

SERVICE POLICY LETTER

Reference number:	SPL-30-0569	Issued: 1 September 2016
Subject:	Dealer Metrics Reporting Tools	
Applicable to:	All Dealers	
Distribute to:	After Sales Manager Executive Manager Service Manager Sales Manager	Warranty Staff Technician(s) Parts Staff

Dear Colleagues,

As part of our strategy to develop the impact of the new DCS Portal, we are pleased to announce the launch of some useful commercial metrics. You can find these under the header tab, "REPORTING". If you click on this tab, a menu page that is titled "DEALER REPORTS" will show.

These tools will provide you with a suite of Key Performance Indicators (KPIs) and other business metrics to enable optimisation across the key areas of your business.

Reports that are available include:

Report Type
Claim Submission Times (Dealer)
Claim Submission Times (Dealer Group)
ePDR vs Warranty Claims (Dealer)
ePDR vs Warranty Claims (Dealer Group)
Extended Warranty/Extended Service Contract Customer Purchased (Dealer)
Extended Warranty/Extended Service Contract Customer Purchased (Dealer Group)
Global Training (Dealer)
Global Training (Dealer Group)
Missed Campaigns - Cars in Manufacturer's Warranty Period (Dealer)
Missed Campaigns - Cars in Manufacturer's Warranty Period (Dealer Group)
Outstanding Campaigns (Dealer)
Outstanding Campaigns (Dealer Group)
Overview (Dealer)
Overview (Dealer Group)
Part Sales Month Quarter Year (Dealer)
Part Sales Month Quarter Year (Dealer Group)
Warranties/Extended Service Contract Expiring 3 Months (Dealer)
Warranties/Extended Service Contract Expiring 3 Months (Dealer Group)

If you already have a user ID for the DCS Portal then this will be live for you now.

Note: *Because of system updates, some reports may not be active at all times.*

This report content will continue to evolve and more features will be added in the future.

Please make sure that this information is cascaded to all of the applicable personnel in your Dealership. If you have any questions about this Policy Letter, please speak to Client Services on Tel: +44 (0) 1926 644722.

Thank you for your continued support.

Yours faithfully

A handwritten signature in blue ink, appearing to read 'P. Eaglesfield', with a stylized, cursive script.

Phil Eaglesfield

General Manager, Client Services.