



SETUP & USE CELL PHONE TEXT MESSAGING

VAST Enterprise Retail

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INTRODUCTION

This document will provide you with instructions how to setup and use Vast to send a text message to a customer. You will need to have a high speed internet connection that is connected all the time. In order to use this feature, you must know the customer's cell phone number and carrier information. The text messaging feature works with the following cell phone carriers:

- | | |
|--------------------|--------------------|
| 1) AT&T | 4) CINGULAR |
| 2) VERIZON | 5) NEXTEL |
| 3) T-MOBILE | 6) SPRINT |

You also have the option of pre-defining subjects and messages that can be sent to customers. By pre-defining your messages, the technicians will have the ability to select a message from the list, rather than typing it in at the time of the estimate. Please follow the steps listed below to learn how to setup and use the text messaging feature.

VAST MAINTENANCE SETUP – CONTROL FILE

1. Open **VAST Maintenance** and go to **CONTROLS**.
2. Click on the **Additional** tab and put a checkmark in the box next to **“Using Text Messaging”**, as shown below. Then click **DONE** to exit the screen. You will see a prompt letting you know that the changes will not take effect until you restart VAST, click **OK** on this prompt.

Control File

Operating System Reporting Misc

Accounts Payable General Ledger Outside Purchase

Fees/Road Hazard/Warranties Purchases Accounts Receivable

General Point of Sale System Parameters

Wholesale Options Claim Interface

Additional Parts/Catalogs Average Cost

Detailed Cores

Core Return Reduces Tax Liability

Add core return \$ to the daily cashup functionality.

Using Telephone Scripts

Using Text Messaging

Use Reverse Phone Lookup

Shop Hours

Open: 08:00 AM

Close: 05:00 PM

Number of Bays: 6

Using Oil Labels

Oil Change Sticker Defaults

Miles: 3000

Days: 90

Security Level Captions

Shop Level

Manager Level

Owner Level

Using MPI

MPI Url: _____

Customer Screen Default Focus: Name

Force Work Authorization

Track Deleted Items

Using Sku Level Pricing

Using Color Code Filtering

Select Tire Size Print Format: C - Catalog Size

Using Display Direct Step Buying Levels

Direct Step Buying Levels URL: _____

Company 1050

Cancel Done

VAST MAINTENANCE SETUP – COMPANY

1. From the Vast Maintenance main menu, go to the **COMPANY** icon.
2. Enter your shop's email address and **OUTGOING MAIL SMTP** server information in the appropriate fields, as shown below. (You can get your **SMTP** information from your local Internet Service Provider. **This feature will not work with AOL or MSN.**)

Company

Companies

Company List Details

Company #: 1050 Alias:

Name: AFS Retail - 1050 Tax #

Address: 32 Pond Road Non Sig #

City: ALLENTOWN Michelin Dealer ID #

State: PA Zip/Postal Code: 18104 Michelin Store ID #

Phone #: 610 222 7777 OpenWebs Seller ID:

DW - Same/Next Day Quantities Run EOD

E-Mail Address: bhartman@aftersoftna.com

Outgoing Mail (SMTP Server): smtp.gmail.com:465

E-Mail Authentication Required

E-Mail Login: bhartman@aftersoftna.co Administrator E-Mail:

E-Mail Password:

Security Code, Shop: * Area: 2 District: 2

Security Code, Maint: * Store Type: 1

Security Code, Multi-Store: * Retreader ID: 99990005

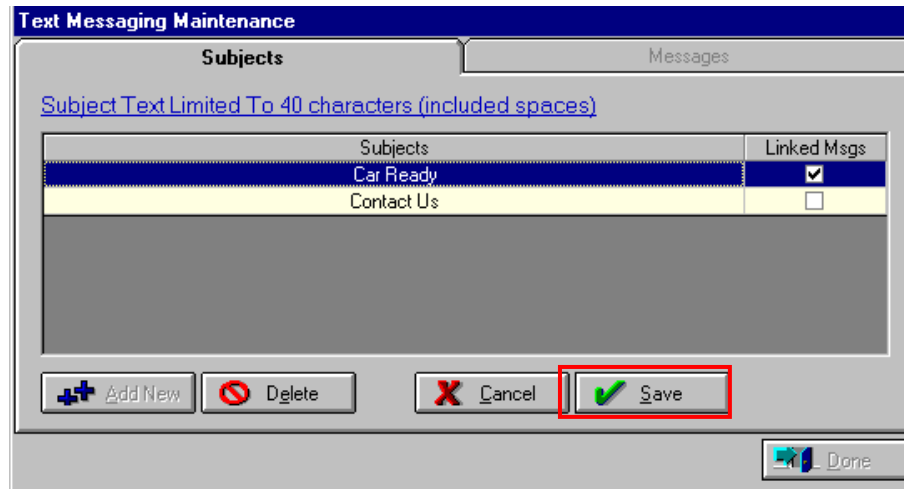
Delete Cancel Save

Done

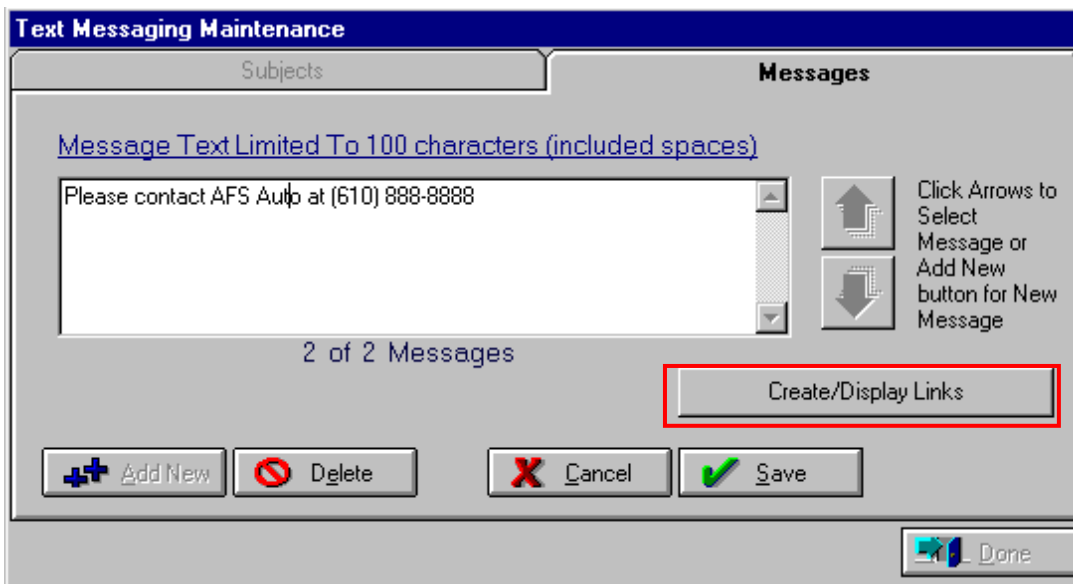
3. If your email account requires authentication, put a **CHECKMARK** in the “**Email Requires Authentication**” checkbox. Then enter your **USERNAME** and **PASSWORD** into the appropriate fields below.
4. When you are finished entering the information, click **SAVE** and then **DONE** to exit the screen.

PRE-DEFINING TEXT MESSAGES

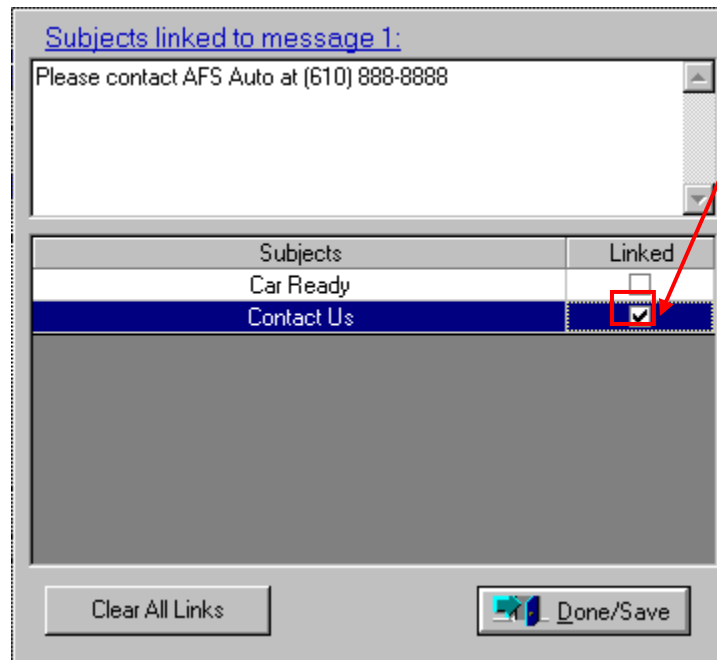
1. From the Vast Maintenance main menu, click on **TEXT MESSAGING MAINTENANCE**.
2. Click **ADD NEW** to create a new subject. On the line that appears, enter in the subject you would like to use and then click **SAVE**, as shown below. You can continue adding as many different subjects as you would like.



3. Then, click on the “**Messages**” tab and click the **ADD NEW** button to add a new text message. This will be the body of the message.
4. When you are finished, click on **SAVE**. You can continue adding as many different messages as you would like.
5. You will then need to “link” the messages to your subjects. First, select the message that you want to link by using the up and down arrow buttons.
6. Then click on the **CREATE/DISPLAY LINKS** button, as shown below.



7. You will then see the following screen, which shows you the text of the current message, as well as a list of the subjects you have added. To attach this message to a subject, click the “**Linked**” checkbox, as shown below.



8. If you need to clear the links, you can do so by unchecking the “**Linked**” checkbox for each individual subject, or by clicking on **Clear All Links** to remove the checkmarks for all subjects.
9. When you are finished, click **DONE/SAVE** to return to the message screen. You can then continue linking other messages, or you can click **DONE** and return to the Vast Maintenance main menu.

SENDING TEXT MESSAGES IN THE POINT OF SALE

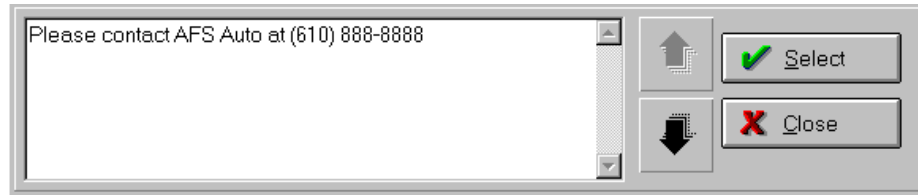
1. Open Vast Point of Sale and either go into an existing estimate or create a new estimate for a customer. Optionally, you can enter the customer's cell phone number into the "other" phone number field on the customer screen.
2. On the **ESTIMATE** screen, click on the **Authorizations** button, as shown below.

The screenshot shows the VAST Point of Sale software interface. At the top, it displays '2005 DODGE NEON SXT' and 'BETH HARTMAN'. Below this is a table with columns: All, Job, Total Parts, Total Labor, Discount, Total Sale. The 'Total Parts' column shows a value of \$2.00. To the right, there is a summary section for 'Workorder #5001973' with a list of items and their costs: Parts (\$2.00), Labor (\$0.00), Discount (\$0.00), PA TAX (\$0.12), and Total (\$2.12). Below the summary is a toolbar with various icons and buttons. The 'Authorizations' button, which has a telephone handset icon, is highlighted with a red box and a red arrow pointing to it. Other buttons include 'Service comments', 'Technicians', 'Disposal', 'Work Order Status', 'Wholesale Tire', 'FLEET TEAM', 'Car Info', 'Declines History', 'Tire Sizes', 'Estimate Profile', and 'History'. At the bottom of the screen is another toolbar with buttons for 'Delete', 'Package', 'Discount', 'Totals', 'Catalog', 'Customer', 'UnDecline', 'Decline', 'Old Warr.', 'Inventory', 'Specs', 'Alternate', 'Print', and 'Exit'.

3. Then, click on the **Messaging** tab. You will see the screen shown below. If you entered a cell number into the "OTHER" number field on the customer contact screen, it will be pulled into the "CELL NUMBER" field on this screen. Otherwise, you will need to enter the customer's cell phone number into this field.

The screenshot shows the 'Messaging' tab selected in the software interface. The 'Cell Number' field contains the value '8008039762' and has a red note below it that says '(Only the numeric digits will be selected)'. The 'Network' dropdown menu is set to 'CINGULAR'. There are buttons for 'Predefined Messages' and 'Spell Check'. Below these is a large text area for the 'Message'. At the bottom right of the message area is a 'Send' button with a green checkmark icon. At the very bottom of the screen is a toolbar with buttons for 'New', 'Cancel', 'Save', and 'Done'.

4. Then, click the “**Network**” drop down box, and select the customer’s **Cell Phone Carrier** from the list.
5. If you have pre-defined your messages in Maintenance, you can click on the “**SUBJECT**” dropdown and select a subject from the list. Otherwise, simply type in a new subject.
6. You can then click on the “**PRE-DEFINED MESSAGES**” button to select one of the messages you defined in Maintenance. You will see a screen similar to the one shown below.



7. Use the black arrow buttons to switch between messages. When you see the message you want to use, click the “**SELECT**” button to insert the message text into the “**MESSAGE**” box on the main screen, as shown below.

8. You also have the option of simply typing into the message box to either add text to a pre-defined message, or to create a custom message at the time of the estimate.
9. If you would like to spell check the message, click on the “**Spell Check**” button on the right side of the screen.
10. When you are satisfied with the message, click **SEND**. You will see a message that tells you your email message was sent successfully.
11. Then click **DONE** to return to the estimate screen.

****NOTE:** Please be aware, some cell phone carriers may charge their customers to receive **TEXT MESSAGES**.