

# Transforming Vehicle Check-Ins with incadea's Vehicle Reception App.



This powerful tool digitizes vehicle check-ins, enhances documentation, and equips service advisors with real-time data and visual evidence—turning operational challenges into upsell opportunities and increased customer trust.

In today's fast-moving automotive world, dealerships face challenges that impact efficiency, customer trust, and revenue — from unclear repair recommendations to manual processes and missed upsell opportunities. At the heart of these issues lies a lack of proper documentation and visibility.

## Business Challenges

### Customer Uncertainty

Customers often feel unsure about the necessity of recommended repairs.

### Missed Upsell Opportunities

Dealers miss upsell opportunities due to lack of documentation and easy access.

### Time-Consuming Manual Processes

Handling additional repairs manually is time-consuming and may result in missed opportunities.

### Lack of Documentation

Inadequate documentation of vehicle status can lead to customer complaints and potential costs for the dealer.



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## incadea Solution

### Systematic Identification

VRA systematically identifies and documents vehicle status and necessary repairs through comprehensive checklists.

### Paperless Documentation

Eliminate manual documentation with a fully **paperless process**.

### Automated Job Creation

Automatically create identified jobs on the service order, ensuring necessary actions are highlighted.

### Detailed Reports

Provide customers with detailed reports, including photos and videos, clearly illustrating the vehicle's condition and required services.

### Deferred Jobs Management

Easily manage deferred jobs for efficient follow-up.

## Business Value for Dealers

### Increased Upsell Opportunities

Vehicle health checks create more opportunities for upsell.

### Clear Evidence Presentation

Service advisors can present clear evidence of issues, making it easier for customers to understand and approve additional work.

### Secure Documentation

Vehicle reception and handover checks ensure thorough documentation of the vehicle's condition.

### Efficient Follow-Up

Deferred jobs functionality simplifies follow-up and upsell processes.

Performance Tracking: Utilize VHC and ECN Reporting KPIs for effective performance tracking.





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## Summary of Key Benefits

### › Enhanced Efficiency

Streamline documentation and repair processes, saving time and reducing manual effort.

### › Improved Customer Trust

Provide clear, detailed information to customers, fostering trust and satisfaction.

### › Increased Revenue

Maximize upsell opportunities with systematic vehicle health checks and clear evidence presentation.

### › Reduced Complaints

Secure documentation of vehicle status minimizes customer complaints and associated costs.

### › Convenient Management

Easily manage deferred jobs and follow-ups, ensuring no missed opportunities.

Ready to  
transform your  
service  
operations?  
  
Contact us  
today!

