



# Admin: Inspect What You Expect

## Ensure Showroom Visits are Closed Daily

By the end of each day this should be blank and if not, these customers are not getting any follow-up. Manager's should be closing in real-time as much as possible and ensuring all are closed at the end of the day.

The screenshot shows the 'Showroom Activity' report in VinCONNECT. The report lists activities for three customers: Katherine Mobley (2013 Ford F-150), Doris Order (2014 Ford Mustang), and another customer. Each activity is listed with a date and time, and a status of 'Credit App Kiosk' and 'End Visit'. A red box highlights the 'End Visit' button for each activity. On the right, there is a checklist for vehicle-related questions with 'Yes' or 'No' options.

## Are Manager's & Salespeople Completing Tasks Daily?

If done today the task is never late! All Manager and Salesperson tasks should be "0" at the end of each day or you are potentially losing deals!

The screenshot shows the 'Activity' report in VinCONNECT. It displays a funnel chart for 'Internet Sales Funnel' and a pie chart for 'Internet Response Times Adjusted'. Below these charts is a table with columns for 'Rep', 'Ups', 'Cls', 'Emis', 'Tasks', 'Cld', 'Un', 'Lgtd', and 'St'. A red box highlights the 'Tasks' column, which shows zero tasks for all salespeople listed.

## DMS to CRM Customer Matching

Manager's should be cleaning this up weekly. If not these customer's DMS sales data will not exist in VinConnect.

The screenshot shows the 'DMS Sales Report' in VinCONNECT. It displays a table with columns for 'Customer', 'Vehicle', and 'Sold By'. A red box highlights the 'Match Customer' button. Another red box highlights the 'Reconcile' button. The report shows a list of sales data from a DMS system.

## Active Leads with No Future Follow-Up

Money Report! Customers on this report are not getting active follow-up!

The screenshot shows the 'Active Leads with No Future Follow-Up' report in VinCONNECT. It displays a table with columns for 'Customer', 'Sales Rep', 'Age', and 'Last Type'. A red box highlights the 'Report to CSV' button. Another red box highlights the 'Active Leads with No Future Follow-Up' section, which lists leads that have not been followed up on.

## Unanswered Email Replies

No customers should be on this report! Responding ASAP can increase Sales

The screenshot shows the 'Unanswered Email Replies' report in VinCONNECT. It displays a table with columns for 'Sales Person', 'Task Date', and 'Customer'. A red box highlights the 'Refresh' button. Another red box highlights the 'Unanswered Email Replies' section, which lists email replies that have not been responded to.

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