

Dealersocket Process for NOT OWNED Vehicles

- If customer advises that they **no longer own the vehicle**:
 - Search for the entity in Dealersocket
 - Under the “Vehicle Records” section of the entity, locate the vehicle, click on the 3 dots on the right hand side and select “Change Ownership Status” option and select Yes to confirm and save.

The screenshot shows the Dealersocket software interface for a customer named Mr Shayne Wilson (Customer ID 3124). The top navigation bar includes links for Communication Preference, Credit App, 360 View, and more. The main dashboard features sections for Customer (with a profile picture and contact info), Connections, Loyalty, Sales (0 open / 0 sold), Marketing (2 active / 0 completed), and CSI (0 open / 0 resolved). The Vehicle Records section is highlighted with a red box, showing 1 open ROs / 2 closed. Below this, a vehicle record for a 2012 Holden Captiva is displayed, showing it is owned. A red box highlights the 'Change Ownership Status' button in the vehicle's details panel. The bottom left shows an 'All Open Tasks' list with one item: 'Email Received' (Open / Service Reminder Bucket, Due: 4/6/2019, 10:31 AM, Service Opportunity #84912). A note at the bottom of the task list reads: 'NEW EMAIL RECEIVED FROM CUSTOMER. PLEASE CHECK WORKNOTES.'

This will stop Dealersocket from sending any communication to the customer regarding that vehicle including future Service reminders and anniversary reminders.