



Introducing: Notes for Customers

For our latest Superservice Triage update, we have separated the single existing Notes field into two fields:

- **Notes**, which can be used internally by dealership staff, and
- **Notes for Customer**, which shall be displayed on customer-facing forms.

This functionality will be present in the Inspection, Bodywork, Tyres and Quote tabs.

Here's how it works:

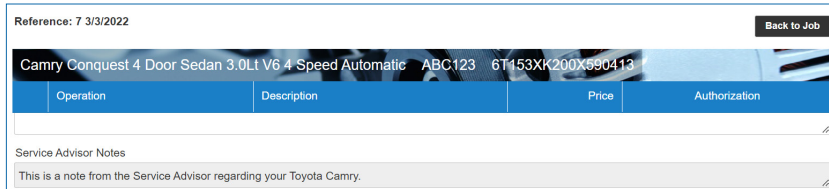
1. User selects 'Show Notes to Customer' within Dealer Settings:

This setting will now toggle the display of the 'Customer Facing Notes' fields within the application, including:

- a. Service Advisor Notes for a job (displayed at the top of Inspection and Quote tabs)

- b. Customer Notes for individual sections and operations:

- The Service Advisor Notes will display as a 'Summary' for the customer in the Customer Authorisation and Inspection Report, above the Signature:

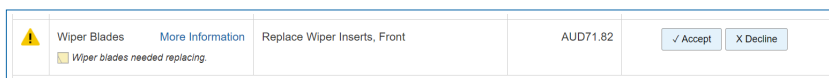



Reference: 7 3/3/2022 Back to Job

Camry Conquest 4 Door Sedan 3.0L V6 4 Speed Automatic ABC123 6T153XK200X890413

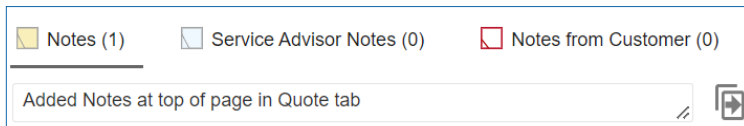
Operation	Description	Price	Authorization
Service Advisor Notes			
This is a note from the Service Advisor regarding your Toyota Camry.			

- Notes for Customer that are entered for an operation, shall display next to the operations in the customer forms.




	Wiper Blades More Information	Replace Wiper Inserts, Front	AUD71.82	<input type="button" value="✓ Accept"/> <input type="button" value="X Decline"/>
<input type="checkbox"/>	Wiper blades needed replacing.			

- The existing notes fields shall continue to display within the application. However, content that is entered into these fields will not be displayed to the customer.
- All existing notes for a job that displayed before this update, regardless of whether the user had "Show Notes to Customer" enabled, will be treated as internal notes.
- Users can copy the internal notes to the Customer facing notes, by selecting the copy icon next to the internal notes field:



Notes (1) Service Advisor Notes (0) Notes from Customer (0)

Added Notes at top of page in Quote tab 

Users will need to do this for any existing note that they intend to display to the customer in customer-facing forms.

- Any customer-facing note update will be recorded within the Audit Trail for this job.