

# GM has released an updated service appointment (OSS) integration.

Changes are made to both the Service Appointment and Repair Order screens within Dominion VUE®.

When creating Service Appointments, you can now assign the appointment to the "Quick Lube" department.

DOI V						D	ominion M	otor Company (01) -	John Harda	icre 🕶 🌲	Q
+ New	Q B Search Save	Preview Navigate - Delete More -	+ Create RO			Oper	rations	Extended Servio	ce Histor	ry Comm	ents
VIN		Q 🔽 vis	Customer	101201	Q	Hardacre	, John				Q
Vehicle	2019 Cadilla	ac v Deville v	Address	10201 N. Illino	is Street						
Color	Aqua	* License Plate	Zip	46032	City	CARMEL		Stat	e Indiana		Ŧ
Stock #			Phone	(317) 699-171	9 👻	Email	john.hard	lacre@drivedominion.	com		
Mileage	27350	Last Mileage 0									
Date	05/29/2020	Time 8:00 AM	Advisor	John Hardacre		- Esti	imate	\$0.00	Rechec	k No	*
Dept	Service	*	Arrival	Select	*	Transport	tation	adillac Pre v	Priorit	y Select	•
	Service					Cadillac P	remium C	oncierge Eligible			
Created:	g Quick Lube	20 2:10:20 PM									
Op Code		Concern			Technicia	n		Account Code		Labor Hours	
0660040		Customer Needs Oil Change, Tire Rotation,	& Inspection - 30	c .						1.0	×
0660075		Needs 55,000 miles Lube, Oil Change, Tire	Rotation, and Insp	ection.						1.0	×
		Front Seat Belt has a recall for 2016 Cadilla	ac XTS and CTS.							1.0	×

There are three new **Transportation** field options on the Appointment and Repair Order screens:

- Valet
- Premium Concierge
- Cadillac Premium Concierge (Cadillac dealerships only)

As part of the Cadillac Premium Concierge service, you will pick up the customer's vehicle, dropping off a loaner car and returning the vehicle when the repairs are complete. This is an additional service the consumer can pay for.

DOI V							<ul> <li>Dominion</li> </ul>	Motor Company (01) - Joh	hn Hardacre	- 🌲	Q
Service	e Appointment										
+ New	Q B Search Save	Preview Navigate	Delete More- C	+ Create RO			Operations	Extended Service	History	Comm	ents
VIN			Q 🔽 vis	Customer	101201	Q	Hardacre, John				Q
Vehicle	2019 Cadilla	ac v D	eville -	Address	10201 N. Illing	ois Street					
Color	Aqua	- License Plat	te	Zip	46032	City CA	ARMEL	State	Indiana		٣
Stock #				Phone	(317) 699-171	.9 -	Email john.ha	ardacre@drivedominion.com			
Mileage	27350	Last Mileage	0								
Date	05/29/2020	Time 8	00 AM	Advisor	John Hardacre	- v	Estimate	\$0.00	Recheck	No	Ŧ
Date Dept	05/29/2020 Service	Time 8	00 AM (5)	Advisor Arrival	John Hardacro	• •	Estimate Transportation	\$0.00 Cadillac Pre 👻	Priority	No	* *
Date Dept	05/29/2020 Service	Time 8	00 AM ()	Advisor Arrival	John Hardacre	•	Estimate Transportation Cadillac Premium	\$0.00 Cadillac Pre + Loaner	Priority	No Select	*
Date Dept Created: Je	05/29/2020 Service	Time 8:	O AM ()	Advisor Arrival	John Hardacre Select	• •	Estimate Transportation Cadillac Premium	\$0.00 Cadillac Pre v Loaner Rental Shuttle	Priority	No Select	*
Date Dept Created: Jo Op Code	05/29/2020 Service	Time 8:	00 AM (C)	Advisor Arrival	John Hardacre	• • •	Estimate Transportation Cadillac Premium	\$0.00 Cadillac Pre ¥ Loaner Rental Shuttle Valet	Priority Lat	No Select	•
Date Dept Created: Ja Op Code 0660040	05/29/2020 Service	Time 8 Time 8 V/2020 2:10:20 PM Concern Customer Needs Oil	Change, Tire Rotation, 8	Advisor Arrival k Inspection - 304	John Hardacro	* Technician	Estimate Transportation Cadillac Premium	\$0.00 Cadillac Pre ↓ Loaner Rental Shuttle Valet Premium Concierge	Priority	No Select	~ ~
Date Dept Created: Jo Op Code 0660040 0660075	05/29/2020 Service	Time 8: V2020 2:10:20 PM Concern Customer Needs Oil Needs 55,000 miles	Change, Tire Rotation, 8 Lube, Oil Change, Tire R	Advisor Arrival k Inspection - 304 totation, and Insp	John Hardacro Select	Technician	Estimate Transportation Cadillac Premium	\$0.00 Cadillac Pre ¥ Loaner Rental Shuttle Valet Premium Concierge Cadillac Premium Concierge	Recheck Priority	No Select	* * *

#### From Dealer's Website to VUE:

- A customer navigates to your dealer website to create a service appointment.
- On the appointment form, the customer will have a new option for Express Service. As the customer advances through the appointment creation, they will be able to select their Transportation options.

		· ·			~	
SELECT YO	UR VEH	IICLE		• 1	indicates Required Fiel	
Vehicle Year Vehicle Make		Vehicle Make	Vehicle Model	Mileage		
Select Year	~	Select Make	✓ Select Model	*	Best Guess	
EXPRES For our dedi get you in ar Chang Tire R	SS SERV cated Express id on your way e Oil & Filter otation	ICE Services listed below, we can / fast!	STANDARD REPAIR Select this option if your vehicle m Express Service offers such as: C Brake repair/replace, Alignments,	S leeds mo heck Eng etc.	ore than our jine Light on,	
Select	first available 2020 at 7:40 Schedule	appointment time <b>Monday,</b> 0 AM. Express Service	Select first available appoint 3, 2020 at 10:30 AM. Schedule Standard	tment tin d Repairs	ne Friday, July	
SERVICE HOURS OF OPERA	SALES P	ARTS PHONE	AMENITIES		201	
Monday 7:30 A Tuesday 7:30 A Wednesday 7:30 A Thursday 7:30 A Friday 7:30 A	M - 5:30 PM M - 5:30 PM M - 5:30 PM M - 5:30 PM M - 5:30 PM	(251) 545-4922	Comfortable guest waiting Comfortable waitin Comfortable seatin Complimentary bev Complimentary refreshments and	lounge C ng area C ng area C rerages T snacks F	Complimentary Wi-Fi access Complimentary Internet acces Children's play area felevision(s) flat screen TV(s)	

• If yours is a Cadillac dealership participating in the Cadillac Premium Concierge program and the customer's vehicle is a Cadillac, the customer will have the concierge option, as well. Once the customer schedules the appointment, it is sent to VUE and appears under **Service > Advisor > Appointment Schedule.** 

#### From GM's Service Workbench to VUE:

- Navigate to the GM Service Workbench.
- When the user schedules an appointment, it is sent to Dominion VUE and appears under Service > Advisor > Appointment Schedule.

## From VUE to Online Service Scheduler:

- In VUE, navigate to Service > Advisor > Appointment Schedule
- Select the **[New]** button in the Action Ribbon.
- Fill out the necessary information to create the service appointment, and click **Save**.
- The appointment is immediately sent to the GM OSS system to synchronize appointments between GM OSS and Dominion VUE.

For Technical or Software Support, please contact:

### 1.800.227.8187 or email dmssupport@drivedominion.com