

FAQs (Frequently Asked Questions)

- **Should Dealerlogix MidTier Xpress be considered for GM PASE eligibility?**
 - No. If you participate in PASE eligibility, then Dealerlogix 3Synergy Service Suite Pro should be your preferred choice.
- **How easy is Dealerlogix Xpress to learn for new employees?**
 - Super easy. We can have your team members live and writing business with one 45-minute phone call. Learning Dealerlogix is as easy to learn as your iPhone or Android.
- **How can I see Dealerlogix in action?**
 - We would love to hear from you and give you a tour! Go to www.dealerlogix.com/xpress.com to request a demonstration, send a quick email to sales@dealerlogix.com or call (303) 223-6213.
- **Is Dealerlogix MidTier Xpress a mobile app?**
 - Yes! Simply download the Dealerlogix app from your Apple App store or Google Play store.
- **If I currently use Service Lane eAdvisor, can I get a discount if we use Dealerlogix as well?**
 - Yes! Dealerlogix and Service Lane eAdvisor are both part of Vehlo – contact us via email at sales@dealerlogix.com, or call (303) 223-6213 for a review of your current package.



- **Does Dealerlogix Xpress interface with the SAVI Dongle data?**
 - Yes.



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- **My customers want an easy and simple way to make appointments online. Does Dealerlogix MidTier Xpress provide online scheduling?**
 - Dealerlogix Xpress does not provide online scheduling. However, if you choose Dealerlogix 3Synergy Service Suite Pro, your customers can make appointments hassle-free from anywhere, anytime, and on any device in the least number of clicks compared to most all other Scheduler providers you know. Service Suite Pro also integrates directly with GM's OSS and embed our scheduling link into your website. With our seamless DMS integration, customers will see your real-time availability by job type, by advisor, and by express service. If you have someone absent? No problem – give us a call. Updates to your Scheduler are instantaneous.

- **What happens when my DMS goes down? Can I still write up repair orders?**
 - Yes! Because Dealerlogix is a cloud-based platform that is separate from your DMS, this allows for the write-up of customers to continue in the event of a DMS outage. You will be able to add customer concerns, perform walkarounds with videos, receive Service Lane eAdvisor or SAVI data, receive warranty and Field Action alerts, view warranty history and repair history, check status of MyRewards and enroll and receive OnStar diagnostics. for OnStar.

- **Our Advisors and technicians utilize tablets – does your program support this?**
 - Of course! Dealerlogix was the first Service Lane Technology provider to introduce the tablet to automotive service lanes. Dealerlogix Xpress can be accessed on both tablets and mobile phones.

- **Does Dealerlogix Xpress offer online payment for my customers?**
 - If you are interested in offering online bill pay for your customers, Dealerlogix Service Suite Pro is the preferred package for your business. Xpress does not include online bill payments.

- **Does Dealerlogix Xpress provide retention text communications for my customers?**
 - If you are interested in texting for recalls, declined service, appointment reminders and service updates for your customers, then Dealerlogix Service Suite Pro is the preferred package for your business. Xpress does not include retention texting.