



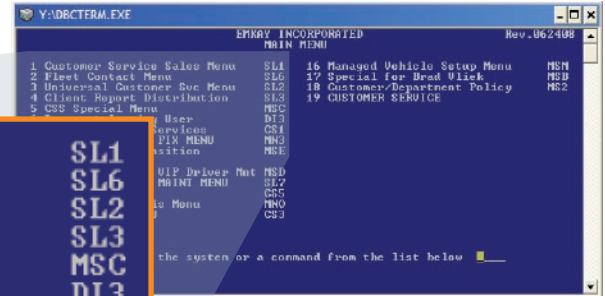
HOW TO NAVIGATE THE GENERAL VEHICLE LOOKUP SCREEN

HOW TO NAVIGATE THE GENERAL VEHICLE LOOKUP SCREEN

- 1** From the main menu, **SELECT** the option for “**CLIENT SUPPORT SERVICES CS1**”.

```

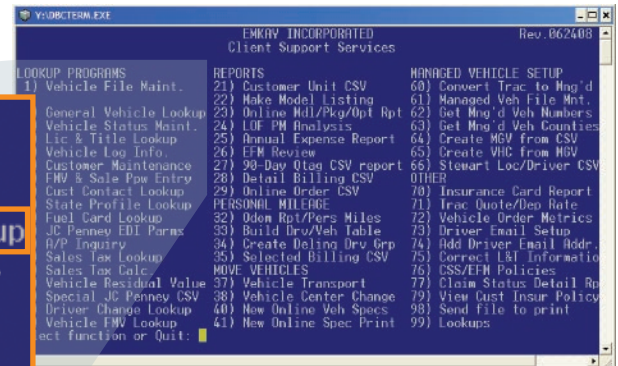
1 Customer Service Sales Menu      SL1
2 Fleet Contact Menu              SL6
3 Universal Customer Svc Menu      SL2
4 Client Report Distribution       SL3
5 CSS Special Menu                MSC
6 Document Imaging User           DI3
7 Client Support Services          CS1
8 SPECIAL EXPENSE FIX MENU        MN3
9 Special AMI Transition          MSE
10 SUBSYSTEM
  
```



- 2** Then, **SELECT** option 3 “**GENERAL VEHICLE LOOKUP**”.

```

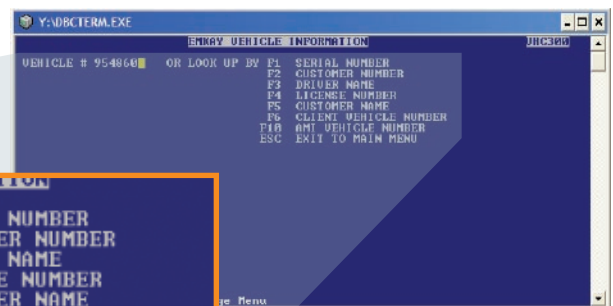
LOOKUP PROGRAMS
1) Vehicle File Maint.
2) General Vehicle Lookup
3) Vehicle Status Maint.
4) Lic & Title Lookup
5) Vehicle Log Info.
6) Customer Maintenance
7) FMV & Sale Ppw Entry
8) Cust Contact Lookup
9) Vehicle Residual Value
10) Special JC Penney CSV
11) Driver Change Lookup
12) Vehicle FHV Lookup
13) act function or Quit:
  
```



- 3** Next, **INPUT** the particular **VEHICLE NUMBER** in the Vehicle number field and press **<ENTER>**.

```

VEHICLE # 954860 OR LOOK UP BY F1 SERIAL NUMBER
F2 CUSTOMER NUMBER
F3 DRIVER NAME
F4 LICENSE NUMBER
F5 CUSTOMER NAME
F6 CLIENT VEHICLE NUMBER
F10 AMI VEHICLE NUMBER
ESC EXIT TO MAIN MENU
  
```



HOW TO NAVIGATE THE GENERAL VEHICLE LOOKUP SCREEN

- The initial display will show **GENERAL INFORMATION** on the vehicle.

Y:\DBCTERM.EXE

EMKAY VEHICLE INFORMATION		50 ON BILLING	UPFIT
UHC #: 954860	ENK SERVICES, INC.	MK CNTRL	
CUST #: EN108001	CLIENT #:	INU TRUST CODE E	
BILLING SORT:		VIN #: 1D8HN11EX9B520391	
DRIVER: REF # 093511		LIC. PLATE: MD 53W166	
RICK PIERSON		EXP: 12/31/12 T/L: IN VAULT	12/23/2008
540 N. BURNSIDE AVENUE		2009 DODGE	CARAVAN C/U CARGO VA
Norristown PA 19403		PREV. VEH. #	NEXT VEH. #
		SELLER UNKNOWN AT THIS TIME	
<000> 000-0000		ODOMETER-MAINT:	66929 11/09/2010
DEPR RATE: 2.000%	MONTHS IN SERVICE: 24.0	CAP. COST: \$ 21345.89	
IRS FAIR MARKET VALUE: \$20891.52	BOOK VALUE: \$ 11099.81	AS OF 01/14/2011	
ON BILL: 12/11/2008	IN SUC: 12/11/2008	CUS/NOTIFY:	POSS DATE:
BILLING C/O:	MILEAGE AT DELIVERY:	5	AT TURN IN: 0

ESC=Exit; F3=Quote; F7=Contacts; F8=Notes; F9=Menu; F12=Images

- To view **CLIENT CONTACTS**, press F7.

Select Y:\DBCTERM.EXE

EMKAY VEHICLE INFORMATION		50 ON BILLING	CCU_CONT
UHC #: 954860	ENK SERVICES, INC.	MK CNTRL	
CUST #: EN108001	CLIENT #:	INU TRUST CODE E	
BILLING SORT:		VIN #: 1D8HN11EX9B520391	
DRIVER: REF # 093511		LIC. PLATE: MD 53W166	
RICK PIERSON		EXP: 12/31/12 T/L: IN VAULT	12/23/2008
540 N. BURNSIDE AVENUE		2009 DODGE	CARAVAN C/U CARGO VA
Norristown PA 19403		PREV. VEH. #	NEXT VEH. #
		SELLER UNKNOWN AT THIS TIME	
<000> 000-0000		ODOMETER-MAINT:	66929 11/09/2010

Cust	Cntr	Job	Contact	City	St	Phone
EN108	N/A	CC	Ms. Carlyne Moran	Hatfield	PA	<800> 883-3681
EN108	001	IN	Ms. Chris Lewis	Hatfield	PA	<800> 883-3681

Cust	Cntr	Job	Contact	City	St	Phone
EN108	N/A	CC	Ms. Carlyne Moran	Hatfield	PA	<800> 883-3681
EN108	001	IN	Ms. Chris Lewis	Hatfield	PA	<800> 883-3681

HOW TO NAVIGATE THE GENERAL VEHICLE LOOKUP SCREEN

- 6** Next, press **<ENTER>** to view more detailed information on the **SELECTED CONTACT**.

```

Responsibility...DAY-TO-DAY CONTACT
1 Contact Name.....Ms. Carlyne Moran
2 Title.....Fleet Manager
3 Salutation.....Ms. Moran
4 Customer Code....EM108
5 Company Name.....EMU SERVICES, INC.
6 Address.....2880 Bergey Rd
7 ...Suite K
8 City\State\Zip...Hatfield PA 6 Zip..19440
9 Phone Number.....(800) 883-3681 8 Ext...
10 Cell Phone Num....(215) 997-5080
11 Fax Number.....(800) 668-7070
12 E-Mail Address:
13 cmoran@emvservices.com
14 Account Manager..Christopher J. Uersa
15 Team Number.....CSS East
16 Gen Code.....39-091-4440-3 12 Deliver Fleet Brief (Y/N)?...Y
    
```

Y:\DBCTERM.EXE

EMKAY VEHICLE INFORMATION

UHC #: 954860
CUST #: EM108001
BILLING SORT:
DRIVER: REF #

EMU SERVICES, INC.
CLIENT #:
LIC. PLATE: MD 53W166

SA ON BILLING
MK CNTRL
INV TRUST CODE E

Responsibility...DAY-TO-DAY CONTACT

1 Contact Name.....Ms. Carlyne Moran
2 Title.....Fleet Manager
3 Salutation.....Ms. Moran
4 Customer Code....EM108
5 Company Name.....EMU SERVICES, INC.
6 Address.....2880 Bergey Rd
7 ...Suite K
8 City\State\Zip...Hatfield PA 6 Zip..19440
9 Phone Number.....(800) 883-3681 8 Ext...
10 Cell Phone Num....(215) 997-5080
11 Fax Number.....(800) 668-7070
12 E-Mail Address:
13 cmoran@emvservices.com
14 Account Manager..Christopher J. Uersa
15 Team Number.....CSS East
16 Gen Code.....39-091-4440-3 12 Deliver Fleet Brief (Y/N)?...Y

- 7** To bring up **DEPARTMENT NOTES** on the vehicle, press **F8** then **SCROLL** and **SELECT** the particular department for which you wish to view the notes for.

```

Select A Department
1 - Customer Level Notes [N:06/17/09]
2 - Accounting [D]
3 - Insurance [D]
4 - IS Department
5 - Sales
6 - Maintenance [N:07/28/10, P, D]
7 - License & Title [N:12/21/10, D]
8 - Purchasing [N:03/16/09, D]
9 - Used Vehicles [D]
10 - Administrative Svcs.
11 - Fuel Management [D]
12 - Billing & Contracts
13 - Enhanced Fleet Mngmt.[D]
14 - Client Support Svcs. [N:11/12/08, P, D]
N - Notes, P - Policies, D - Dept. Proc.
    
```

Y:\DBCTERM.EXE

EMKAY VEHICLE INFORMATION

UHC #: 954860
CUST #: EM108001
BILLING SORT:
DRIVER: REF #

EMU SERVICES, INC.
CLIENT #:
LIC. PLATE: MD 53W166

SA ON BILLING
MK CNTRL
INV TRUST CODE E

Select A Department

1 - Customer Level Notes [N:06/17/09]
2 - Accounting [D]
3 - Insurance [D]
4 - IS Department
5 - Sales
6 - Maintenance [N:07/28/10, P, D]
7 - License & Title [N:12/21/10, D]
8 - Purchasing [N:03/16/09, D]
9 - Used Vehicles [D]
10 - Administrative Svcs.
11 - Fuel Management [D]
12 - Billing & Contracts
13 - Enhanced Fleet Mngmt.[D]
14 - Client Support Svcs. [N:11/12/08, P, D]
N - Notes, P - Policies, D - Dept. Proc.

- 8** Press **<ENTER>** to **DISPLAY** the history of notes created by the particular department for a specific vehicle.

```

Notes for vehicle number: 954860
1 PER CARLYNE, THERE WB GE TURN-IN VEH.GE#20022803,2002
2 CHEVY ASTRO, VIN 1GCDM19X52B128091. CRM CASE TO ACQ TO LET
3 DELIVERING DEALER KNOW.
4
5 DRIVER CHANGED TO RICK PIERSON PER CARLYNE
6
    
```

Y:\DBCTERM.EXE

EMKAY VEHICLE INFORMATION

UHC #: 954860
CUST #: EM108001
BILLING SORT:
DRIVER: REF #

EMU SERVICES, INC.
CLIENT #:
LIC. PLATE: MD 53W166

SA ON BILLING
MK CNTRL
INV TRUST CODE E

Notes for vehicle number: 954860

1 PER CARLYNE, THERE WB GE TURN-IN VEH.GE#20022803,2002
2 CHEVY ASTRO, VIN 1GCDM19X52B128091. CRM CASE TO ACQ TO LET
3 DELIVERING DEALER KNOW.
4
5 DRIVER CHANGED TO RICK PIERSON PER CARLYNE
6

HOW TO NAVIGATE THE GENERAL VEHICLE LOOKUP SCREEN

9 To **ADD A NOTE** in either the CSS or EFM notes section, toggle over to **"ADD"** and then press **<ENTER>**.

ADD CARS DEL

Y:\DBCTERM.EXE

GENERAL VEHICLE INFORMATION

UIC #: 954860 ENO SERVICES, INC. 50 ON BILLING MK CNTRL

CUST #: EN100001 BILLING SORT: CLIENT #: UIN #: 1000011EX9B20391

DRIVER: REF # 093511 LIC. PLATE: MD 53W166

Notes for vehicle number: 954860 (FOI/GOV) User: Date

1	PER CARLYNE, THERE WD GE TURN-IN UEN.GEN20022803,2002	LLG	11/12/08
2	CHIEF ASTRO, UIN 1000011EX9B20391. CSM CASE TO ACQ TO LET		
3	DELIVERING DEALER KNOW.		
4	DRIVER CHANGED TO RICK PIERSON PER CARLYNE	LLG	01/14/11

SELECT: **ADD** CARS DEL MOD POLICY PRINT PROCEDURES QUIT

10 This will give access to an **AVAILABLE LINE** in which you can enter a **NEW NOTE**.

5 DRIVER CHANGED TO RICK PIERSON PER CARLYNE

Y:\DBCTERM.EXE

GENERAL VEHICLE INFORMATION

UIC #: 954860 ENO SERVICES, INC. 50 ON BILLING MK CNTRL

CUST #: EN100001 BILLING SORT: CLIENT #: UIN #: 1000011EX9B20391

DRIVER: REF # 093511 LIC. PLATE: MD 53W166

Notes for vehicle number: 954860 (FOI/GOV) User: Date

1	PER CARLYNE, THERE WD GE TURN-IN UEN.GEN20022803,2002	LLG	11/12/08
2	CHIEF ASTRO, UIN 1000011EX9B20391. CSM CASE TO ACQ TO LET		
3	DELIVERING DEALER KNOW.		
4	DRIVER CHANGED TO RICK PIERSON PER CARLYNE	LLG	01/14/11

SELECT: **5** CARS DEL MOD POLICY PRINT PROCEDURES QUIT

11 Press **<ESCAPE>** to back out of the note currently being viewed and then **SCROLL TO ANOTHER** department's notes.

Select A Department

1	- Customer Level Notes	[N:06/17/09]
2	- Accounting	[D]
3	- Insurance	[D]
4	- IS Department	
5	- Sales	
6	- Maintenance	[N:07/28/10, P, D]
7	- License & Title	[N:12/21/10, D]
8	- Purchasing	[N:03/16/09, D]
9	- Used Vehicles	[D]
10	- Administrative Svcs.	
16	- Fuel Management	[D]
17	- Billing & Contracts	
18	- Enhanced Fleet Mngmt.	[D]
19	- Client Support Svcs.	[N:11/12/08, P, D]

N - Notes, P - Policies, D - Dept. Proc.

Y:\DBCTERM.EXE

GENERAL VEHICLE INFORMATION

UIC #: 954860 ENO SERVICES, INC. 50 ON BILLING MK CNTRL

CUST #: EN100001 BILLING SORT: CLIENT #: UIN #: 1000011EX9B20391

DRIVER: REF # 093511 LIC. PLATE: MD 53W166

Select A Department

1	- Customer Level Notes	[N:06/17/09]
2	- Accounting	[D]
3	- Insurance	[D]
4	- IS Department	
5	- Sales	
6	- Maintenance	[N:07/28/10, P, D]
7	- License & Title	[N:12/21/10, D]
8	- Purchasing	[N:03/16/09, D]
9	- Used Vehicles	[D]
10	- Administrative Svcs.	
16	- Fuel Management	[D]
17	- Billing & Contracts	
18	- Enhanced Fleet Mngmt.	[D]
19	- Client Support Svcs.	[N:11/12/08, P, D]

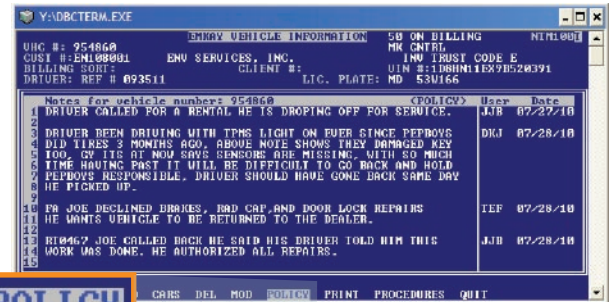
Notes, P - Policies, D - Dept. Proc.

P2-Contacts; P8-Notes; P9-Menu; F12-Images

HOW TO NAVIGATE THE GENERAL VEHICLE LOOKUP SCREEN

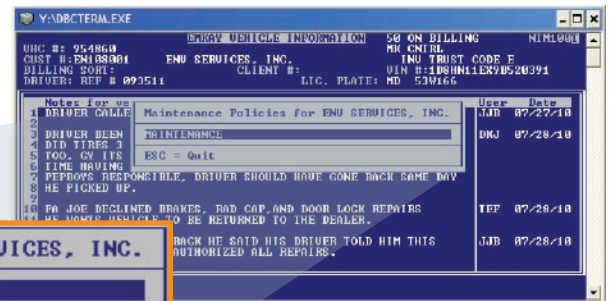
12 From a particular department's notes, one can also view any policies the department has set up for handling the client.

To **VIEW** a department's policy notes **ARROW KEY** over to "**POLICY**" at the bottom of the menu and press **<ENTER>**.



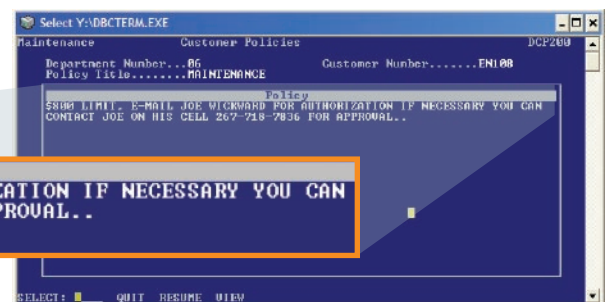
13 A box will then pop up showing the titles of all the particular policies that a department has set up.

SELECT the desired policy and press **<ENTER>**.



Maintenance Policies for ENV SERVICES, INC.
MAINTENANCE
ESC = Quit

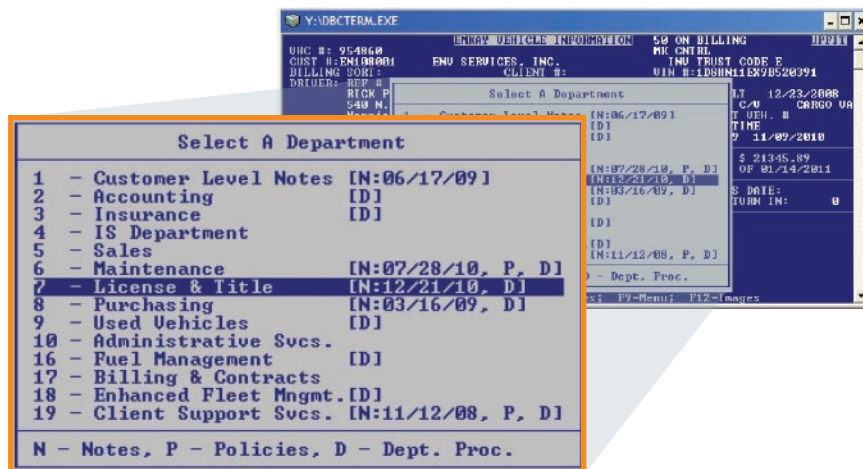
14 The **DETAILS** of the specific policy will **DISPLAY**.



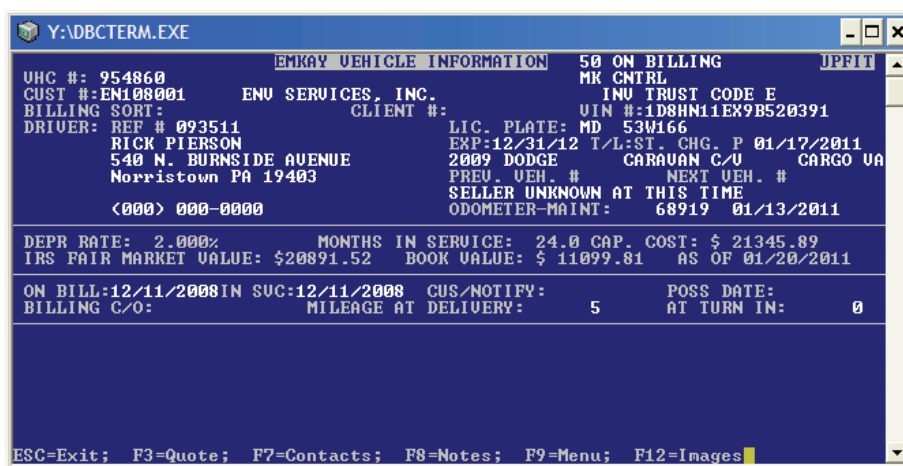
Policy
\$800 LIMIT, E-MAIL JOE WICKWARD FOR AUTHORIZATION IF NECESSARY YOU CAN CONTACT JOE ON HIS CELL 267-718-7836 FOR APPROVAL..

HOW TO NAVIGATE THE GENERAL VEHICLE LOOKUP SCREEN

15 Press <ESCAPE> to back out to the previous screen. Repeat the previous process to **VIEW NOTES AND POLICIES** of a different department.



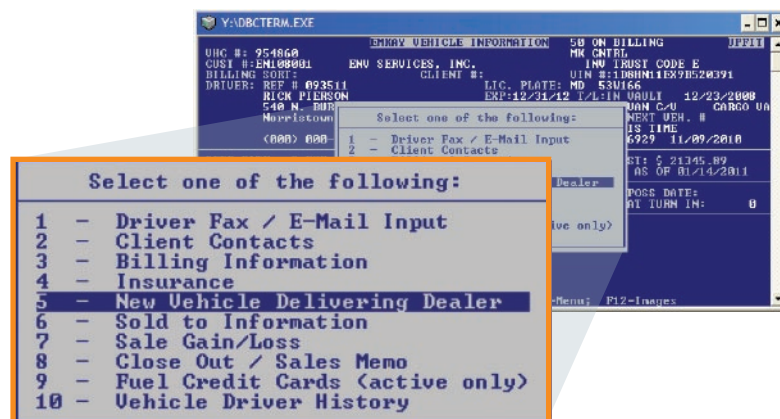
16 Continue press <ESCAPE> to return to the **VEHICLE INFORMATION** screen if no other notes need to be viewed.



17 If you need to **DISPLAY MORE DETAILED INFORMATION** on the vehicle, press **F9**.

A new box will appear from which a category of more **DETAILED INFORMATION** may be selected.

For example, to display the information for the dealer a new vehicle is being delivered to, **SCROLL** to option 5 "NEW VEHICLE DELIVERING DEALER" and press <ENTER>.



HOW TO NAVIGATE THE GENERAL VEHICLE LOOKUP SCREEN

- 18** The dealer contact information of the dealer that will be the courtesy delivery of this vehicle will display.

Select Y:\DBCTERM.EXE

EMKAY VEHICLE INFORMATION		50 ON BILLING	UPFIT
UHC #: 954860	ENVO SERVICES, INC.	MK CNTRL	
CUST #: EM108001	CLIENT #:	INV TRUST CODE E	
BILLING SORT:		UIN #: 1D8HM11EX9B520391	
DRIVER: REF # 093511	LIC. PLATE: MD	53W166	
RICK PIERSON	EXP: 12/31/12	T/L: IN VAULT	12/23/2008
540 N. BURNSIDE AVENUE	2009 DODGE	CARAVAN C/U	CARGO VA
Norristown PA 19403	PREU. UEH. #	NEXT UEH. #	
	SELLER UNKNOWN AT THIS TIME		
<000> 000-0000		66929	11/09/2010
TAP ANY KEY TO CONTINUE			
DEPR RATE: 2.000%	AP. COST: \$ 21345.89		
IRS FAIR MARKET VALUE: \$20891.52	BOOK VALUE: \$ 11099.81	AS OF 01/14/2011	
ON BILL: 12/11/2008 IN SU	Press any key to acknowledge	POSS DATE:	
BILLING C/O:		AT TURN IN:	0
SAM OR JERRY TSHONTIKIDIS LAUREL DODGE, INC. 10052 N. WASHINGTON BLVD. Laurel MD 207231992 <301> 725-1600			

- 19** Press the <ESCAPE> key to return to the box showing the different categories of information.

Select one of the following:

- 1 - Driver Fax / E-Mail Input
- 2 - Client Contacts
- 3 - Billing Information
- 4 - Insurance
- 5 - New Vehicle Delivering Dealer
- 6 - Sold to Information
- 7 - Sale Gain/Loss
- 8 - Close Out / Sales Memo
- 9 - Fuel Credit Cards (active only)
- 10 - Vehicle Driver History

Select one of the following:

- Driver Fax / E-Mail Input
- Client Contacts
- Billing Information
- Insurance
- New Vehicle Delivering Dealer
- Sold to Information
- Sale Gain/Loss
- Close Out / Sales Memo
- Fuel Credit Cards (active only)
- Vehicle Driver History

- 20** If no other detailed information is needed press <ESCAPE> to return to the vehicle information screen.

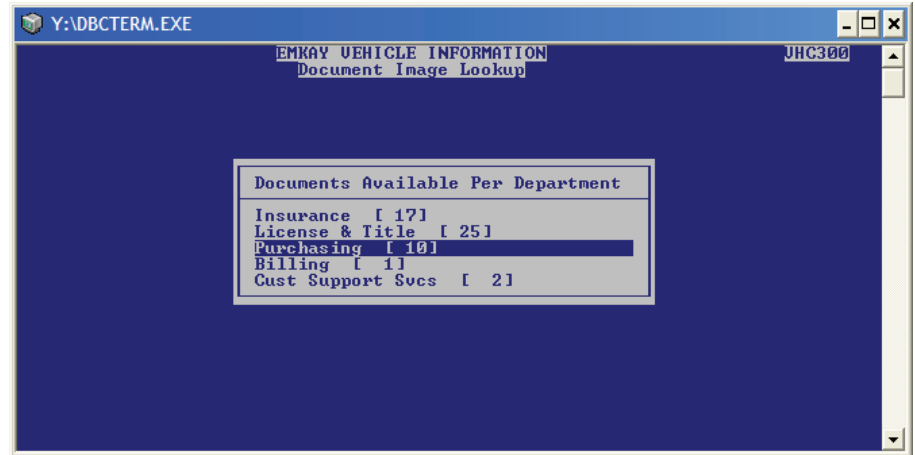
Select Y:\DBCTERM.EXE

EMKAY VEHICLE INFORMATION		50 ON BILLING	UPFIT
UHC #: 954860	ENVO SERVICES, INC.	MK CNTRL	
CUST #: EM108001	CLIENT #:	INV TRUST CODE E	
BILLING SORT:		UIN #: 1D8HM11EX9B520391	
DRIVER: REF # 093511	LIC. PLATE: MD	53W166	
RICK PIERSON	EXP: 12/31/12	T/L: ST. CHG. P	01/17/2011
540 N. BURNSIDE AVENUE	2009 DODGE	CARAVAN C/U	CARGO VA
Norristown PA 19403	PREU. UEH. #	NEXT UEH. #	
	SELLER UNKNOWN AT THIS TIME		
<000> 000-0000	ODOMETER-MAINT:	68919	01/13/2011
DEPR RATE: 2.000%	MONTHS IN SERVICE: 24.0	CAP. COST: \$ 21345.89	
IRS FAIR MARKET VALUE: \$20891.52	BOOK VALUE: \$ 11099.81	AS OF 01/20/2011	
ON BILL: 12/11/2008 IN SUC: 12/11/2008	CUS/NOTIFY:	POSS DATE:	
BILLING C/O:	MILEAGE AT DELIVERY:	5	AT TURN IN: 0
SAM OR JERRY TSHONTIKIDIS LAUREL DODGE, INC. 10052 N. WASHINGTON BLVD. Laurel MD 207231992 <301> 725-1600			

ESC=Exit; F3=Quote; F7=Contacts; F8=Notes; F9=Menu; F12=Images

HOW TO NAVIGATE THE GENERAL VEHICLE LOOKUP SCREEN

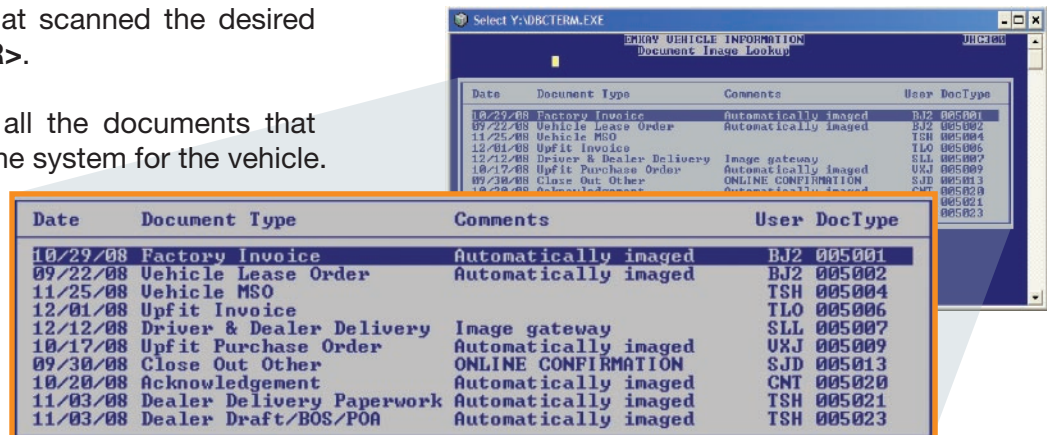
21 To view **SCANNED IMAGES** on file for a vehicle, press **F12**.



22 Select the department that scanned the desired image and press **<ENTER>**.

The next display shows all the documents that have been scanned into the system for the vehicle.

SELECT the desired document and press **<ENTER>**.



23 The document will then display in a new window.

ORIGINAL INVOICE				DAIMLERCHRYSLER MOTORS CORPORATION		
PLANT	ZONE	DEALER	VEHICLE IDENTIFICATION NO.	INVOICE NO.	INVOICE DATE	
ST LOUIS 2 SOUTH	51	49940	1D8HN11EX9B520391	9-RTK-S3660400	10/29/2008	
SHIP TO:	LAUREL DODGE, INC. 10052 N. WASHINGTON BLVD. Laurel, MD 20723			SHIP DLR IGN KEY TRK KEY ACC KEY	35 M2132 6047	57858
SOLD TO:	ED NAPLETON DODGE/EMKAY INC. C/O NAPLETON FLEET GROUP 1E OAK HILL DRIVE, STE 100 Westmont ,IL 60559			4088-01-A928		
				SHIPPING WT.	4111	
				SAE HP	32.2	
PAID FOR BY: NORTHERN TRUST COMPANY						
CASH SALE				SEE DEFINITION BELOW		
BODY & EQUIP.		DESCRIPTION			FACTORY WHOLESALE PRICE	
RTKE53	CARAVAN C/V	CARGO VAN			20,258.00	
PW1	STONE WHITE CLEAR COAT					
JTVS	DK SLATE/LT SHALE CLOTH					
DFF	TRANSMISSION: 4-SPEED AUTOMATIC					
EGV	ENGINE: 3.3L V6 OHV					
JPR	POWER SEAT-PKG - 8 WAY - TYPE II			352.00		
LMN	DAYTIME RUNNING LAMPS			35.00		
NAS	50-STATE EMISSIONS			NO CHARGE		

NOTES