



Relate with Auto Integrate

Intent

To raise awareness around the new Auto Integrate process for Fleet approvals.

Audience	Apprentice Tech and above
Schedule	Add time for this talk into your schedule. It should only take 10-15 minutes.
Prepare	<p>A day ahead:</p> <ol style="list-style-type: none"> 1) Print and review this talk. 2) Review Fleet Guidelines, Fleet VTV Checklist, Auto Integrate Best Practice, Auto Integrate Operational Best Practice, and Instructional Video.
Follow up	Check in with employees and check for understanding of Auto Integrate.

Use Auto Integrate every time

Explain: Auto Integrate eliminates the need to call Fleet Management companies for work order approvals, as it is an electronic order approval system. Faster approval means faster service for you and our Fleet customers.

Do: With your team, visit the Fleet page on the KC. Review the available information on the page including the [Fleet Guidelines](#), [Using Auto Integrate with Fleet Customers](#), [Auto Integrate Best Practice](#), and [Fleet VTV Checklist](#).

Watch: View the instructional video.

Answers

Question 1: What is Auto Integrate used for and what are the benefits?

- To grow our market share in the Fleet sector.
- Electronically process Fleet work orders.
- Quicker approval – no longer need to call.
- Reduce chargebacks.

Question 2: What could cause a work order denial?

- Certificates on the work order.
- Work order charge amount exceeds the thresholds.
- Number of tires selected in Auto Integrate don't match number of tires on invoice in POS.
- Incorrect data captured from vehicle – VIN, mileage, tread depth, reason for service.

Question 3: What do you do if you have questions or need help with Auto Integrate?

- Contact the Help Desk.

Call to Action:

- 1) Ask participants to log into the LMS and complete the acknowledgment for this talk.
- 2) Set expectations for executing the new approval process in the store.
- 3) Explain how you will support this and why you expect this to improve Fleet delight.
- 4) Ask if anyone has questions. If there are questions or concerns you cannot answer, notify the Store Manager.