

CAconnexion™ Version 2.0

RELEASE NOTES | NOVEMBER 17, 2010

HUDSON OH: GREAT NEWS!! CAconnexion™ enhancements continue...

in an ongoing effort to continue to provide you with the tools you need to effectively manage your customers we have made further enhancements to the CAconnexion™ web application you are using. We have and will continue to listen to you, the user, and make the necessary changes you may recommend. All users will immediately have access to the new features that come with our release of CAconnexion™ v2.0.

- You are now able to make edits and change customer information directly on the Customer Information Page. you can add email addresses and edit the basic customer name, address, phone numbers, birthday information, as well as the co-buyer information. Any edits you make will also update the letters you are receiving. Information concerning the vehicle, payment, and payoff information will continue to be maintained by CMS.
- The “My Customers” customer data page has changed. You will note that you can now sort by customer type, date, purchase type, and lease expiration date.
- You will also notice two new “buttons” on the top of the My Customers page. The first button is called “New Contact”. Here you will be able to enter a new customer and schedule your own customized follow-up. The second button is called “New CMS Contact”. Here you will be able to enter a new customer into your CMS database. Depending on the CMS product your dealership is utilizing, this new customer will begin receiving the appropriate communication pieces scheduled for your dealership. Calls will also be populated corresponding to the communication pieces.
- Please be Advised:

New CMS Contacts entered will incur the normal new customer charge. Managers at your dealership can select and authorize salespeople to utilize this function.

We trust these enhancements will meet your satisfaction. We will continue to listen to you and work to make the CAconnexion application your reliable tool for customer follow-up. Please email any feedback to info@cmsdealer.com or contact your Service Representative.

CUSTOMER MANAGEMENT SYSTEMS™

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