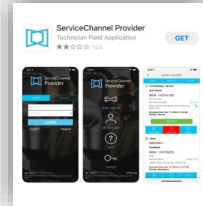


SERVICE CHANNEL MOBILE IVR PROCESS

- Download Service Channel Provider Mobile App
- Available on IOS and Android
- Must be within 1 mile radius of store to use Mobile app (location services must be enabled)



Check In Process

- Open SC Provider Mobile App
- Move toggle to "USER ID"
- **Username:**
service.channel2@toyotatmh.com
- **Password:**
Toyota1
- Click "LOGIN"
- Click "WORK ORDERS" (Wrench)
- Click "Tracking Number"
- Enter Tracking Number—Hit "SEARCH"
- Click on "Check In"
- Add notes or a photo(s) by clicking on "Add Note"
- Click on "Proceed"

Check Out Process

- Open SC Provider Mobile App
- Locate Work Order
- Click on "Check Out"
- Select Appropriate Status
- Add Work Order Summary and select number of technicians on site
- Click on the "Checkout all Checked-in Technicians" toggle
- If return visit is required, select appropriate status and click on "Follow-Up?" toggle
- Select the Follow-up Date ETA and provide reason for returning
- Click "Submit"

Failure of being IVR compliant will result in a short pay in labor to 14 minutes

Compliance: Each IVR check in must be more than 10 minutes and less than 24 hours

SERVICE CHANNEL PHONE IVR PROCESS

- Locate Store Phone
- IVR Phone Number: 516-500-7776
- PIN Number: 4381686
- Have Tracking Number ready

IVR Check In must be completed prior to starting a repair or PM service

Check In Process

- Locate Store Phone
- Greeting
- Remember to enter “#” following each selection
- Enter PIN 4381686
- Enter Tracking Number
- Confirm tracking number by pressing “#”
- Select Activity Type to complete check in process
- Check In to service call

Check Out Process

- Locate Store Phone
- Greeting
- Remember to enter “#” following each selection
- Enter PIN 4381686
- Enter Tracking Number
- Confirm tracking number by pressing “#”
- Select Appropriate Status
- Confirm the job by pressing “#”
- Indicate the number of technicians

Failure of being IVR compliant will result in a short pay in labor to 14 minutes

Compliance: Each IVR check in must be more than 10 minutes and less than 24 hours