

## Auto Integrate: Best Practice Tips and Tricks

**If the system freezes, press <ESC>**

**\*\*\* IMPORTANT! \*\*\***

If at any time the system seems to 'FREEZE' and the Net Station doesn't seem to recognize the keyboard and you cannot type.

**\*\*\*\* STOP \*\*\*\***

Press the 'ESC' key on your keyboard (upper left corner of the keyboard), this will clear out the error and you will be able to continue. This trick works anytime you have a 'Frozen' screen on an AR Account.



**Start a new session**

Start with a new session each time.

This is recommended on any Discount Tire AR account.



**Read Rates & Rules**

Read Rates & Rules before entering the Repair Order (RO). This must be done before the info can be UPDATED and the invoice processes on all AR accounts. Some Fleet Maintenance Companies (FMCs) have guidelines in place for preferred brands of tires they require. The info is listed here, and some Rates & Rules change over time.

Charge Requirements

**ENTER REQUIRED CHARGE CUSTOMER INFORMATION**

Account/Company Name	Number	Address	City	State	Zip	Phone Number
LEASEPLAN USA	31448	5350 KEYSTONE CT	ROLLING MEADOWS	IL	60008	800 3230108

Repair Order

**Fleet Cust. Rates and Rules**

**MUST** click for Fleet Customer Rates and Rules before Invoicing

\*\* IN ORDER TO AVOID A CHARGEBACK; ALL FIELDS MUST BE ENTERED ACCURATELY

## Repair Status “repair order number not valid”

If your screen message reads “This repair order number is not valid for this store”, return to the **Repair Summary** tab and select the **Submit** button at the bottom.

It will then display “Awaiting FM”. If it doesn’t, contact the Fleet Dept at 866-895-8032 for further assistance.

## FMC notes

These are some examples of notes that are sent back from the FMCs – they are not ‘DECLINES’ as their wording implies, they are asking for more or clear information to process the RO.

- 1) This 1st one is extremely common, yet the store POS does not see this, so you and your fellow co-workers cannot either. Once the RO is submitted, we recommend you inform the driver waiting (or via phone for drop offs) to contact his boss, Supervisor or Fleet Manager to respond to the FMC and approve the amount to get their vehicle back on the road. The proverbial ‘ball’ is in their court at that point of the process, so nothing moves forward until the client approves the RO. You may give them the FMC’s toll-free number to assist.

**⚠ This repair exceeds the client approval limit and will be referred to the client. This may cause a delay in receiving approval.**

- 2) These are some other examples you **WILL** see on the Repair Order box in the same location ‘Awaiting FM’ is shown during the process, you just need to respond to the inquiry which will be explained in the step below.

## Responding to the FMC

How to respond to the FMC via the Repair Order portal:

When you do receive a message, like the examples above, you must respond to the FMC and re-submit the RO for the process to continue.

- 1) You just need to go to the Repair Summary tab in the RO.
- 2) Click on any of the NOTEPAD & GREEN PENCIL ICONS listed next to the prices.

- 3) It will open a box that you are able to type your response into and then click 'SUBMIT' once again.

The notice on top will once again say 'AWAITING FM'.

10:55 am VIN Entry Vehicle Data Repair Summary Repair Status

2013 Ford Taurus SEL

VIN: IFAMP2E8HDG215377  
 Towed: N  
 Mileage: 31,541  
 Completion Time: 15:30 pm

Replacing 2 front tires, but rotating to the rear

Invoice for Repair Number 14256

Product	Size	Description	Asst	Price	Qty	Total
20646	245/45 R20 183W XL BSW	FAL FALKEN PRO G4 A/S	B	163.00	2	326.00
80317	CERTIFICATE FOR	REFUND, REPLACEMENT		23.00	2	46.00
80324	WASTE TIRE	DISPOSAL FEE		2.50	2	5.00
80219	INSTALLATION &	LIFE OF TIRE MAINTENANCE		16.00	2	32.00
80400	FREE ROTATION	REBALANCE		0.00	0	0.00
Subtotal:						409.00
Tax:						27.31
Total:						436.31

Submit

### Double check the VIN #

Always double check the VIN # if it does not populate the vehicle at 1st in the RO, the largest number of calls we receive are VIN # related.

The FONT on many of the VINs can vary and make it difficult to read.

### Contact

Call the Fleet Dept at 866-895-8032 with any questions before just shutting down the RO and turning off the computer terminal.