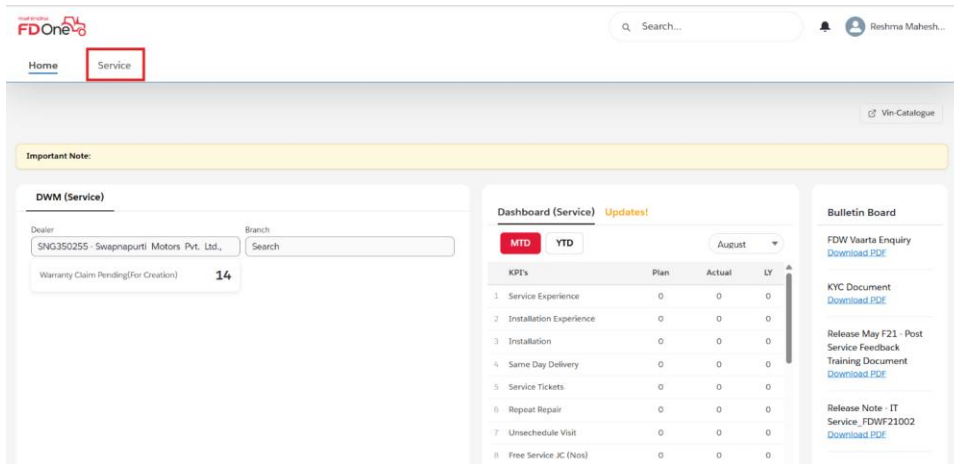


Service Appointment

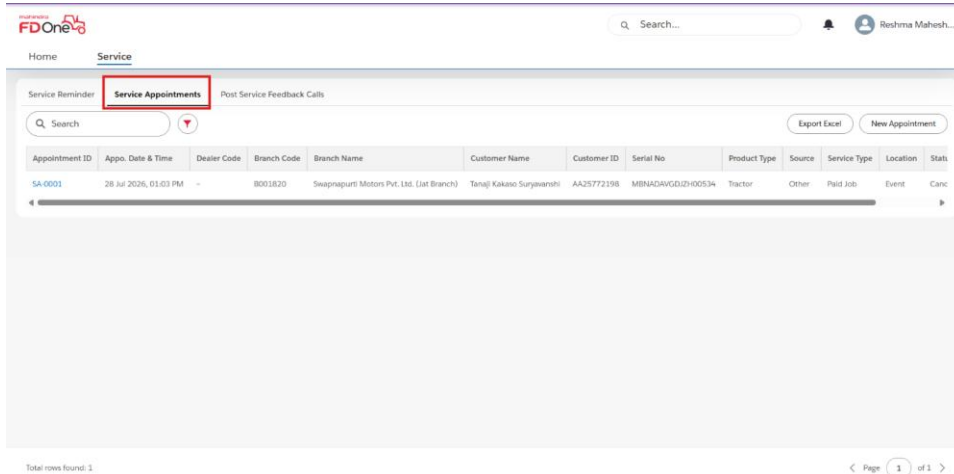
Standard Operating Procedure (SOP)

Service Appointment Process

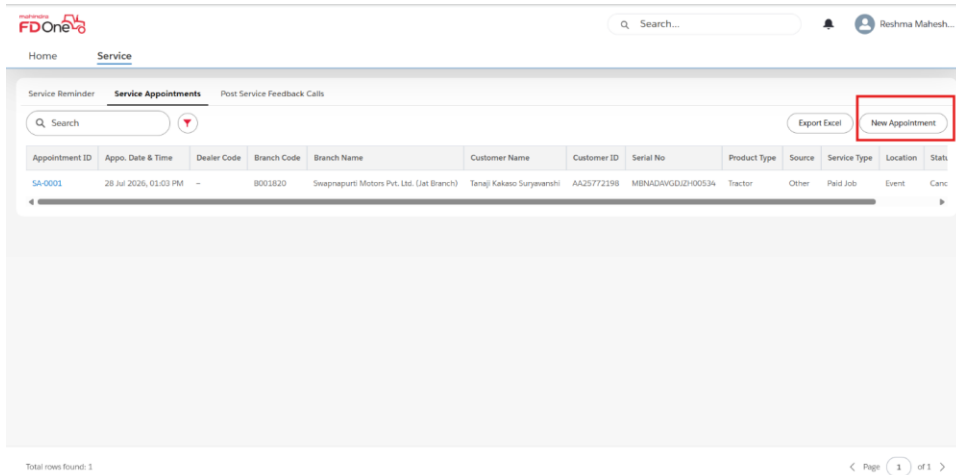
1. To access Service Appointment, you must log in as a CRO user.
2. Click on the Service tab.



3. Click on Service Appointment.



4. For creating a new service appointment, click on the New Appointment button.



5. You will be redirected to the New Appointment page.

New Appointment ✕

Product Details

* Serial No. Product Type Model Warranty Type Next Service Date

Registration No.

Customer Details

Customer Name Customer ID Customer Primary Mobile No. Customer Alternate Mobile No.

Address

Appointment Details

* Call Received On * Appointment Date & Time * Source * Service Location * Service Type

6. Select the Serial Number.

Select Tractor/Implements ✕

Enter tractor/Implements Serial No.

Total rows found: 8

Serial No.	Product Type	Branch Name	Cust. ID	Primary Mobile	Cust. Name	Village Name	Taluk
NH9RM03192	Tractor	Swagrapur Motors Pvt. Ltd. (Jat Branch)			Yashwant Shrivaji Masul		
NKJB12331	Tractor	Swagrapur Motors Pvt. Ltd. (Jat Branch)			Rahul Vikramshih Dalale		
NH8MB03487	Tractor	Swagrapur Motors Pvt. Ltd. (Jat Branch)			Santosh B Bradar		
NKJB09072	Tractor	Swagrapur Motors Pvt. Ltd. (Jat Branch)	AA26A25121	9667477768	Arbabdas Kuka Chavan	Pune	Sang
MBNADRVGDZ100534	Tractor	Swagrapur Motors Pvt. Ltd. (Jat Branch)	AA26A25111	9665553863	Shrikant Mallappa Teradai	Khojanewadi	Jat

Total rows found: 8

7. On the basis of the product serial number, all product details will be auto filled. You have to enter the appointment details and click on the Book Appointment button.

Service Reminder **Service Appointments** Post Service Feedback Calls

New Appointment ✕

Product Details

* Serial No. NKJB09072 Product Type Tractor Model 575 DI NST Warranty Type Post Warranty Next Service Date 04 nov 26 & 10:08 am

Registration No. N/A

Customer Details

Customer Name Arindas Kaka Chavan Customer ID AA26425121 Customer Primary Mobile No. 9667477768 Customer Alternate Mobile No.

Address Pune, Sangole, Solapur, Maharashtra

Appointment Details

* Call Received On 08/04/2026 04:48 PM * Appointment Date & Time 08/05/2026 05:57 PM * Source Call Center * Service Location Door Step * Service Type Schedule Service

Cancel **Book Appointment**

8. Service Appointment is created.

FDOne Success Service Appointment created successfully Appointment Number: SA-0002 ✕ Search... Reshma Mahesh...

Home Service

Service Appointment SA-0002 Reschedule Cancel

Serial No. NKJB09072 Material Code TR575INSTUCOWPS3AF Model 575 DI NST Status Scheduled

Details

Appointment Information

Appointment Number	SA-0002	Status	Scheduled
Scheduled Date/Time	5 Aug 26, 12:27 PM	Dealer Account	Swarnapuri Motors Pvt. Ltd. (Lat Branch)
Source	Call Center	Dealer Code	
Other Source		Reschedule Remark	
Service Type	Schedule Service	Cancellation Reason	
Service Location	Door Step		

9. You will be redirected to the Service Appointment detail page.

Service Appointment
SA-0002

Serial No. NUJ809072 Material Code TRS7SN6TLCONWPS3AF Model S75 02 NST Status Scheduled

Details

Appointment Information

Appointment Number: SA-0002
Status: Scheduled
Scheduled Date/Time: 5 Aug 26, 12:27 PM
Dealer Account: Swapnapurfi Motors Pvt. Ltd. (Jaf Branch)
Source: Call Center
Other Source:
Service Type: Schedule Service
Service Location: Door Step

Customer Information

Customer Account: Anandas Kaka Chavan
Customer ID: AA26425121
Customer Primary Mobile No: 9667477768
Customer Secondary Mobile No:
Customer Address: Pare, Sangole, Solapur, Maharashtra

Product Information

Registration Number: Material Code: TRS7SN6TLCONWPS3AF

System Information

Created By: Reshma Mahesh Kamble
Created Date: 04/08/2026, 4:58 pm
Last Modified By: Reshma Mahesh Kamble
Last Modified Date: 04/08/2026, 4:58 pm
Owner: Reshma Mahesh Kamble

10. If you want to reschedule the service appointment, click on the Reschedule button. A pop-up window will open to add reschedule details.

Service Appointment
SA-0002

Serial No. NUJ809072 Material Code TRS7SN6TLCONWPS3AF Model S75 02 NST Status Scheduled

Details

Appointment Information

Appointment Number: SA-0002
Status: Scheduled

Reschedule Appointment

Current Appointment Date & Time: 05 August 2026 at 05:57 pm
New Appointment Date & Time: 08/05/2026 05:57 PM
Remark: Enter reason for reschedule
Buttons: Cancel, Reschedule Appointment

11. You can view your created appointment in the Service Appointment list view.

FDOne Search... Reshma Mahesh...												
Home Service												
Service Reminder Service Appointments Post Service Feedback Calls												
Q Search Export Excel New Appointment												
Appointment ID	Appts. Date & Time	Dealer Code	Branch Code	Branch Name	Customer Name	Customer ID	Serial No	Product Type	Source	Service Type	Location	Status
SA-0001	03 Aug 2026, 05:57 PM	-	B001820	Swagnapur Motors Pvt. Ltd. (Sat Branch)	Anishakar Kaku Chavan	AA26425121	NK809072	Tractor	Call Center	Schedule Service	Door Step	Scheduled
SA-0001	28 Jul 2026, 01:03 PM	-	B001820	Swagnapur Motors Pvt. Ltd. (Sat Branch)	Tanaji Kulkarni Suryawahi	AA25772198	MBNADWGSJ2H003A	Tractor	Other	Field Job	Event	Cancelled

12. From Service Reminder, you can create a Service Appointment. Choose Connected in Connection Status, and choose Book Appointment in Sub Disposition.

FDOne

Search...

Reshma Mahesh...

Home

Service

Service Reminder/ Feedback

Service Reminder

Record Number

Product Type

Model

Serial Number

Service Due Date

Transmission Oil Change Required

SR-83527

Tractor

555 ARJUN

MBNBE88BANNH25255

07/11/2026

☐

Details

Update Disposition

Disposition History

Customer Details

Customer ID

AA26481349

Primary Mobile Number

9028073750

Address

Umadi, Jat, Maharashtra

Previous Service Details

Service Type

Schedule Service

Job Card

JC27800182000976

Warranty Type

Post Warranty

Branch Code

B001820

Running Hours

6,626.00

Invoice Number

SNG350255

Dealer Name

Swagnapur Motors Pvt. Ltd.

Connection Status

Connected

Follow Up Date

mm/dd/yyyy

Customer Remarks

CRO Remarks

Sub-Disposition

Select an Option

Wrong Number

Service Not Required

Service Taken from Other Dealer/MAUP

Change Service Date

Book Appointment

Sold To Another Customer

Exchanged With New Tractor (Mahindra/Competitor Brand)

Call Later

Already Serviced

Appointment Booked

13. Fill in details like appointment date, location, etc., then click on the Book Appointment button.

FDOne

Search...

Reshma Mahesh...

Home

Service

Service Reminder/ Feedback

Service Reminder

Record Number

Product Type

Model

Serial Number

Service Due Date

Transmission Oil Change Required

SR-83527

Tractor

555 ARJUN

MBNBE88BANNH25255

07/11/2026

☐

Details

Update Disposition

Disposition History

Customer Details

Customer ID

AA26481349

Primary Mobile Number

9028073750

Address

Umadi, Jat, Maharashtra

Previous Service Details

Service Type

Schedule Service

Job Card

JC27800182000976

Warranty Type

Post Warranty

Branch Code

B001820

Running Hours

6,626.00

Invoice Number

SNG350255

Dealer Name

Swagnapur Motors Pvt. Ltd.

Connection Status

Connected

Appointment Date & Time

08/01/2026 06:06 PM

Service Type

Schedule Service

Customer Remarks

CRO Remarks

Sub-Disposition

Book Appointment

Service Location

Door Step

Service Sub-Type

Cancel

Book Appointment