

# VASS Customer Pages

(Add Customer Page Instructions)

## 1. Take the Customer's Photo

Simply say - *"Hey [name], stand next to your vehicle so I can get a quick photo of you"*

## 2. Get the Customer's Comments on a Post Card

Ask the customer - *"It would mean a great deal to me if you'd jot down a comment or two regarding your experience with me here today"*

*-> After the customer has left*

## 3. Log-in to VASS Pages (Bookmark the login page)

URL: [www.VassDP.net](http://www.VassDP.net)

Email: \_\_\_\_\_

Password: \_\_\_\_\_

## 4. Click the "CUSTOMER PAGES" Button (or link)

## 5. Select "Add a new Customer Page"

## 6. Select the Salesperson from the Drop-down List

## 7. Upload the Customer Photo

Click the "Select" button under the Customer Photo area, and locate the customer photo. (If using two customer photos, use the "Customer Photo 2" area for the second upload)

## **8. Who Bought the Car?**

This option controls the page “*gender*”:

- Male (him, his)
- Female (she, her)
- Couple (their)
- Company (No gender reference. Use for company purchases or if unsure of gender)

## **9. Send New Car Survey Reminder** *(Optional)*

If you wish to remind the customer of the importance of receiving a perfect score to every question on the Manufacturer’s New Vehicle Survey, place a check in the box.

## **10. Testimonial**

Enter the customer’s comments in this box.

## **11. Vehicle Information**

- Select New or Used
- Type the vehicle Year
- Select the vehicle Make
- Type the vehicle Model (ie: Fusion Hybrid Titanium)

## **12. Emails** (Strongly recommended!)

Place a check in this box to send emails to the Customer, Internet Manager and Salesperson, reminding them to share their page.

## **13. Click the “Submit Page” Button**

That’s it, you’re finished!

### **Viewing Your Existing VASS Customer Pages**

To view the page you’ve just created, select it from the list of pages that appear after you’ve submitted a page, or click the “Customer Pages” link located at the top of the page.