



GM has released an updated service appointment (OSS) integration.

Changes are made to both the Service Appointment and Repair Order screens within Dominion VUE®.

When creating Service Appointments, you can now assign the appointment to the "Quick Lube" department.

Service Appointment Form Fields:

- VIN: []
- Vehicle: 2019 Cadillac Deville
- Color: Aqua
- Mileage: 27350
- Date: 05/29/2020
- Time: 8:00 AM
- Dept: Service (dropdown menu open)
- Customer: 101201 Hardacre, John
- Address: 10201 N. Illinois Street
- Zip: 46032
- City: CARMEL
- State: Indiana
- Phone: (317) 699-1719
- Email: john.hardacre@drivedominion.com
- Advisor: John Hardacre
- Estimate: \$0.00
- Recheck: No
- Arrival: Select
- Transportation: Cadillac Pre...
- Priority: Select

Created: John Hardacre 05/28/2020 2:10:20 PM

Op Code	Concern	Technician	Account Code	Labor Hours	
0660040	Customer Needs Oil Change, Tire Rotation, & Inspection - 30k			1.0	X
0660075	Needs 55,000 miles Lube, Oil Change, Tire Rotation, and Inspection.			1.0	X
6440390	Front Seat Belt has a recall for 2016 Cadillac XTS and CTS.			1.0	X

There are three new **Transportation** field options on the Appointment and Repair Order screens:

- Valet
- Premium Concierge
- Cadillac Premium Concierge (Cadillac dealerships only)

As part of the Cadillac Premium Concierge service, you will pick up the customer's vehicle, dropping off a loaner car and returning the vehicle when the repairs are complete. This is an additional service the consumer can pay for.

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HOW THE INTEGRATION WORKS

From Dealer's Website to VUE:

- A customer navigates to your dealer website to create a service appointment.
- On the appointment form, the customer will have a new option for Express Service. As the customer advances through the appointment creation, they will be able to select their Transportation options.

SELECT YOUR VEHICLE * Indicates Required Field

* Vehicle Year: Select Year (dropdown)
* Vehicle Make: Select Make (dropdown)
* Vehicle Model: Select Model (dropdown)
Mileage: Best Guess (text input)

EXPRESS SERVICE
For our dedicated Express Services listed below, we can get you in and on your way fast!

- Change Oil & Filter
- Tire Rotation
- Multi-Point Inspection

Select first available appointment time **Monday, July 6, 2020 at 7:40 AM.**

Schedule Express Service

STANDARD REPAIRS
Select this option if your vehicle needs more than our Express Service offers such as: Check Engine Light on, Brake repair/replace, Alignments, etc.

Select first available appointment time **Friday, July 3, 2020 at 10:30 AM.**

Schedule Standard Repairs

SERVICE | SALES | PARTS

HOURS OF OPERATION
Monday 7:30 AM - 5:30 PM
Tuesday 7:30 AM - 5:30 PM
Wednesday 7:30 AM - 5:30 PM
Thursday 7:30 AM - 5:30 PM
Friday 7:30 AM - 5:30 PM
Saturday 8:00 AM - 4:00 PM
Sunday Closed

PHONE
(251) 545-4922
[Maps & Directions](#)

AMENITIES

- Comfortable guest waiting lounge
- Comfortable waiting area
- Comfortable seating area
- Complimentary beverages
- Complimentary refreshments and snacks
- Complimentary Wi-Fi access
- Complimentary internet access
- Children's play area
- Television(s)
- Flat screen TV(s)

- If yours is a Cadillac dealership participating in the Cadillac Premium Concierge program and the customer's vehicle is a Cadillac, the customer will have the concierge option, as well. Once the customer schedules the appointment, it is sent to VUE and appears under **Service > Advisor > Appointment Schedule**.

From GM's Service Workbench to VUE:

- Navigate to the GM Service Workbench.
- When the user schedules an appointment, it is sent to Dominion VUE and appears under **Service > Advisor > Appointment Schedule**.

From VUE to Online Service Scheduler:

- In VUE, navigate to **Service > Advisor > Appointment Schedule**
- Select the **[New]** button in the Action Ribbon.
- Fill out the necessary information to create the service appointment, and click **Save**.
- The appointment is immediately sent to the GM OSS system to synchronize appointments between GM OSS and Dominion VUE.

For Technical or Software Support, please contact:

1.800.227.8187 or email dmssupport@drivedominion.com