



Service Campaign Set Up

Service Management > Setup > Service Campaign Setup

What is it? Service Campaign will pop up a message for the service advisor after he enters the milage on a new RO that will allow them to add a task base in VIN selection criteria.

1. Building the Service Campaigns table

Arrange columns in the same order as bellow if necessary:

Campaign No.	Campaign Name	Date Req...	Start Date	End Date	Study Sc...	Completed
LBWR-8QZHA5	2011-2012 LX (300 c) belt Study		02/03/12		Shop Stu...	
LBWR-8SVHTK	AC Liquid Line Torque		03/31/12		Shop Stu...	
LBWR-8Y3PD2	2008-2013 Trailing Arm Bushin...	09/13/12	09/14/12		Shop Stu...	✓
PRBK-8MZNVP	2009 - 2012 PM/MK 2.4 Fule Line		11/01/11		Shop and...	
PRBK-8NHH55	2012 Fiat Camber		11/15/11		Shop Stu...	
PRBK-8RJM3L	MK AWD CVT Fluid Leak		02/17/12		Shop Stu...	
PRBK-8TQPCW	2013 Align / Ride		05/01/12	12/21/12	Shop Stu...	
PRBK-8UUHYH	2013 PF - Half Shaft Seal Leak		06/01/12		Shop Stu...	
PRBK-8V6N8C	FF500 Non Turbo man transmi...		06/12/12		Shop and...	
PRBK-8VFPWZ	2012 /13 MK 49/74 Mirrior Tor...	06/21/12	06/21/12		Shop Stu...	

Click the Function button > Edit

Give focus to any Campaign Column cell and press F3 to make a new row.

Columns:

Campaign No. – enter a unique number (Required), letters or combination of both. Recommended to use the same Opcode you have created earlier. If you did not make the Opcode yet – exit and make them now to avoid miss match Campaign Codes to Opcodes (they do not have to be the same but you will avoid a lot of confusion with your co-workers if you make them match).

Campaign Name – enter a friendly name

Date Requested – enter date campaign was requested by person or department.

Start Date – the date you wish the campaign to start (Required).

few combinations of Vins I recommend you drill the 1st time to find the correct Opcode, then use F8 to copy form the cell above when adding additional Vin Combinations.

Pay Type (Required) – enter WS for Warranty. This can be changed by Service Advisor or Warranty Admin if needed while the claim is OPEN statuses). You may also use F8 to copy above cell if you are doing a few VIN combinations.

Go to the next blank line and add another or select any existing line and press F3.

When you are done adding data to the table – just exit and your work will be saved.

Hints and tips:

When you add additional lines the line will automatically sort when you leave the line. At 1st this may seem confusing but when you do this a few times you will learn to use this to your advantage to keep the entries group and there for less likely to forget to enter one or to duplicate.

If you are prompted “Do you wish to renumber this line?” – Click no – this means instead of making a new line you are attempting to change an existing line. Advance MPK users MAY want to review before continuing – all others should press No then press the Esc button on your keyboard to undo changes. Look closely at the table to find what is wrong. Call support if needed – 866-587-5900.

You do have to enter every combination of the VIN to get the correct vehicles selected.

Example:

1C4	B	D	PRBK-8VFPWZ	WS
1C4	C	D	PRBK-8VFPWZ	WS
1C4	D	D	PRBK-8VFPWZ	WS
1J4	B	D	PRBK-8VFPWZ	WS
1J4	C	D	PRBK-8VFPWZ	WS
1J4	D	D	PRBK-8VFPWZ	WS

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