

# Win Back Quick Lane Customers with Express



## Your Monday Morning Outcome

By following this guide, you will have express mode, auto dispatch, and opcode settings configured, so quick-lane customers move from arrival to dispatch without the parts lookup, manual assignment, and write-up delays that drive them to the corner quick lube.

### Before You Start



## Pre-Implementation Checklist

### ✓ Express users designated

Identify the service users that will run Express Mode. This is enabled per user, it can also be defaulted for those who will use this as their primary mode.

### ✓ Identify Express Mode eligible opcodes

Define the opcodes Express will handle: oil change, tire rotation, multi-point inspection, basic maintenance menus. Those services where parts are consistent and easily accessible.

### ✓ Parts auto fulfillment list prepared

List the parts each Express opcode consumes – oil filter SKUs, oil weights, drain plug gaskets, cabin filters. Parts cannot auto fulfill without an opcode-to-parts mapping.

### ✓ Configure Auto Dispatch

Ensure that Auto Dispatch is enabled and that teams, skills, priority and opcodes are properly configured.

### ✓ Baseline captured

Pull current RO Cycle Time before utilizing Express Mode and Auto Dispatch. You need a before number to prove the after.



STEP 01/04

# Enable Express Mode and Designate Users

**Time:** 10 minutes | **Navigation:** Service Settings > Express Mode Setup

Settings	Configuration
<b>Enable Express Mode</b>	Add Users and Appointment shops to have access for Express Mode to allow usage during write-up.
<b>Designate Primary Mode</b>	Check the box next to any user that will utilize Express Mode as their primary method of write-up, this removes the need to toggle the mode option during check-in.

# Configure Opcode Eligibility and Details

**Time:** 30 minutes | **Navigation:** Opcode Management > Opcode Details

Setting	Configuration
<b>Opcode Eligibility</b>	For each opcode that will be used for Express Mode ensure that under the eligibility criteria that Mode is set to allow Express.
<b>Define Labor Pricing and Details</b>	Ensure that labor time and pricing is defined to alleviate manual adjustment, which ensures accurate pricing.
<b>Configure Parts Details and Price</b>	Confirm exact part numbers are set to request on dealer opcodes, generic requests will not auto fill. Parts should be set to price automatically to remove the need for parts department intervention. SCP and Menu opcodes will request based on VIN.
<b>Auto Dispatch Eligibility</b>	Mark Express opcodes to Consider for Auto Dispatch. The services will dispatch according to the rules set, no waiting on a dispatcher.

# Activate and Configure Auto Dispatch

**Time:** 60 minutes | **Navigation:** Dispatch Settings & Teams Setup > Service Teams

Setting	Configuration
<b>General Settings</b>	Define the automatic addition of technicians to existing repair orders based on recommendations and previous service, as well as idle time and dispatching across teams.
<b>Define Skill Groups and Technician Assignment</b>	Create skill groups based on opcodes, this can be broad or specific depending on your shop's needs. Then designate what technicians are able to perform those services.
<b>RO Priority and Hold</b>	Determine how the system will order repair orders to be dispatched based on a list of rules as well as how many services a technician can have on hold before they will not be dispatched additional work.
<b>Configure Teams and Dispatch Method</b>	In Teams Setup, under the Service Teams tab, build the service teams that will be the groups to dispatch within. With each team select from the options for Dispatch Type to best fit your workflow. Auto Dispatch will calculate priority and automatically dispatch on 5 minute increments. Claim Work allows a technician to manually locate work, if no work is available they are entered into a queue to be automatically dispatched work.

# Build the Adoption Routine

**Time:** 15 minutes

Routine	Configuration
<b>Weekly Cycle Time Review</b>	Pull the RO Cycle Time Report every Monday. Compare the express department to your main shop. The gap is your evidence the workflow is working.
<b>Parts Stocking Adjustments</b>	Each week, review which Express parts ran out. Auto fulfillment only works when parts are on the shelf. Adjust min/max levels for fast moving part numbers.
<b>Opcode Refinement</b>	After 30 days, review which opcodes are being utilized and if any need to be removed or additional services added. Review parts availability accordingly.



## Measure Your Results

Report	Navigation	What to Look For
<b>RO Cycle Time Report</b>	Reports > Service > RO Cycle Time	Time from check-in to vehicle delivery. The single most important Express Mode metric. Compare express department with main shop and other departments.



## Best Practices

### ✓ Ramp-up Express Mode Utilization

Pilot Express Mode with a single advisor or team for the first week. Work out the parts auto fulfillment misses and the opcode edge cases with one team before rolling out to the rest of the lane. Once the bottlenecks are resolved, scale to the remaining users in the second week.

### ✓ Monitor and review Auto Dispatch

When utilizing auto dispatch, monitor that all applicable repair orders are being dispatched properly. If repair orders or services are not being dispatched review the skills set in Dispatch Settings and adjust accordingly.