

SALES PERSON TRAINING MANUAL

TM

CONTRACTS

HASSLES

SERVERS

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Salesperson's Overview

- 1. Salesperson's Task List.*
- 2. How to Add a customer.*
- 3. Utilize the Customer Dashboard.*
- 4. Search for a customer or a vehicle.*
- 5. Main Navigation Links*
- 6. News, Training, Feedback, Support, and Community.*

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Sales Person Task List

Logging in

There are two pages to access the webpage. www.motosnap.com and www.vinsolutions.com

Your User ID: _____ Default Password: Password1

How to log in

1. Go to the VinSolutions website and click on the “Dealer Login” in the upper right hand corner of the page.
2. Use your User ID and enter your password in the “Dealer Login” box on the left hand side of the page.

■ dealer login
■ create account

Dealer Login

User ID:

Password:

LOGIN

[Can't remember your password?](#)

Once logged in the “Task” page appears

Viewing the Task Page

The task page is an overview of your scheduled workday at a glance. Here you see new leads, replies from customers, current follow up tasks, overdue tasks, sales goals, appointments, and recent leads over the last 72 hours.

My Tasks (5) ☒ Details All New Replies Follow Ups Overdue Print

This screen will auto-refresh every 5 minutes and will not log you out.

New Leads (0)

Customer	Hot	Source	Updated	Age
No leads to display.				

Replies (0)

Customer	Hot	Source	Updated	Age
No leads to display.				

Follow Ups (0)

Customer	Hot	Source	Updated	Age
No leads to display.				

Overdue Tasks (5)

Customer	Hot	Source	Updated	Age
Test New customer 2006 Chevrolet Malibu [103137] Email customer Template: "VS-Brochure Template" (dismiss) Assigned To: Generic Sales Type: Lead Task 1 Month UnSold Follow-Up Call (dismiss) Assigned To: Generic Sales Type: Lead Task		Manually Entered	8/4/08 2:39p	36
John Stock 2007 Alfa Romeo 166 Super [123456]		AutoTrader	8/6/08 5:14p	22

My Dashboard

You have 2 customer alert(s).

My Sales Goals

Type	Goal	Actual
Internet	4	0
Phone	2	0
Beback	4	0
Total	10	0

Appointments [View All](#)

Type	To Rep	Time	Customer	Description	By
	Generic Sales	Today, 5:00p Appt Past Due!	Barry Bonds E: (888) 234-5678	call to confirm appt 2007 Ford Edge [71174]	Generic Sales
	Generic Sales	Today, 11:00a Appt Past Due!	Donna Stearns	visit 2004 Ford Taurus [123456]	Donna Stearns

Recent Leads (72 Hours)

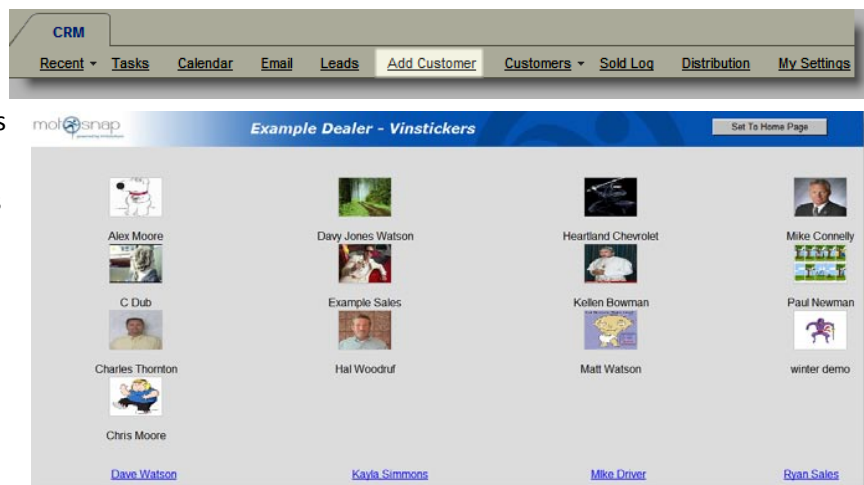
Customer	Hot	Source	Updated	Age
No leads to display.				

Add a Customer

How to Add a Customer

1. Start by click the “Add Customer” button from the list of tabs at the top of the page.

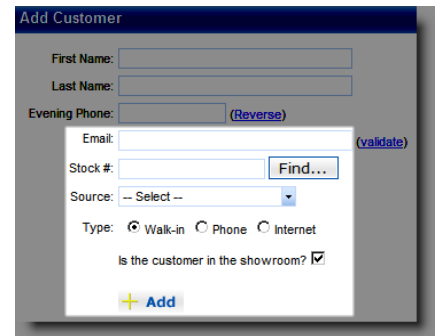
- a. If using the Kiosk Mode, click on your name or photo to access the “Add Customer” screen. The Kiosk allows you to simply click on your name for a quick data entry and eliminated the need to log in.



2. Once the add customer screen populates enter a phone number in to the “Evening Phone” blank and click the “Reverse” hyper link to do a search of the phone book.

3. View the results and confirm the accuracy of the data. If the results aren’t accurate or complete, add information in the fields on the left. Use this opportunity to check spelling and capture e-mail address.

4. Select a vehicle, source, type of lead, and then click the “Add” button.



Add Customer

First Name:

Last Name:

Evening Phone: (Reverse)

Email: (validate)

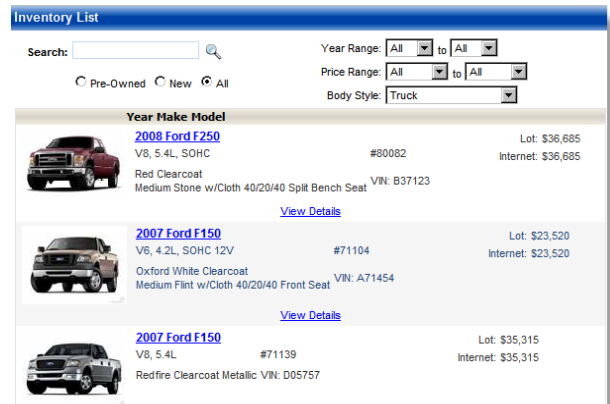
Stock #: Find...

Source: -- Select --

Type: ☒ Walk-in ☐ Phone ☐ Internet

Is the customer in the showroom? ☒

+ Add



Inventory List

Search:

Year Range: All to All

Price Range: All to All

Body Style: Truck

☐ Pre-Owned ☐ New ☒ All

Year Make Model	Lot	Internet
2008 Ford F250 V8, 5.4L, SOHC Red Clearcoat Medium Stone w/Cloth 40/20/40 Split Bench Seat VIN: B37123	#80082	Lot: \$36,685 Internet: \$36,685
2007 Ford F150 V6, 4.2L, SOHC 12V Oxford White Clearcoat Medium Flint w/Cloth 40/20/40 Front Seat VIN: A71454	#71104	Lot: \$23,520 Internet: \$23,520
2007 Ford F150 V8, 5.4L Redfire Clearcoat Metallic VIN: D05757	#71139	Lot: \$35,315 Internet: \$35,315

It is mandatory to select a source, the customer will not add to the system until one is chosen.

5. Occasionally, a phone number, name or e-mail address will trigger a possible match for an existing customer record.

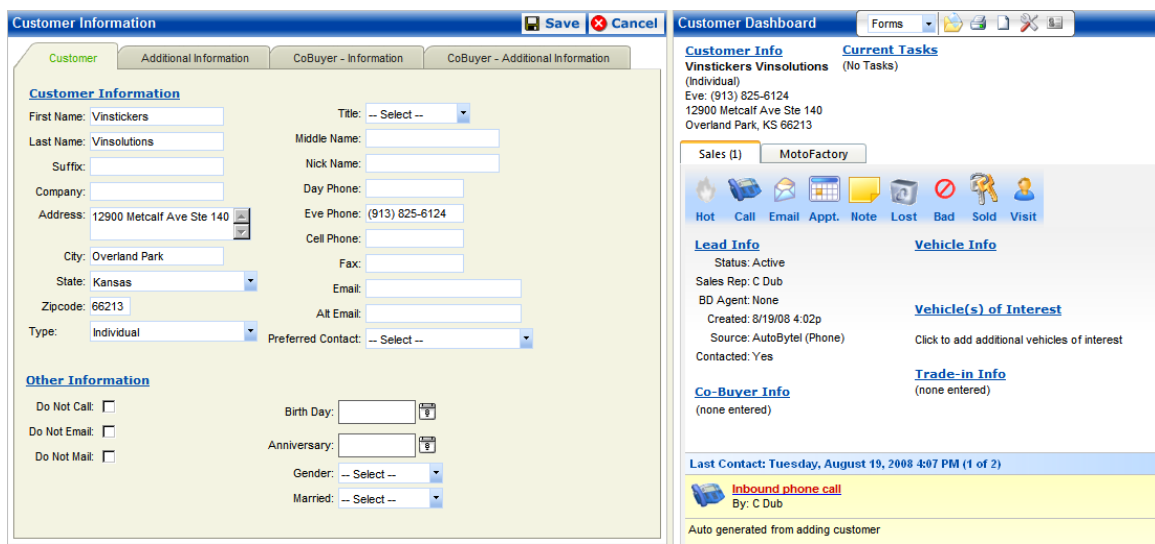


Pick Customer

Add New

Customer	Created	Select
Vinstickers Vinsolutions 12900 Metcalf Ave Ste 140 Overland Park, KS 66213 Phone: 9138256124 Email: No Email	C Dub 08/19/08 04:02 PM	<input type="button" value="Select"/>

6. When a unique record is created, the expanded customer information screen will be display along side the customer dashboard. This screen allows for editing the customer’s information in detail.



Customer Information **Save** **Cancel**

Customer **Additional Information** **CoBuyer - Information** **CoBuyer - Additional Information**

Customer Information

First Name: Vinstickers Title: -- Select --

Last Name: Vinsolutions Middle Name:

Suffix: Nick Name:

Company: Day Phone:

Address: 12900 Metcalf Ave Ste 140 Eve Phone: (913) 825-6124

City: Overland Park Cell Phone:

State: Kansas Fax:

Zipcode: 66213 Email:

Type: Individual Alt Email:

Preferred Contact: -- Select --

Other Information

Do Not Call: ☐ Birth Day:

Do Not Email: ☐ Anniversary:

Do Not Mail: ☐ Gender: -- Select --

Married: -- Select --

Customer Dashboard **Forms**

Customer Info **Current Tasks**

Vinstickers Vinsolutions (Individual)
Eve: (913) 825-6124
12900 Metcalf Ave Ste 140
Overland Park, KS 66213

Sales (1) **MotoFactory**

Hot **Call** **Email** **Appt.** **Note** **Lost** **Bad** **Sold** **Visit**

Lead Info **Vehicle Info**

Status: Active
Sales Rep: C Dub
BD Agent: None
Created: 8/19/08 4:02p
Source: AutoBytel (Phone)
Contacted: Yes

Vehicle(s) of Interest

Click to add additional vehicles of interest

Trade-in Info
(none entered)

Co-Buyer Info
(none entered)

Last Contact: Tuesday, August 19, 2008 4:07 PM (1 of 2)

Inbound phone call
By: C Dub

Auto generated from adding customer

Customer Dashboard

Main Customer Information Screen

This screen gives an overview of all the customer's history, interests, correspondence, and vehicle information.

Customer Dashboard

Forms

Customer Info
William Sherman
 (Individual)
 Day: (913) 555-1212
 Email: junk@hotmail.com
 Concordia, KS 66901

Current Tasks
 Salesman first time call to customer.
 Reply to customer's new lead

Sales (1)

MotoFactory

Hot
 Call
 Email
 Appt.
 Note
 Lost
 Bad
 Sold
 Be Back

Lead Info
 Status: Active
 Sales Rep: C Dub
 BD Agent: Hal Woodruff
 Created: 7/5/07 10:41a
 Source: AutoBytel (Internet)
 Contacted: **No**
 Attempted: 8/12/08 9:03a (404d)

Vehicle Info
2008 Ford F250 (New)
 Stock #: 80082
 VIN: 1FTSX21578EB37123
 Engine: V8, 5.4L, SOHC
 Color: Red Clearcoat

Vehicle(s) of Interest
2008 Ford F-800 Chassis XL w/33,000 lbs GVWR
 Stock #: 80559
 VIN: 2FMDK49C78BA11793
 Engine: V6, 3.5L
 Style: Truck
 Color: Hot Pink
 Interior Color: Charcoal Black w/Leather-Trimmed Bucket Seats

Co-Buyer Info
 (none entered)

Trade-in Info
 2004 TrailBlazer LS
 29,998 miles - Automatic 4 Speed
 \$1,500 value - Excellent condition
 1999 GMC Sierra 1500 Base
 325,000 miles - Automatic 4 Speed
 Good condition
 1961 Chevrolet Corvette
 19,000 miles - Manual 4 Speed
 \$50,000 value

Changing the Vehicle Info

1. Click on the "Vehicle Info" area
2. Click "Change Vehicle"
 - a. Or "Find"
 - b. Or "Manually Enter Vehicle Details"
3. Select or Build a vehicle
4. Click "SAVE"

Vehicle Details		Save	Cancel
Vehicle Details 2008 Ford F250 Body Truck (4 Door Style: Super Cab) Engine: V8, 5.4L, SOHC Trans: Color: Red Clearcoat Medium Stone Interior: w/Cloth 40/20/40 Split Bench Seat Mileage:		Stock #: 80082 Change Vehicle? VIN: 1FTSX21578EB37123 CARFAX Status: View Report	Payment Method: -- None -- Down: <input type="text"/> Payment: <input type="text"/> Monthly: <input type="text"/> Memo: <input type="text"/>
Pricing Internet Price: \$36,685 Lot Price: \$36,685			
Click here for a VinBrochure Comment/Sales pitch This dealership has a default comment per vehicle configured. Call your salesrep with VinStickers.com to learn more about this feature! [MAKE]			
Vehicle Options/Equipment 4 Doors, 4-wheel ABS brakes, 4WD Type - Part-time, Clock - In-radio, Engine hour meter, Four-wheel drive, Intermittent window wipers, Passenger Airbag - Cancellable, Pickup Bed Type - Regular, Power steering, Split-bench rear seats, Tachometer, Trailer hitch			
Requested Vehicle Options			
Name	Manuf. Code	Price	
No requested options listed.			

Vinbrochure

You have access to printing out a vinbrochure from the Vehicle Details screen.

[Click here for a VinBrochure](#)

Brochure Wizard - Configure Brochure

Selected Auto: 2008 Ford Focus S

Brochure Type: ☐ Pre-Printed Brochure Template ☒ Generic Brochure

Use the "Pre-Printed Brochure Template" if you have purchased pre-printed forms that were custom designed for you. Contact Reynolds & Reynolds to have custom documents printed for you.
 Use the "Generic Brochure" if you are emailing someone a brochure or are printing the brochure on plain paper.

Pre-Defined Comment: -- Select Pre-Defined Comment --

Select Manage

Customer Name:

Comment:

Vehicle Price: Lot - \$15,095

Salesperson Settings

☒ Show Salesperson



Salesperson: Sam Dorsey
Photo

☒ Show Salesperson

Upload Salesperson Photo:

Browse...

[Remove Photo](#)

Upload

[Back](#)

[Next](#)

What would you like to do with this brochure?

- ☒ View and Print online with our viewer (Recommended)
☐ View and Print online as PDF (Adobe Reader required)

From here you can import your photo and leave a comment to the customer. The form looks professional and leaves a lasting impression on the customer.

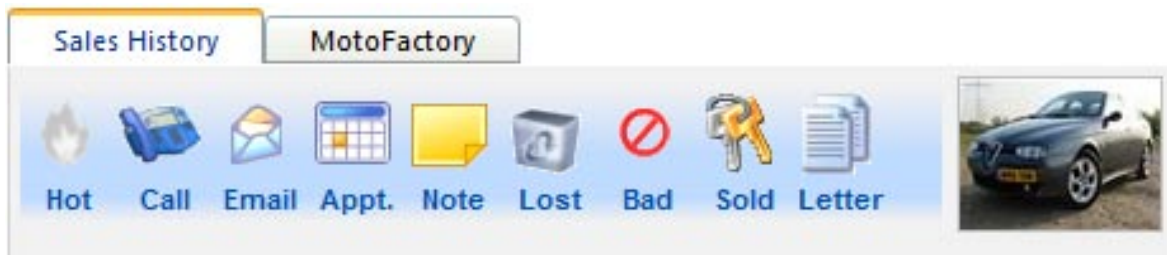
Vehicle of Interest

1. Click on the "Vehicle of Interest" section on the customer dashboard.
2. The Vehicle of Interest page populates in the left hand panel. Click "Add" in the upper right hand corner of that page.
3. Select or Build a vehicle
4. Save when finished

Customer Trade

1. Click on the "Trade-in Info" on the customer's dashboard
2. Click "Add Trade"
3. Type in the vin number or build the vehicle.
4. Click save when finish

Activity Icons



Hot Button



This Icon is used to indicate that a customer is hot on a vehicle and most certainly going to buy soon.

Call Button



This button is used to log calls with the customer.

Log Phone Call Save Cancel

Call Details

Call Type: ☐ Making Call ☐ Receiving Call Script: -- Select --

[Click Here To Call](#)

Note

Next Steps

☒ Complete call task?
☐ Create appointment?

Next phone call is automatically scheduled for 2/12/2009

Log Phone Call Save Cancel

Call Details

Call Type: ☐ Making Call ☐ Receiving Call Script: -- Select --

[Click Here To Call](#)

Note

Next Steps

When do you want to call again?
 3 Days

☒ Complete call task?
☐ Cancel pending email task?
☐ Create appointment?

E-Mail Button



All email correspondence needs to be sent through MotoSnap.

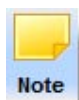
Email _____

Appt Button



Appointments will not save with out a description.

Note Button



Be wary not to use this function for phone calls, showroom visits, or be-backs. Just use this function to leave notes for yourself or your manager.

Send Email

From: cduddub@test.vinleads.com Template: -- Select Template --

To: junk@hotmail.com CC BCC Attach Send VinBrochure


Subject: _____ Insert Vehicles

Arial Size B I U [List Icon] [Table Icon] A [Link Icon] [Image Icon]

[Text Icon] [List Icon] [List Icon] Vehicle Fields Customer Fields Other Fields



Salesman's Name
Sales and Leasing Consultant
913-957-9707 Cell Phone

Example Dealer
123 Main Street
Overland Park, KS 66213



Create Appointment

Type: ☒ Meeting ☐ Phone Call ☐ Email ☐ Letter ☐ Fax ☐ Other

Appt time:  

Description:

Notes:

Make Notes here!!!

Add Note

Note Type:

☒ General Note

☐ Meeting Note

☐ Test Drive

Note:

Type in note details here!

Then click on Save when finished.

Lost Button



Customer is no longer in the market for a car.

Lost Prospect

Reason: Out of market

Note: Most customers that don't buy are considered lost!

Bad Button



Customer is a duplicate lead, not a real customer, underage, or otherwise not a valid lead.

Bad Lead

Reason: Underage prospect

Note: Most Bad Leads are from the Internet Department!

Visit or Be Back Button

When a phone up customer or internet lead customer comes in to the store, you need to tell the system that they are on the showroom floor. That's what the **Visit** button is for.



Last Contact: Tuesday, August 19, 2008 5:34 PM (1 of 3)



Showroom Visit

By: C Dub

Showroom visit started at 8/19/08 5:34p
Visit not completed!



When a client returns to the showroom for subsequent visits, you need to indicate that by clicking the "Be-Back" Button.

Letter



The letter button will allow users to print letters on demand to mail to clients at their discretion. Be wary not to print letters that are automatically being generated for delivery.

Letter Templates: -- Select -- Print

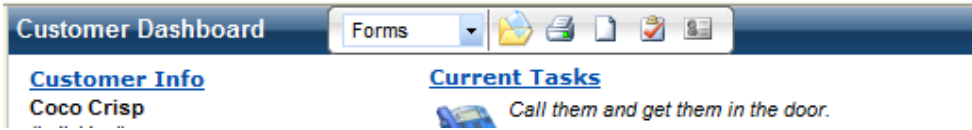
-- Select --

- VS-Referral Customer Letter
- UnSold Follow Up Letter From GM
- Next Day UnSold Thanks for Visit Letter
- Vehicle out of stock
- Not in Stock UnSold Letter

Customer Dashboard Toolbar

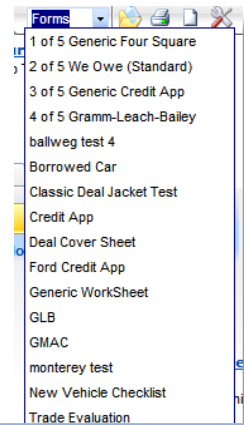
The toolbar is found at the top right of the customer's dashboard.

Depending on what services a dealership signs up for there will be different icons available. Here we will go over the main ones that most dealerships use.



Forms

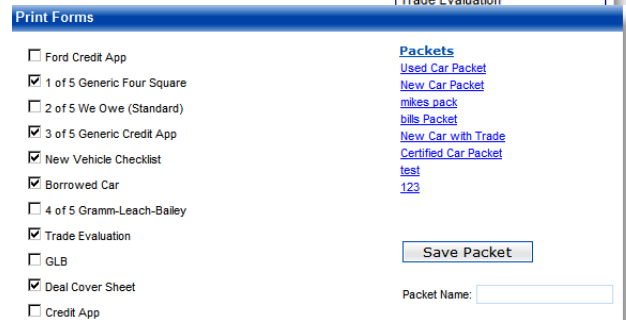
This drop down list allows you to select individual forms to print on demand. For example: your Credit app, BCA, etc.



Packets



This icon opens a packet window like seen here. The packets allow you to select multiple forms that you need for a deal and print them all at once. Common examples are New Car Finance, New Car with Trade, New Car Cash, etc.



Print Button



The print button will print all the customer's information and history. That includes the vehicles and co-buyer information.

Add New Lead Button



The add new lead button will allow the salesman to sell a second vehicle to a customer. When the status of a customer is "Sold" clicking the add new lead button will allow a new vehicle to be added without losing any of the customer's information or creating a duplicate customer.

Generic Tasks



This function allows you to assign a task to yourself, a manager, bd agent, CSI or service agent. It's commonly used for alerting your manager to mark a customer lost. It is also commonly used for tasking a BD agent.

View / Edit License Button



This area houses an existing driver's license and allows for printing a copy. You can also scan or rescan a driver's license from this screen.

View/Edit Customer License

[Scan](#) [Calibrate](#) [Clean](#)

Scanning...

Motofactory

Motofactories are an electronic version of a customer wish list. When a customer is looking for a car that is not currently in inventory, Motofactories can watch for the car to become available, and notify you when a match is found.

Access Motofactories under the far right tab on the customer dashboard.

The screenshot shows a web application window titled "Customer Dashboard". It has a menu bar with "Forms" and several icons. The main content area is divided into two sections: "Customer Info" and "Current Tasks".

Customer Info:

- Barry Bonds** (Individual)
- Eve: (888) 234-5678
- Email: roidrage@hotmail.com
- 7439 West Sapphire Cheese Drive
- Willamino, TX 75038

Current Tasks:

- call customer Template: "VS-Confirmation Call" (dismiss)
- Assigned To: Holly Would
- Type: BD Task
- 1 Month UnSold Follow-Up Call (dismiss)
- Assigned To: C Dub
- Type: Lead Task
- Email customer Template: "VS-Brochure Template" (dismiss)

At the bottom, there are three tabs: "Sales (1)", "Appts (2)", and "MotoFactory" (which is highlighted in yellow).

Motofactories allow you to tell Motosnap to search the inventory for cars that meet the customer's requirements for a specified period of time. Build a Motofactory by entering data in the following form.

The screenshot shows a web application window titled "Used Car Factory". It has a menu bar with "Save" and "Cancel" buttons. The form is divided into several sections:

General

- Name: 4x4 Extended Cab under \$12K.
- Enabled: ☒
- End Date: 04/02/2009
- Comments: Gasoline only.
- Action To: Sales Rep Manager (dropdown menu)
- Match Count: Refresh button

Year / Price / Miles / Type

- Year: --Please select a year-- to --Please select a year--
- Price Range: \$8,000 to \$14,000
- Mileage Range: 0 to 180,000
- Vehicle Type: -- All Types -- (dropdown menu)
- Transmission: --All-- (dropdown menu)

Make / Model / Trim

- Chevrolet - Silverado 1500 Hybrid Classic
- Chevrolet - Silverado 1500 SS
- Chevrolet - Silverado 1500 SS Classic
- Chevrolet - Silverado 1500HD
- Chevrolet - Silverado 1500HD Classic
- Chevrolet - Silverado 2500
- Chevrolet - Silverado 2500 Chassis
- Chevrolet - Silverado 2500HD
- Chevrolet - Silverado 2500HD Classic
- All Trims--
- Chevrolet - Silverado 1500 - Base
- Chevrolet - Silverado 1500 - Commercial
- Chevrolet - Silverado 1500 - LS
- Chevrolet - Silverado 1500 - LS Hybrid
- Chevrolet - Silverado 1500 - LS2 Sport
- Chevrolet - Silverado 1500 - LT
- Chevrolet - Silverado 1500 - LT w/Onstar
- Chevrolet - Silverado 1500 - LT1

Name the MotoFactory with a description of the vehicle that you are looking for. The name will display on a report that the managers view, so it will help to know what you're looking for without opening each MotoFactory.

Search Options

Quick Search

Where it's found: _____

What 2 things it will search: _____

Search for:
☐ Inventory ☒ Customers
 Search:

Advanced Search

The "Search" area allows a user to filter through their data base of customers with 22 different filters.

Customer Search

Customer ⓘ
 First name: Email: ⓘ
 Last name: Phone:
 City: State: -- Select State --
 Postal Code: Type: -- All -- ⓘ

Lead/Opportunity ⓘ
 Received: To: ⓘ
 Last Contacted: To: ⓘ
 Source: -- All -- Status: -- All --
 Type: -- All -- ☐ Only Hot Opportunities

Vehicle ⓘ
 VIN or Stock #: * = VIN Wildcard
 Year From: All To: All Type: -- All --
 Make: All Makes Model: All Models

Customers Sold Log Distribution

Search
[Sold Customers](#)
[Recent Opportunities](#)
[Recently Contacted](#)
[Not Recently Contacted](#)

Sold Customers

Customers Sold Log Distribution

[Search](#)
[Sold Customers](#)
[Recent Opportunities](#)
[Recently Contacted](#)
[Not Recently Contacted](#)

Status:

Recent Opportunities

Received: To:

Recent is any customer or any status that has been added to the system in the last 3 days.

Customers Sold Log Distribution

[Search](#)
[Sold Customers](#)
[Recent Opportunities](#)
[Recently Contacted](#)
[Not Recently Contacted](#)

Last Contacted: To:

Customers Sold Log Distribution

[Search](#)
[Sold Customers](#)
[Recent Opportunities](#)
[Recently Contacted](#)
[Not Recently Contacted](#)

Recently Contacted

Recently contacted counts as any customers in the last 3 days that have been in correspondence or have answered the phone when called.

Not Recently Contacted

Last Contacted: To:

Not Recently Contacted is customs of an active status who have not been in correspondence or answered the phone in 14 days or

Customers Distribution More ▾

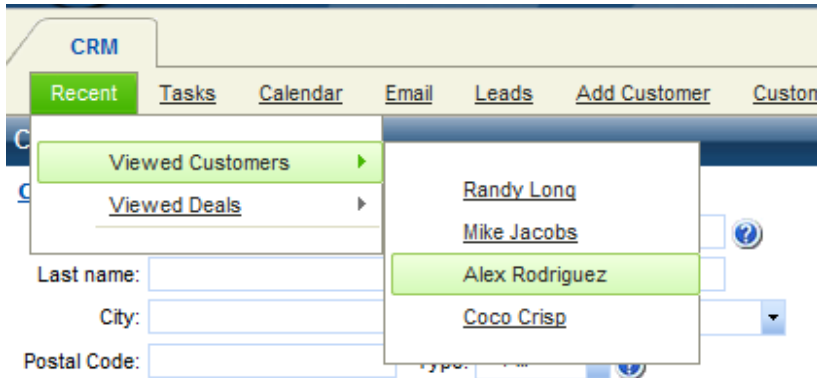
[Search](#)
[Sold Customers](#)
[Recent Opportunities](#)
[Recently Contacted](#)
[Not Recently Contacted](#)

more.

Main Navigation Links

Recent Tab

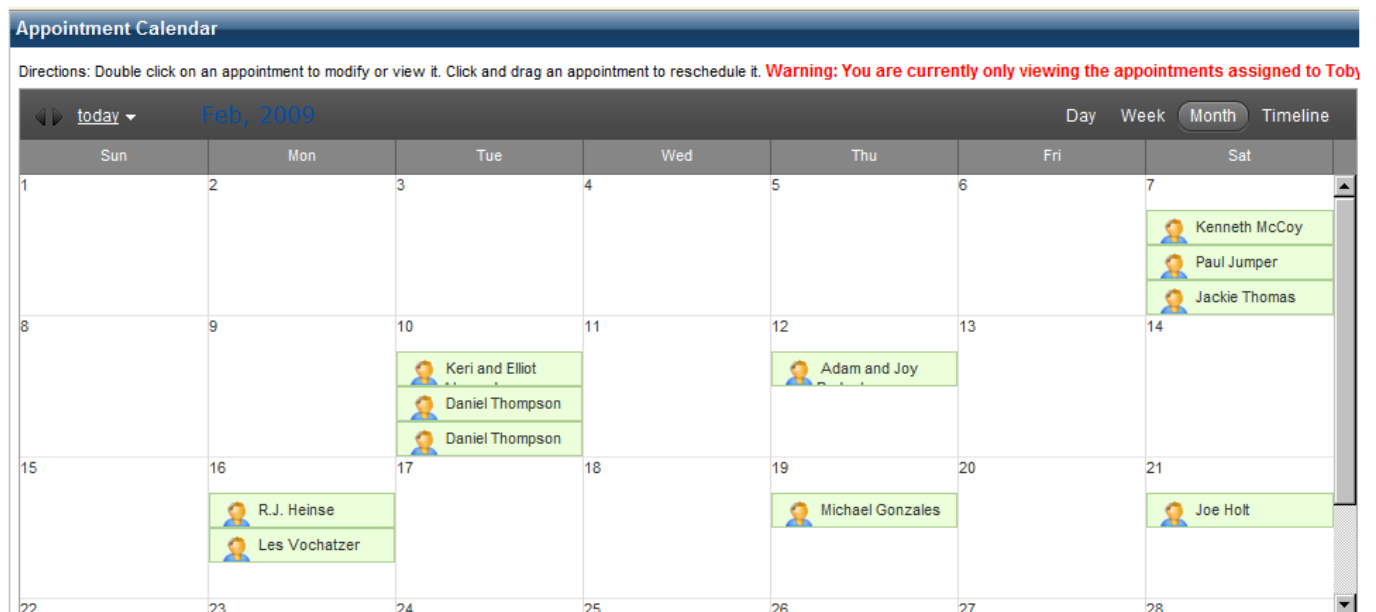
Is the quickest way to get back to your recently viewed customers or deals. The last 10 customers that you have viewed will be stored here. The history is limited to the current log in session.



Calendar

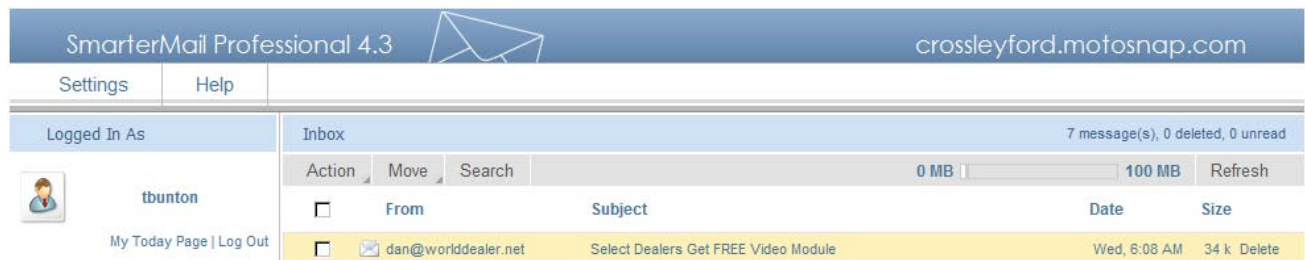
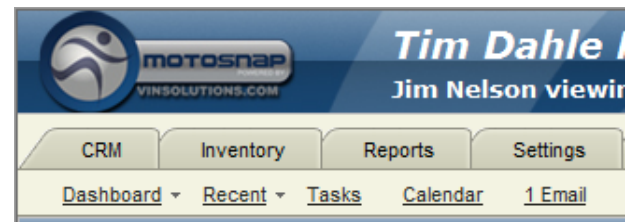
Here you can see your appointments daily, weekly, monthly or on a timeline. This is a more visually impactful way to view your activity. It also allows drag and drop rescheduling.

Calendar



Email

Smarter mail is an email account **OUTSIDE** of Motosnap. If you receive mail from an email address that is not associated with your customer database, it is routed here. This will often occur because a customer has multiple email addresses, and has chosen to email you from a different address than you have on file. Check this email every time you see you have unread mail, as it may be customer correspondence.



Leads

This view will display leads based on their contacted status. This is different than the task view which is based on their task status.

My Leads (11) <input checked="" type="checkbox"/> Show Task Details				
All New Hot Recent Contacted Waiting				
New Leads (0)				
Customer	Hot	Source	Updated	Age
No leads to display.				
Hot (1)				
Customer	Hot	Source	Updated	Age
Keith Mansfield	🔥	Referral	2/23/09 4:35p	2
Contacted (Active) Leads (10)				
Customer	Hot	Source	Updated	Age
Kathleen Haub	🔥	Dealers WebSite	2/16/09 9:21a	9
Jim Rowles 2007 Ford Escape [5517A]	🔥	Location	2/19/09 6:33p	15
Cheryl Eller 2002 Mercury Sable [5508A]	🔥	Location	2/10/09 8:47a	15
Tony Montes	🔥	Location	2/23/09 4:08p	18
Stan Boyer 2007 Ford Escape [5517A]	🔥	Location	2/7/09 2:58p	18
Tom Jess	🔥	Location	2/23/09 5:57p	19

Distribution

This function allows you to target emails toward different segments of your client base. Using filters you can email all clients that meet the criteria you set forth. Example – email everyone with an 01-04 Chevy Malibu.

Distribution Detail

Note: A distribution list will create a list of customers. Once a distribution list has been saved, the recipient list cannot be changed. You must create a new distribution list to change the recipients.

- You can select multiple options by holding down the Ctrl key while clicking multiple values in a field.
- Leave a field blank to search all possibilities.

Distribution Type

What type of distribution would you like to create? Currently supported is bulk email and export to CSV files.
Note that if you choose Bulk Email, any customer without an email address will be excluded.
 In the future support will be added for things like call blasts, mailing labels, and more.

Select Type: Bulk Email

My Settings

This is where you change your password, hours and edit your salesman signature. It is important that you have a work phone # entered. On the Activity Alerts tab, you can configure your mobile alerts to be sent to your phone or email. Your password needs to be changed. When changing your password, your new password must contain at least 7 characters, at least one of a different case, and at least one numeric character. Like the default: Password1

User Information
Activity Alerts
Advanced Settings

Username: gensales

Password: [Change password](#)

First Name: Generic

Last Name: Sales

Email: branchrickey@hof.com ⓘ

Work Phone: (913) 825-6124 ext.

Cell Phone: (816) 500-2965

Home Phone:

Pager:


Fax:

Outbound Callback Number: ⓘ

Hours

	Off	From	To
Monday	<input type="checkbox"/>	10:00 AM	10:00 PM
Tuesday	<input type="checkbox"/>	10:00 AM	9:00 PM
Wednesday	<input type="checkbox"/>	10:00 AM	10:00 PM
Thursday	<input type="checkbox"/>	10:00 AM	10:00 PM
Friday	<input type="checkbox"/>	10:00 AM	10:00 PM
Saturday	<input type="checkbox"/>	10:00 AM	10:00 PM
Sunday	<input checked="" type="checkbox"/>		

[Set to defaults](#)



[\(modify picture\)](#)

Email Signature ⓘ

Font Name Rea... B I U A

Generic Sales
 Example Dealer. VinSolutions
 12900 Metcalf Suite 170
 Overland Park, KS 64115

Sold Log

The sold log will show all of your clients marked sold for the date range selected. If they show pending finance, they will not count as a unit on your goals. Nor have they begun the Sold Follow up sales process.

Sold Log (19)

From: 2/1/2009 To: 2/12/2009

Today Yesterday Last 7 Days MTD LM

Status: -- All -- User Type: Sales Rep

Used/New: All

View Report

Export CSV

Print

Sales Rep	Customer	Source	Sold
Ryan Johnson Pending Finance	Gary Foster 2009 Jeep Grand Cherokee (N)	Friend/Acquaintance	2/11/09 modify
Beryl Bell Delivered Deal #: 38590	Mary Aquilar 2006 Jeep Wrangler [5529Z] (U)	Repeat Customer	2/9/09 modify
Sold for \$13,660 - Front/Back: \$733/\$150			
Beryl Bell Delivered Deal #: 38619	Amber Wright 2005 Chevrolet TrailBlazer EXT [5534Z] (U)	Repeat Customer	2/7/09 modify
Sold for \$15,995 - Front/Back: \$1,079/\$1,352			

News

When you first log in, you will be greeted with a pop-up displaying any news that you haven't opened previously. Under the yellow News link, you can look back at the news releases in the archive.

[News](#)

[News - Training - Feedback - Support - Community](#)

Clock Out - Logout
Status: In

Show last: 10

Search:

Manager Alert - GM OneSource Internet Leads Change
Posted 2/18/2009 4:00:00 PM
Change to how GM OneSource leads are handled

VS Staff Alert - INTERNAL: Important Email Changes Regarding SPAM Filtering
Posted 2/18/2009 12:18:00 PM
Internal note about the change

System Alert - Important Email Changes Regarding SPAM Filtering
Posted 2/18/2009 11:07:00 AM
Important changes about email hosting provided by VinSolutions

Training

We offer classes every day on a variety of topics. The classes are free and only last about 20 minutes. Check them out!

Today Upcoming Daily Weekly Monthly				
Monday, February 23, 2009 10:24 am				
Today's Sessions				
Starting Time	Topic	Presenter	Duration	Status
10:30 am	Level 3 Sales Force Training	Holly Huff	20 minutes	Join now
12:00 pm	Level 4 Sales Force Training (ILM and CRM Clients)	Holly Huff	20 minutes	Registration
1:00 pm	Distribution AKA Bulk Mail/Marketing (For CRM and ILM)	Holly Huff	20 minutes	Registration
1:30 pm	Admin Lead Assignment (For Internet Leads)	Holly Huff	20 minutes	Registration

Feedback

We need your feedback! While you're working in MotoSnap, if you encounter anything that you would like to comment on, click on the feedback link, and send it in. Please make a complete description of what you're talking about.

Support

We have 4 ways to

help you listed
under the
support link.

Knowledge Base

[View Knowledge Base](#)

Email support

[Click to Submit Ticket](#)

Support Options

Live Chat Support!



Powered by WebEx

Phone Support

(913) 825-6124

Solutions Search Home

Find Solutions

Search for: *in All Solutions

Search Solutions

All Solutions

MotoSnap ILM/CRM

Customer Activities and Info, Dealer Settings and Defaults, Drivers Licence Scanners, Lead Status, Printing Letters...

Dealer Websites

General Motors Information

Videos

SEO

VinManger Inventory Module

eBay Module, Edit, Change, or Find Inventory, Exports & 3rd Party Providers, VinBuddy and VinCamera, VinStickers, Buyer's Guide, VinBrochures...

Integrations

Billing

MotoServices

Uncategorized



Community

Talk about it with other users! Motosnap is in a multitude of markets, being used by the pro-active internet departments across the country. If you're considering what to do, and how to do it, there's a good chance someone else has already figured that out. Join our VinSolutions community of users, vendors, and employees to share, discuss, and suggest in a cooperative learning environment.

Forum

Email SPAM Rates – Did the Change Help?

So is everyone seeing less SPAM after our change? I noticed a difference in my own email. About 79% of all the emails received by our system are SPAM. Yikes! Started by Matt (VinSolutions CTO) in [VinSolutions News](#) Feb 20.

Who Has a Mobile Website? 6 Replies

Who out there has a mobile website or is using Gumiyo or some similar mobile website/inventory solution? I'm working on something special and I'm looking for someone I can help! If you have a Vin...

Tagged: [website](#), [mobile](#)

Started by Matt (VinSolutions CTO) in [Inventory Management](#). [Last reply](#) by Matt (VinSolutions CTO) Feb 17.

Alerts and Notifications 3 Replies

One thing I think we could really benefit from would be the addition of an on-screen alert, message, or even a sound byte to notify a user that a new lead is received. A similar feature is already...

Tagged: [nicole](#), [foothill](#), [easton](#), [chevrolet](#), [ranch](#)

Started by Nicole Easton in [CRM/ILM](#). [Last reply](#) by Allen Klinefelter Feb 16.

Leveraging YouTube for Search Engine Exposure (Video SEO) 1 Reply

Search engines don't love video, they love popular websites. YouTube is one of the most popular websites there is and it has a very high Google Page Rank. So any content created on the site stand...

Started by Matt (VinSolutions CTO) in [Inventory Management](#). [Last reply](#) by Ron Lichtsinn Feb 14.

YOUR MOTOSNAP TRAINING ASSIGNMENT

To better understand what we've discussed here, we need you to complete the following tasks...

- ___ Add yourself as a phone up. Use an email address that you can access at the store, but not your work email address.
- ___ Log the incoming call.
- ___ Send an email. Use a template.
- ___ Reply to the email you sent from your non dealer account.
- ___ Make an appointment.
- ___ Create a showroom visit.
- ___ Create a note describing what happened during the visit.
- ___ Mark the appointment completed.

SALESPERSON LEVEL ACKNOWLEDGEMENT

I, _____, have attended the VinSolutions Training Course,
Completed the following Modules, and certify my proficiency with this program.

Initial here

___ **SALESPERSON'S TASK LIST.**

___ **HOW TO ADD A CUSTOMER.**

___ **UTILIZE THE CUSTOMER DASHBOARD.**

___ **SEARCH FOR CUSTOMER OR VEHICLE.**

___ **MAIN NAVIGATION LINKS.**

___ **NEWS, TRAINING, FEEDBACK, SUPPORT, AND COMMUNITY.**

Signed this ___ day of _____, 2009

Trainer _____