

Service Reminder

Standard Operating Procedure (SOP)

Service Reminder Process

1. After creating a job card, that serial number is added to Service Reminder.

The screenshot shows the 'Service Reminder' form in the FDOne system. The 'Job Card Number' JC27B00022800786 is highlighted with a red box. Below the form header, there are tabs for 'Details', 'Parts & Lubricants', and 'Labour, PEM & Sublets Jobs'. The 'Details' tab is active, showing a table of job card details.

Job Card Details			
Job Card Opening Date & Time	Hour Meter Working	Tractor Running Hour	Hour Meter Replaced
29 Jul 2026 & 3:36 PM	Yes	103.0	No
Total Tractor Running Hour	Fuel Indication	Operation at Failure	Job Card Sub-Type / Service Sub-Type
103.00	1/4-Quarter	Puddling	Second Free Service
JC Status	Job Card Location	Work Type	Job Card Number
Assign Technician	Work Shop	Schedule Service	JC27B00022800786
Service Campaign Name & ID	Additional Repair Recommended	Customer Verbatim	Service Estimated Delivery Date & Time
-		test	30 Jul 2026 & 3:36 PM
Job Card Source	Bay	Technician Name	Repeated Job
Web			
Is Reopen	Invoice Number	Service Estimate Amount	Job Card Close Date & Time
		₹12,000.00	-
Job Card Start Date & Time	Physical Job Card Number	Customer Acknowledgement Channel	
		OTP Verified	

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

The screenshot shows the 'Service Reminder' list view in the FDOne system. The 'Service Reminder' tab is highlighted with a red box. Below the tab, there is a search bar and an 'Export Excel' button. The table displays two rows of service reminders.

Serial No.	Product Type	Model	Warranty Type	Next Service Date	Service Type	Service Sub Type	Customer Id	Customer Name	Primary Mobile No.	Dealer Code	Branch Code	Branch Name	Transmission Oil Change
MINBERBBATNA2710	Tractor	575 DI XP PLUS	Under Warranty	06 Aug 2026	Schedule Service	Second Free Service	AA67337195	Keshav	9879879699	SNG350255	8000228	Swarnapuri Motors Pvt. Ltd. Sangli	☐
MINBERBBATNA2710	Tractor	575 DI XP PLUS	Under Warranty	06 Aug 2026	Schedule Service	Second Free Service	AA67337195	Keshav	9879879699	SNG350255	8000228	Swarnapuri Motors Pvt. Ltd. Sangli	☐

- Click on the Service Reminder tab.
- Here you can find filters to search for specific records.
- Click on the Serial Number.

FDOne

Home Service

Service Reminder Service Appointments Post Service Feedback Calls

Search

Next Service From Date: 07/29/2026

Next Service To Date: 08/06/2026

Warranty Type: All

Product Type: All

Apply Clear

Export Excel

Serial No.	Product Type	Model	Warranty Type	Next Service Date	Service Type	Service Sub Type	Customer Id	Customer Name	Primary Mobile No.	Dealer Code	Branch Code	Branch Name	Transmission Oil Change
MBN8EBB8ATNA42710	Tractor	575 DI XP PLUS	Under Warranty	06 Aug 2026	Schedule Service	Second Free Service	AA67337195	Keshav	9879879699	SNG350255	8000228	Swapnapurti Motors Pvt. Ltd. Sangli	☐
MBN8EBB8ATNA42710	Tractor	575 DI XP PLUS	Under Warranty	06 Aug 2026	Schedule Service	Second Free Service	AA67337195	Keshav	9879879699	SNG350255	8000228	Swapnapurti Motors Pvt. Ltd. Sangli	☐

Total rows found: 2

< Page 1 of 1 >

- You will be redirected to the Service Reminder detail page.

FDOne

Home Service

Service Reminder/ Feedback

Service Reminder

Record Number: SR-122839

Product Type: Tractor

Model: 575 DI XP PLUS

Serial Number: MBN8EBB8ATNA42710

Service Due Date: 06/08/2026

Transmission Oil Change Required: ☐

Detail

Customer Details

Customer Id: AA67337195

Customer Name: Keshav

Primary Mobile Number: 9879879699

Alternate Mobile Number: 9757465454

Address:

Previous Service Details

Service Type: Schedule Service

Running Hours: 33.00

Job Card: JC27800022800730

Invoice Number:

Warranty Type: Under Warranty

Branch Code: 8000228

Dealer Code: SNG350255

Branch Name: Swapnapurti Motors Pvt. Ltd.

Branch Name: Swapnapurti Motors Pvt. Ltd. Sangli

Update Disposition

Disposition History

* Connection Status: Select an Option

* Follow-Up Date: mm/dd/yyyy

CRO Remarks:

Cancel Submit

- In Update Disposition, you have to select Connected or Not Connected.

Service Reminder/ Feedback

Service Reminder

Record Number SR-122839	Product Type Tractor	Model 575 DI XP PLUS	Serial Number MBNBEBBBATNA42710	Service Due Date 06/08/2026	Transmission Oil Change Required 🔄
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Detail

Customer Details

Customer Id
AA67337195

Primary Mobile Number
9879879699

Address

Customer Name
Keshav

Alternate Mobile Number
9757465454

Previous Service Details

Service Type
Schedule Service

Job Card
JC27800022800730

Warranty Type
Under Warranty

Dealer Code

Running Hours
33.00

Invoice Number

Branch Code

Update Disposition Disposition History

* Connection Status
Not Connected

Connected

✓ Not Connected

* Sub-Disposition
Select an Option

CRO Remarks

Cancel Submit

9. If you select Not Connected, based on this selection you will see the Sub Disposition options here.

Service Reminder/ Feedback

Service Reminder

Record Number SR-122839	Product Type Tractor	Model 575 DI XP PLUS	Serial Number MBNBEBBBATNA42710	Service Due Date 06/08/2026	Transmission Oil Change Required 🔄
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Detail

Customer Details

Customer Id
AA67337195

Primary Mobile Number
9879879699

Address

Customer Name
Keshav

Alternate Mobile Number
9757465454

Previous Service Details

Service Type
Schedule Service

Job Card
JC27800022800730

Warranty Type
Under Warranty

Dealer Code

Running Hours
33.00

Invoice Number

Branch Code

Update Disposition Disposition History

* Connection Status
Not Connected

* Follow-Up Date
mm / dd / yyyy

CRO Remarks

* Sub-Disposition
Select an Option

Wrong Number

Short Hangup

Not Able to Reach

Incorrect Mobile Number

Phone Ringing

Not Answered

Busy

Customer Declined

10. If you select Connected in Connection Status, based on this selection you will see the Sub Disposition options here.

11. Add more details such as Next Follow-up Date, Customer Remark, and CRO Remark, then click on Submit.

12. After clicking Submit, you can check the Disposition History.

Service Reminder/ Feedback
Service Reminder

Record Number	Product Type	Model	Serial Number	Service Due Date	Transmission Oil Change Required
SR-122839	Tractor	575 DI XP PLUS	MBNBEBBBATNA42710	06/08/2026	

Detail

▼ Customer Details

Customer Id	Customer Name
AA67337195	Keshav
Primary Mobile Number	Alternate Mobile Number
9879879699	9757465454
Address	

▼ Previous Service Details

Service Type	Running Hours
Schedule Service	33.00
Job Card	Invoice Number
JC27B00022800730	
Warranty Type	
Under Warranty	
Dealer Code	Branch Code
SNG350255	B000228
...	...

Update Disposition

Disposition History

▼  manjusha more (Customer Relationship officer (CRO)) 29 Jul 26, 03:45 pm

Disposition	Follow-Up Date
Connected	29 Jul 2026
CRO Remarks	
Connected	
Customer Remarks	
Service not Required	