

EVHC Update – New features & changes Q1 2018

A range of changes have been made to the EVHC upsell procedure and Evolution in general to help speed up the upsell process. Please see below:

- 1) Upsell screen availability – The upsell screen is now available at all times during the upsell process. It is no longer necessary to upsell or defer everything on the screen in order to exit. You can upsell partially and return to the upsell as many times as you like to continue upselling/deferring as necessary.
- 2) Quick Labour/Parts – Within the upsell screen, there are new options for ‘Quick Labour’ and ‘Quick Parts’ in the appropriate tabs. When issuing either, you will be asked only for a description, qty and price. If you decide to upsell the particular check that the quick labour/parts are attached to, they will be assigned to the jobsheet immediately with no further action required in the upsell phase.

At the latter stage when the jobsheet needs updating before invoicing, you no longer need to delete the part and re-add it. Instead, you can edit the quick parts and select apart from stock. This will update the quick part details with the correct part details and pricing.

- 3) Jobsheet changes – You are now able to add parts to an upsell from the jobsheet. If for example a part has been missed from the upsell screen, you can add it as a standard part on the jobsheet, as long as you add it to the ‘VHC Action’ repair. Any labour/parts added in this way will show a prompt asking you which check on the VHC upsell they belong to (i.e. Brakes) and allow you to assign accordingly. Only checks that have been upsold appear in the list. If you want to add parts or labour to an upsell you haven’t yet authorised, it must be done through the VHC upsell screen.
- 4) VHC check deferral – The upsell screen now has a reminder date for deferred checks, allowing you to set the date at the time of deferral, rather than later. Rather than type a date (Although this is an option if you want to) the reminder date gives you a quick list with 1 month, 2 months, 3, months, 6 months, 12 months and custom.
- 5) Send to Web – It is now possible to send every customer a link to a website page showing them the results of their VHC. This includes contact details for the dealer, photos, videos, tyre depths and information on all checks (including pricing). This can be sent via SMS or email and is sent as a short website link via our evhc.co domain.
- 6) VHC Hub – The old VHC WIP screen has been re-modelled into the VHC hub. This is available on the right click menu from anywhere in the system. It is designed to show the current VHC checks in progress (Or based on the filters you provide) and what their status is. It also shows useful information including:
 - Whether the VHC has photos, videos or notes
 - Whether the customer has been sent a link to the photo/video web page and whether that was via SMS, email or both.
 - If the web link hasn’t been sent, it also shows if it is not possible to send via SMS/Email by displaying the icons in red. This means you have no mobile number or email address for the customer.
 - The total financial amount of authorised/sold, split by red and amber
- 7) VHC Tyre changes – It is now possible to add additional labour, parts and non-labour charges to tyre checks. This would be used if you wanted to split out things like valve and balance, disposal or alignment.
- 8) Reporting – This has been overhauled to support the changes made to the system, especially those that allow the adding of/updating of labour parts between the upsell and jobsheet screens. Layouts remain similar.