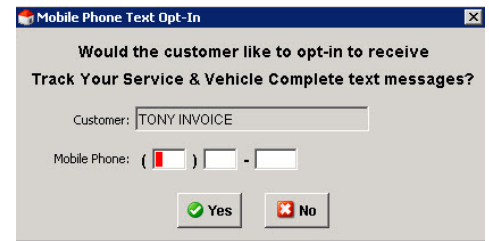


Journey Tracker

Journey Tracker provides our customers with a real time update of their vehicle's service.



- Ask the customer for their mobile phone number so we can send a link via text message. Explain that this allows the customer to track their vehicle while it waits for service, when it goes into the service bay, and also when service is done.
- Key the customer's mobile phone number when prompted.

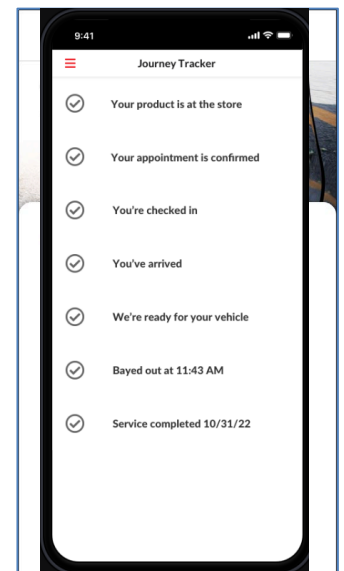


Important:

The phone number must be entered **at the time** the vehicle is being added to the CSL for customer to receive the text with the link to the Journey Tracker.

If the customer opts in to receive a text when done **after** the vehicle has been added to the CSL, the customer WILL NOT receive the link to track their service. They will only receive a text when the vehicle is done.

- Ask the customer to open the text message. Tap the link.
- They will see when we expect to bring their vehicle in for service (arrival window) and estimated completion time under Track Your Service.
- Address any customer questions or concerns about the Journey Tracker process.



The Whys

- Customers want to know exactly when their vehicle is started and finished.
- Allows customers to leave and do other things while waiting for service.
- Saves you time, so you can focus on taking care of your customers.