

Tranman

Workshop Self-Service Reception

Empowering customer self-service to improve efficiency

Providing customer self-service is integral for all organisations, as evident in the way we manage our council tax online, to self check-in at our doctor's surgery. It enables businesses to work more efficiently and provides services that meet the modern customer demands.

Tranman Workshop Self-Service Reception provides an easy to use booking solution for workshops, helping you improve customer satisfaction and driving a paperless office.

It enables customers to quickly check-in their vehicle for maintenance and provide information on any defects, facilitating a faster and more efficient booking process. Upon completion of maintenance, this self-service solution enables your customer to quickly collect their vehicle.

All information entered by the customer is automatically updated in your Tranman system, providing workshop managers with up-to-date data on all vehicles to help you manage your fleet effectively.

Key benefits

- ▶ Offers a simple, self-service solution for vehicle drop-off and collection
- ▶ Enables additional defects to be added to your booking; reducing reception queue at peak times
- ▶ Provides your workshop manager with real-time data of all vehicles and their statuses
- ▶ Facilitates better use of resources to improve productivity
- ▶ Minimises administration to save time

Self-service option for vehicle check-in / vehicle collect

A screenshot of a self-service menu with two blue buttons: 'Vehicle Check-in' and 'Vehicle Collect'.

Enter vehicle details

A screenshot of the 'VEHICLE DETAILS' form. It has a text input field for 'Please enter a vehicle Registration/Fleet number: *' and 'Search' and 'Cancel' buttons. A keyboard overlay is shown below the form.

Provide defect details, if applicable

A screenshot of the 'VEHICLE DETAILS' form showing a table of vehicle information:

Reg No	Make	Fleet No	Model
MFD1REG	VAUXHALL	FLT001	ASTRA

Below the table, there are fields for 'Job Number' (J00001) and 'Job Title' (TEST JOB), along with 'Next' and 'Cancel' buttons.

Check-in is instantly updated in Tranman

Your vehicle has been successfully Checked-in.

Close