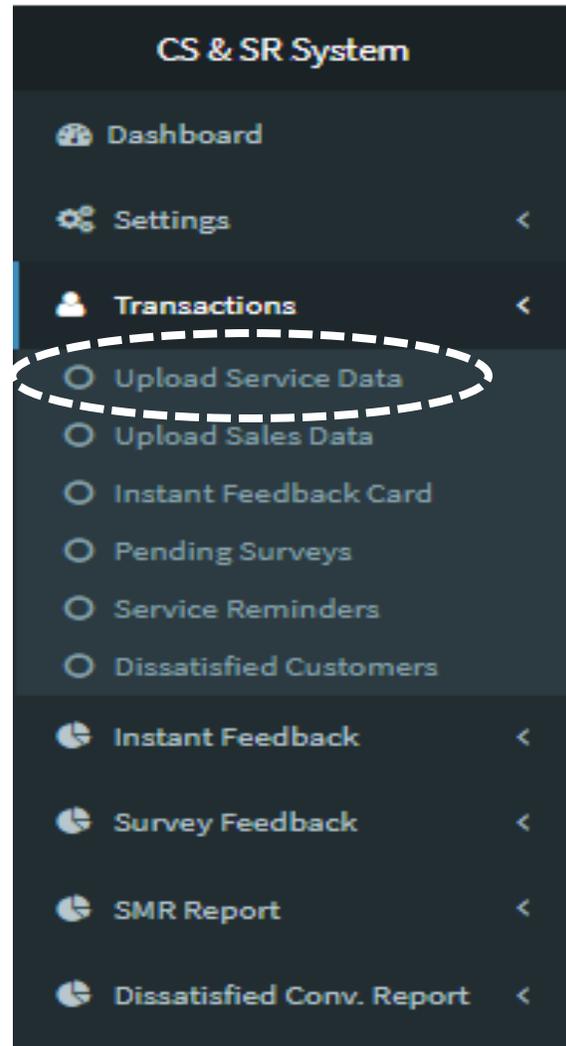


# Service Data Upload -

Steps and Processes to be followed

# Uploading Service Data ..

Step 1: Click on option “Upload Service Data” in Menu Bar.



# Uploading Service Data ..

Step 2: Following Screen appears once “Upload Service Data” is clicked.

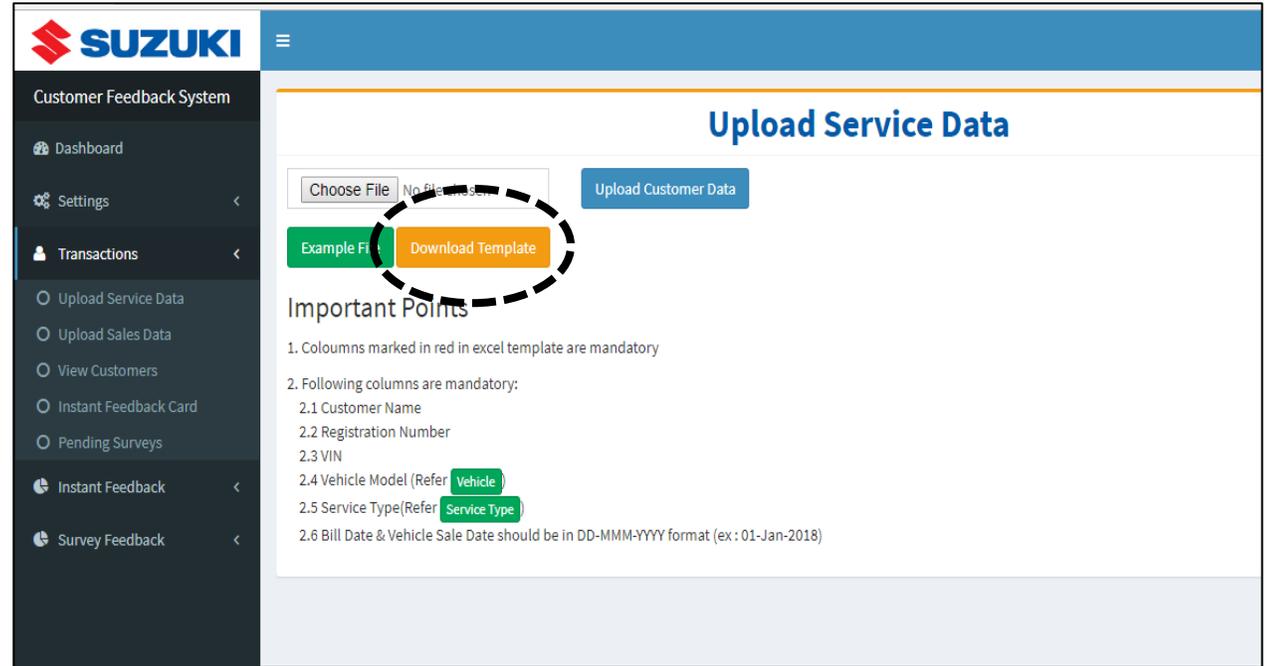
❖ The following screen will be used for uploading the Service Data (Details of vehicles serviced).

The screenshot shows the Suzuki Customer Feedback System interface. The top navigation bar includes the Suzuki logo, a menu icon, and the user name 'HOAdmin'. The left sidebar contains the following menu items: Customer Feedback System, Dashboard, Settings, Transactions, Upload Service Data (selected), Upload Sales Data, View Customers, Instant Feedback Card, Pending Surveys, Instant Feedback, and Survey Feedback. The main content area is titled 'Upload Service Data' and features a file upload section with a 'Choose File' button (showing 'No file chosen'), an 'Upload Customer Data' button, an 'Example File' button, and a 'Download Template' button. Below this is an 'Important Points' section with the following instructions:

1. Columns marked in red in excel template are mandatory
2. Following columns are mandatory:
  - 2.1 Customer Name
  - 2.2 Registration Number
  - 2.3 VIN
  - 2.4 Vehicle Model (Refer **Vehicle**)
  - 2.5 Service Type(Refer **Service Type**)
  - 2.6 Bill Date & Vehicle Sale Date should be in DD-MMM-YYYY format (ex : 01-Jan-2018)

# Uploading Service Data ..

Step 3: To create a data file : Click on Tab “Download Template”.



Step 4: Once Dealer clicks on Download Template, following excel file will be available (reference excel format for Service data upload) :

* Customer Name	* Contact Number	Contact Number2	Customer Email	* Registration Number	* VIN	* Vehicle Code	Vehicle Sale Date	* Outlet Code	* Service Type	* Bill Date	Job card Number	Service Advisor	Technician	Mileage
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*\* Mandatory fields*

# Uploading Service Data ..

Step 5: Enter the Service data in the template (Note: columns with asterisk marked in red are mandatory).

➤ Data can be generated through following options :-

a) Manual entry in excel format.

b) Copy from Dealer existing data base / DMS if available and paste in “CS+SR” System.

c) Automatically data flow from Dealer DMS to “CS+SR” System through integration.

➤ Sample format :

* Customer Name	* Contact Number	Contact Number2	Customer Email	* Registration Number	* VIN	* Vehicle Code	Vehicle Sale Date	* Outlet Code	* Service Type	* Bill Date	Job card Number	Service Advisor	Technician	Mileage
Tom	12345678		abc@com	ABC 123	MC123 4Y678	AB01	01-Jan-2017	OT-001	PMS 5K	11-Apr-2019	JC0001	SA01	TS01	12345

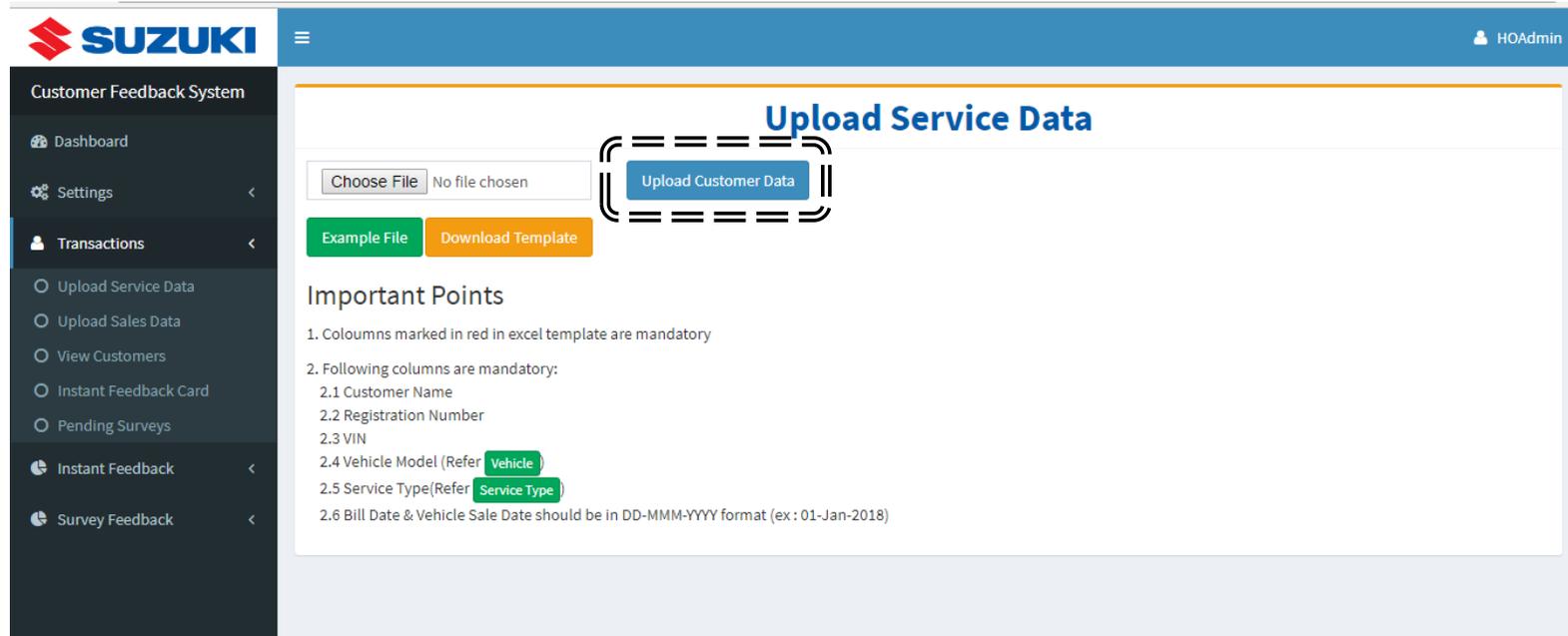
**\* Mandatory fields**

# Uploading Service Data ..

Step 6: Once excel file is generated, click of Tab “Choose File” for selecting the file for upload in the System.

Step 7 : After selection of file, click on Tab “Upload Customer Data” for uploading the file in System.

(Note the “Important points” listed on the screen stated while uploading the data).



The screenshot displays the Suzuki Customer Feedback System interface. The top navigation bar includes the Suzuki logo, a menu icon, and the user name 'HOAdmin'. The left sidebar lists various system functions, with 'Upload Service Data' highlighted. The main content area is titled 'Upload Service Data' and features a 'Choose File' button (labeled 'No file chosen'), an 'Upload Customer Data' button, and buttons for 'Example File' and 'Download Template'. Below this, the 'Important Points' section lists mandatory columns for the upload:

1. Columns marked in red in excel template are mandatory
2. Following columns are mandatory:
  - 2.1 Customer Name
  - 2.2 Registration Number
  - 2.3 VIN
  - 2.4 Vehicle Model (Refer **Vehicle**)
  - 2.5 Service Type(Refer **Service Type**)
  - 2.6 Bill Date & Vehicle Sale Date should be in DD-MMM-YYYY format (ex : 01-Jan-2018)

**Thank You**