEERING ADD TO AA30AA FOR POWER STEERING Help Duble click on a LOP lin Add to selected lit. Double click on a select to remove from list.		4WD(W/O EFI)			-		
AWO VOR SPECH 4WO DET 4WO DET VOR ENG VK DS D-INJ INCLUDES: AA20AA. NOTE: SELECT AND USE THE FALED PART PNC FROM MAIN OROUP "A" OR "C". *ADD TO AA30AA FOR POWER STEERING *ADD TO AA30AA FOR POWER STEERING Help Duble click on a LOP in add to selected list. Double click on a select		4WD (W/EFI)					
4WD-DET		4WD/VQHR/SPRCH			-		40.00
VOMR ENG VK DS D-INJ INCLUDES: AA20AA. NOTE: SELECT AND USE THE FAILED PART PIC FROM MAIN GROUP "A" OR "C". "ADD TO AA30AA FOR POWER STEERING "ADD TO AA30AA FOR POWER STEERING "ADD TO AA30AA FOR POWER STEERING ADD TO AA30A FOR POWER STEERING ADD TO AA30		4WD-DET				Total Time:	12.30
INCLUDES: AA20AA. Total Sale: 934.1 NOTE: SELECT AND USE THE FAILED PART PRC "ADD TO AA30AA FOR POWER STEERING 11		VOHR ENG				Labor Rate:	76.00
INCLUDES: AC20AL PIC FROM MAIL OROUP "A" OR "C". "ADD TO AA30AA FOR POWER STEERING "ADD TO AA30AA FOR POWER STEERING Help Deuble click on a LOP lin add to selected list. Double click on a select		VK DS/D-INJ				Total Sale:	934.80
NOTE: SELECT AND ONE THE FALLED PART PRIC FROM MAIN GROUP A' OR C'. "ADD TO AADDAA FOR POWER STEERING "ADD TO AADDAA FOR POWER STEERING UI 10102 02 10103 03 10101 Help Double click on a LOP lin Add to selected lit. Double click on a select		INCLUDES: AA20AA.				Total Onio.	501100
PRC PROM MAIL OROUP AF OR CC.		NOTE: SELECT AND USE THE FAILED PART					
ADD TO AADDAA FOR POWER STEERING ADD TO AADDAA FOR POWER STEERING I 10102 2 10103 3 10101 Help Deuble click on a LOP lin add to selected lit. Double click on a select to remove from list.		PNC FROM MAIN GROUP "A" OR "C".				PNC	
ADD TO ANJUAR FOR POWER STEERING 01 10102 02 10103 03 10101 Help Double click on a LOP lin. Double click on a select to remove from list.		"ADD TO AAJOAA FOR A/C			1		
Help Deuble click on a LOP in dd to selected lit. Double click on a select to remove from list.		ADD TO AASOAA FOR POWER STEERING		_			PNC
Help Double click on a LOP lin ad to selected list. Double click on a select						01 10102	
Help Deuble click on a LOP in add to selected list. Double click on a select to remove from list.						02 10103	
Help Double click on a LOP lin ad to selected list. Double click on a select to remove from list.						03 10101	
Help Double click on a LOP lin dd to selected list. Double click on a select to remove from list.							
Help Double click on a LOP lin ad to selected list. Double click on a select to remove from list.							
Help Double click on a LOP lin dot to selected list. Double click on a select to remove from list.							
Help Double click on a LOP lin ad to selected list. Double click on a select to remove from list.							
Help Double click on a LOP lin add to selected list. Double click on a select to remove from list.							
Double click on a LOP lin add to selected list. Double click on a selecte to remove from list.						Help	
Double click on a LOP in add to selected list. Double click on a select to remove from list.						P. 11. 7.1	1.00.0
ado to selected ist. Double click on a select to remove from list.						Double click on a	LOP line to
Double circle on a select to remove from list.						add to selected I	ist.
						to remove from li	et
						to remove from th	
	_		_	_			_

6. 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**.

issan Warranty (Integration Testing - Nissan)						
28871 Repair Number: 1 Claim Type V PO		Press E Save R	ND to epair		Lab Par Subl Tot	or: 934.80 ts: .00 et: .00 al: 934.80
Repair Information		LOP	TN	C/T	A/T	Sole 🔺
Disgnaric Cade:	01	AA30AA		123	123	934.80
Diagnosis Code.	82					
Coverage Code	83	E				
Symptom Code:	84	6				
Campaign Number:	05					
	06					
Technician Notes:	07					
	08					
	89	E.				
	10					
	11	6				
Goodwill Indicator	12					
	13	1				
	14					
	15					
	16					
			Totals:	123	123	934.80
Save		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.

Repair Order History (ABC Motors)	At which will because your machings.
Repair Order History	
R/O No.: [05816] [HANDRA SHITH Year: [2010] Make: HISSAN Model: ALTIMA VIII: INHAL27 C A 4 Cancel Print Print Options X Customer Copy Cancel Print Customer Copy Cancel Print	Date: 04/02/2015 Advisor: 01 Writer: 01 S/8: 0 Car Line: 0 Miles:
Exit Search Recent Print History Time	e Flags View R/O Delete

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**.

Start Repair Order (Integration Testing - Nissan)	
Primary Contact Method: H - Hone Phone Primary Driver (Y N): Primary Driver (Y N):	VIR: E
Odometer In: When Finished (C.W.E.D.P): Last OdonCash.Recv.: Time In:: Job Number: Promised:: Taxable: Service Body Contract OuickLube (S.B.C.O):	Varranty Repair v Warranty Parts (A.B.C.L.N): Contract: Term: 84 Expires: 06 / 15 Contract Mileage: 100000
Exit R/O List Search Names Void	Clear History Customer Next

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

Click a Line to Select	Phone: (Last 4)	
(Hold the Right Mouse Button down on a Line to view Customer Information.)	License:	
	First Name:	NSH Customer Search
1	Full Name:	Custome Scaren

3. 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.

🚺 Customer Search to DMS	×□_
Request Criteria	
O Search by VIN - Dealer Inventory Indicator (Optional)	O Search by Last Name, Zip Code First Name (Optional)
O Search by Company Name, Zip Code	O Search by Last Name, City, State First Name (Optional)
⊙ Search by Phone Number	
Phone Number: *888	888 8888
Cancel	Search

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

Customer List						
VIN	Name	City	State	Zip	Year	Model
	CARL GIRAULT	INWOOD	NY	11096	2010	VERSAS/SL
And address of the strength of the	DANNY HUGHES	Jellico	TN	37762	2008	SENTRA 2.0/2.08/2.08
100000000000000000000000000000000000000	CHRISTOPHER M WILLIAMS	SEYMOUR	TN	37865	2012	FRONTIER S/SV/SL/PI

5. 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.

Start Repair Order (ro1)	
R/O: Schedule Xpress Customer Number: Date: Writer: Date: Advisor: Date: ' Individual: (CARL C GTRAULT Name: GTRAULT Address: ST DONNHUE AVE FL 2 cirg: INWOD INV 110961215 E-Mail: Memo: Phone: Cell: On Do Not Call List: Send Marketing Followup Letter (Y.N): Primary Driver (Y.N):	VIN: Stock Number; 2010 Year: Make: NISSAN Mode: VERSA S/SL NUO: License: First Use: Delivered: Inspection Month: Color: Cust Code: Varranty Manufacturers
Odometer In: When Finished (C/W/E/D/P): Cash Recv.: Time In: : Job Number: Promised: : Taxable: Service Body Contract OulckLube (S/B/C/O):	Varranty Repair V
Exit R/O List Search Names Void	Clear History Customer Next

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**.

tomer Information (Integral	ion Testing - Nissan)			
Customer Number	Last 8:	VIN:		Active/Inactive (A/I):
🗹 Individual:		Home:	Work:	
Name:		Cell:	Birthdate:	
Address:		Salutation:		
City/State:		Memo:		
e-Mail:		Salesman:		
Primary Contac	t Method:	_	<u>1871</u>	
On Do Not Call List:	Marketing Followup Letter?:	Cars Purchased Here:	Customer Type	e Code:
Church Mar	Maan	Kauta		
Carline:	Make:	LicenselSt		
Newill red/Other:	Model:	Delivered:		
Warranty Repair	Body:	Odometer:		
Lease/Purch/Finance:	Color:	In Service: /		
Last Service:			Memo 🗙	Special Order Parts
Next Service:	/dd/			6
Total Service Visits:				
Inspection Month:				
Service Contract:				
Term: Expires:	Contract Distance:			
	Special Orde	r Parts (Y/N):		
				140
Close < Se	arch Customers > Print	Delete	Clear Rep.	ar History Save

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

Click a Line to Select	Name:	Search NVSH
	Phone:	VIN: Hendel Seer Sectors and Milling Get NVSH
Back	License:	

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

Click a Line to Salast	Name	
	Full or Partial Name:	Search NVSH
	Phone:	VIN: View NVSH
Back	License:	

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.

National Vehicle Service History				
Vehicle Information	Driver			
Vehicle Information				
VIN:	1964,34P30C25528			
Make:	Nissan			
Vehicle Model:	ALTIMA 2.5/S/SV/SL	Sold By Dealer:	5201	
Model Trim:	ALT	Sold By Dealer Name:	MCGAVOCK NISSAN/AMARILLO	
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:		
Back		RO History		Import

- 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:	1944,34PEC25528			
Make:	Nissan			
Vehicle Model:	ALTIMA 2.5/S/SV/SL	Sold By Dealer:	5201	
Model Trim:	ALT	Sold By Dealer Name:	MCGAVOCK NISSAN/AMARILLO	
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:		
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 Hi	story					
R/0	Date	Odom Repair Dealer				
224169		06/24/2005	25100	C	NNA2911	
32196		07/26/2005	30968	W	NNA3551	
228894		09/02/2005	33277	С	NNA2911	
35065		01/31/2006	42240	С	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	С	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.