

## Auto Integrate FAQs

**Q I typed the VIN into the Auto Integrate application within the POS and double checked to make sure it is correct. I get an error message that states, "This VIN is not associated with an approved fleet customer." What do I do to complete the order?**

A The reason you are getting this message is likely because the vehicle is new to the fleet management company. The process to get the VIN set up in Auto Integrate can take up to 24-48 hours. Contact the help desk and tell them what happened. They will provide the steps for you to complete the order.

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**Q I submitted a request for approval and have NOT received an authorization, and we are about to close. What do I do?**

A Call the fleet company and tell them you are waiting for an authorization and are closing soon. Provide your store number and the AI Reference # so they can find the order quickly. They can then review your request. If the customer needs to leave and come back another time, please do the following: Before you shut down your computer for the day, close out of the Fleet application. This will cancel the order and the fleet company will no longer be able to authorize it. When the customer returns, create and submit a new order.

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**Q What do I do if I cannot submit a request for approval through the Fleet application due to reasons beyond my control (internet goes out, application crashes and won't turn back on, etc.)?**

A Contact the help desk and tell them what happened. They will provide the steps for you to complete the order.

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**Q How do I learn more about Auto Integrate?**

A Visit the Fleet page on the KC. This page has a tutorial video of the Auto Integrate process and all other supporting materials.

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