

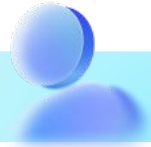
Turn Inspections Into Higher Approval Rates and Revenue



Your Monday Morning Outcome

By following this guide, you will have multiple MPI templates targeted to the right vehicles and services, photo and video capture built into the workflow, building trust and transparency with your customers and ensuring accurate inspections and recommendations.

Before You Start



Pre-Implementation Checklist

✓ **Champion identified**

Delegate MPI ownership to one service leader, who tracks utilization and coaches service team. Without regular audits adoption stalls.

✓ **Establish MPI completion rate baseline**

Pull the Technician and Advisor Recommendation Reports and capture today's MPI completion rate. Take note of the number of voided inspections, voided recommendation as well as the number of recommended services and approvals.

✓ **Determine Unique Inspection Needs**

Decide on what vehicle segments or departments would benefit from additional inspection forms. Common additions are EV or diesel vehicles as well as express and mobile service departments.

✓ **Media upload required**

Decide which MPI line items require a photo or video before they can be submitted. Battery test slips, tires, and brakes are common choices.



Build Your MPI Forms

Time: 30 minutes | **Navigation:** Inspection Form Settings > Forms

Setting	Configuration
Create or Clone a Template	Build templates that match your dealership's workflows and vehicles. A EV MPI does not have the same inspection points as the MPI for a ICE vehicle. Targeted templates get completed; one-size-fits-all templates get skipped.
Set Required Measurements	Designate if line items require measurement or just a condition indicator. Measurements allow you to default their condition based on a defined range.
Configure Photo Requirements	For inspection items that require media, set the media option column to mandatory.

Configure Form Rules and Inspection Video

Time: 10 minutes | **Navigation:** Inspection Form Settings > Form Rules and Settings

Setting	Configuration
Severity Level Based Recommendations	Define the recommendation requirement for critical (red) vs warning (yellow) inspection requirements.
Mark All as Green Settings	Enabling this setting can speed inspection completion. However, it can also result in accuracies due to overlooked items. Review your processes to determine if this workflow will fit your dealership.
Rule-Based Form Targeting	Using Form Rules, assign the specific form to the segments that you would like to target. This will use the VIN and RO information to default the correct form. Sub-rules can also be utilized for further configuration and targeting.
Inspection Video Configuration	Add a pre-recorded video or custom image to the beginning of your inspection videos to welcome your customers. This will help to increase video views as well as providing a more welcoming guest experience.
Configure Auto Send	Both the inspection video and report can be configured to automatically send to the customer. These will be immediately viewable and actionable from the consumer portal.

Configure Consumer Portal Functions

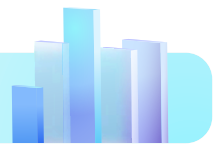
Time: 15 minutes

Process	Configuration
Mobile Application Adoption	Have technicians utilize the ARC mobile application to easily complete their MPI, no more back and forth to a computer. Complete the form and video all from a mobile device.
Follow-Up On Deferred Services	Set the defaulted follow-up date by severity as well as specific inspection points. Utilize the Deferred Services Report and Campaigns application (with CRM) for customer outreach.
Service AI Inspection Recommendations	If enabled, Tekion Service AI will provide data driven recommendations and inspections on every vehicle. These are generated based on your specific year, make, model and milage, allowing for greater insight for your techs. Contact your inside sales representative for more information.

Build the Adoption Routine

Time: 20 minutes | **Navigation:** Service > Reports > Advisor/Technician Recommendation Reports

Routine	Configuration
Daily Champion Check-In	Each morning, the MPI champion reviews yesterday's completion rate and voided inspections by advisor and technician.
Weekly Recommendation Review	Pull the Advisor Recommendation and Technician Recommendation Reports weekly. Review recommendations per RO and approval rate, coaching low performers on video and recommendation best practices.
Quarterly Template Refinement	Every quarter, review MPI line items with your service team and discuss how best to tailor your forms to increase transparency, accuracy and revenue opportunities.



Measure Your Results

Report	Navigation	What to Look For
Advisor Recommendation Report	Reports > Service > Advisor Recommendation Report	Recommendations per RO and approval rate by advisor.
Technician Recommendation Report	Reports > Service > Technician Recommendation Report	Breakdown of accepted recommendations, recommendations per RO as well as voided inspections.
Technology Utilization Report	Reports > Service > Technology Utilization Report	Detailed metrics on approvals and inspection video usage.



Best Practices

✓ Determine Video Inspection Process

Provide your technicians with a standardized talk track for their videos to ensure a consistent and professional experience for your customers.

✓ Review OEM Requirements

Before finalizing any changes to your MPI, ensure all desired changes are compliant with your OEM.