



DSP Maintenance Guide

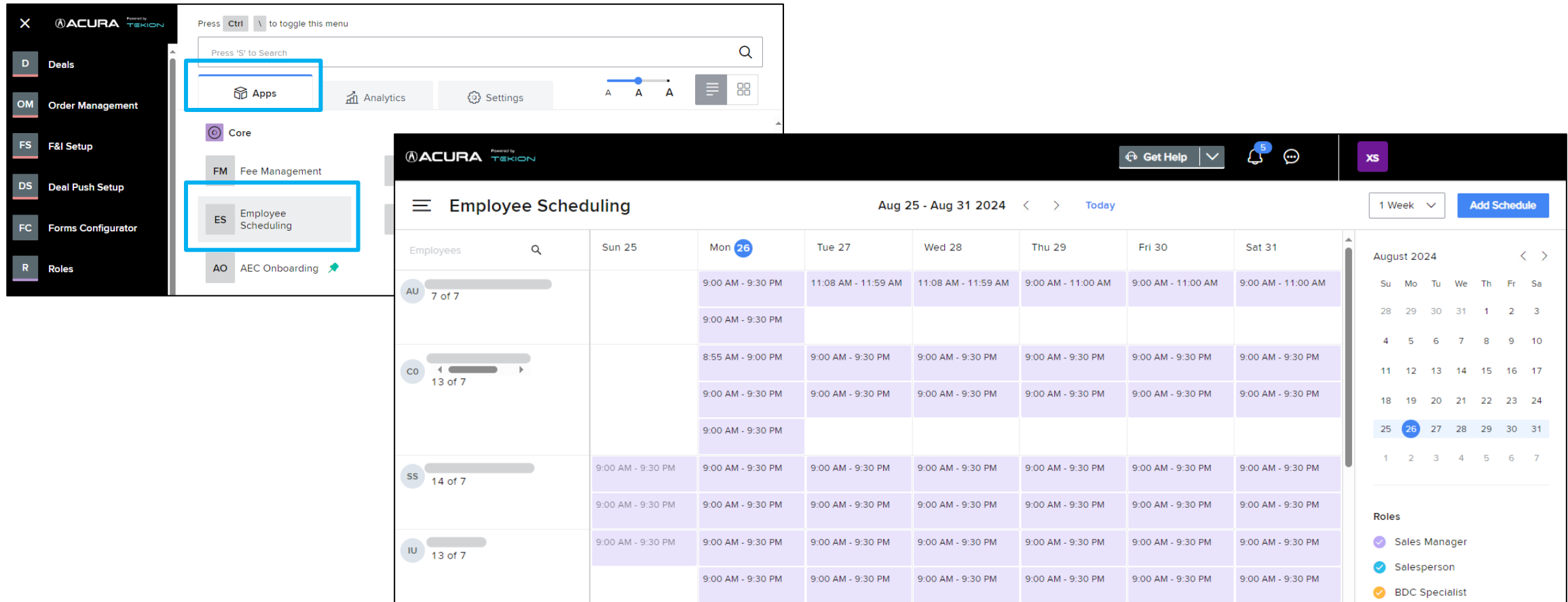
DSP Maintenance Guide – Table of Contents

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(~once/3 months)
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(as new F&I products are added)
 - [Due Bills / Accessories](#)
(as new accessories are added)
 - [Dealer Configuration](#)
(as needed)



1. Employee Scheduler

The **Employee Scheduler** tile allows dealers to input the schedules for each employee, as well as their availabilities for General Sales, Test Drives and Delivery Appointments. This will allow scheduling-sync on Acura.com, ensuring that clients can request for appointments for actual appointment availabilities. You must update the scheduler periodically.



The screenshot displays the Acura Employee Scheduler interface. On the left, a sidebar lists navigation options: Deals, Order Management, F&I Setup, Deal Push Setup, Forms Configurator, and Roles. The main area shows the 'Employee Scheduling' calendar for August 25 - August 31, 2024. The calendar lists employees AU, CO, SS, and IU, each with a progress bar indicating their schedule status. The right sidebar shows a monthly calendar for August 2024 and a list of roles: Sales Manager, Salesperson, and BDC Specialist.

Employees	Sun 25	Mon 26	Tue 27	Wed 28	Thu 29	Fri 30	Sat 31
AU 7 of 7		9:00 AM - 9:30 PM	11:08 AM - 11:59 AM	11:08 AM - 11:59 AM	9:00 AM - 11:00 AM	9:00 AM - 11:00 AM	9:00 AM - 11:00 AM
CO 13 of 7		8:55 AM - 9:00 PM	9:00 AM - 9:30 PM	9:00 AM - 9:30 PM	9:00 AM - 9:30 PM	9:00 AM - 9:30 PM	9:00 AM - 9:30 PM
SS 14 of 7	9:00 AM - 9:30 PM	9:00 AM - 9:30 PM	9:00 AM - 9:30 PM	9:00 AM - 9:30 PM	9:00 AM - 9:30 PM	9:00 AM - 9:30 PM	9:00 AM - 9:30 PM
IU 13 of 7	9:00 AM - 9:30 PM	9:00 AM - 9:30 PM	9:00 AM - 9:30 PM	9:00 AM - 9:30 PM	9:00 AM - 9:30 PM	9:00 AM - 9:30 PM	9:00 AM - 9:30 PM

NOTE: Schedules can be set for a max. of **3 months**. It is important to update the scheduler periodically.

1. Employee Scheduler (new schedule)

You can create a new schedule from scratch using the “Add Schedule” button on the top right, and configure the schedule accordingly.

The screenshot displays the ACURA Employee Scheduler interface. The main header shows the date range "Aug 25 - Aug 31 2024" and a "Today" button. The "Add Schedule" button is highlighted in the top right corner. The "Add Schedule" modal is open, showing fields for Date (08/26/2024), Start Time, End Time, Break Start Time, Break End Time, Repeat (Every Week), and Employee (Select). The "Appointment Availability Slots" section is expanded, showing "Test Drive Availability" and "General Sales Appointment Availability". The "Appointment Availability Slots" section is also expanded, showing "Slot 1" with "Open" and "Closed" times.

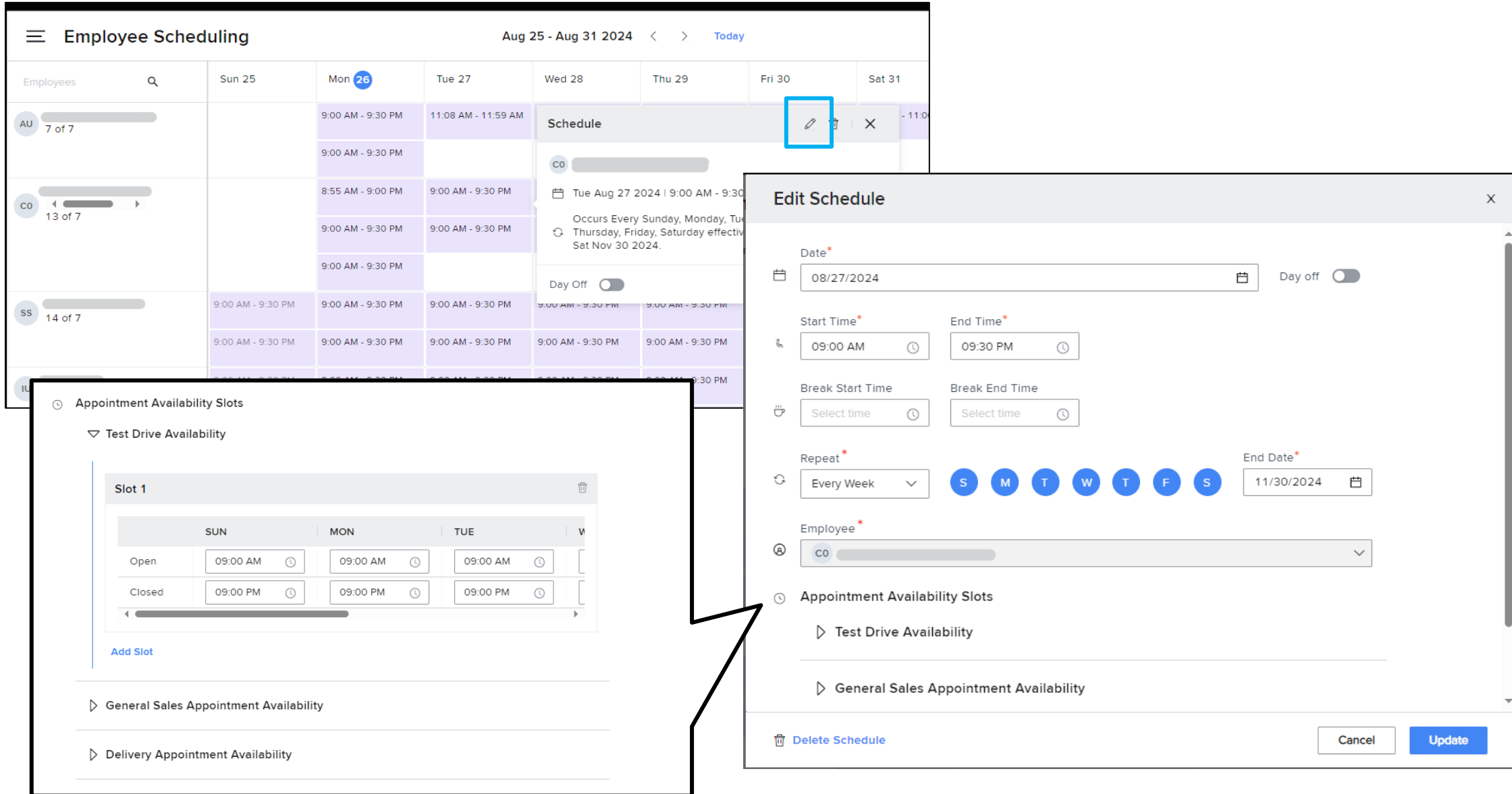
Can be configured to repeat on certain days

Test Drive, General Sales and Delivery Appointment Availabilities can be configured here

NOTE: Schedules can be set for a max. of **3 months**. It is important to update the scheduler periodically.

1. Employee Scheduler (existing schedule)

Dealers can edit existing schedules using the edit button of the selected employee.



The screenshot displays the 'Employee Scheduling' interface for the week of August 25 to August 31, 2024. The interface includes a list of employees on the left and a calendar grid on the right. A blue box highlights the 'Edit' button (pencil icon) for a selected employee's schedule.

The 'Edit Schedule' modal is open, showing the following details:

- Date:** 08/27/2024
- Day off:** ☐
- Start Time:** 09:00 AM
- End Time:** 09:30 PM
- Break Start Time:** Select time
- Break End Time:** Select time
- Repeat:** Every Week
- End Date:** 11/30/2024
- Employee:** CO
- Appointment Availability Slots:**
 - Test Drive Availability
 - General Sales Appointment Availability
 - Delivery Appointment Availability

The modal also includes a 'Delete Schedule' button and 'Cancel' and 'Update' buttons.

Appointment Availability Slots

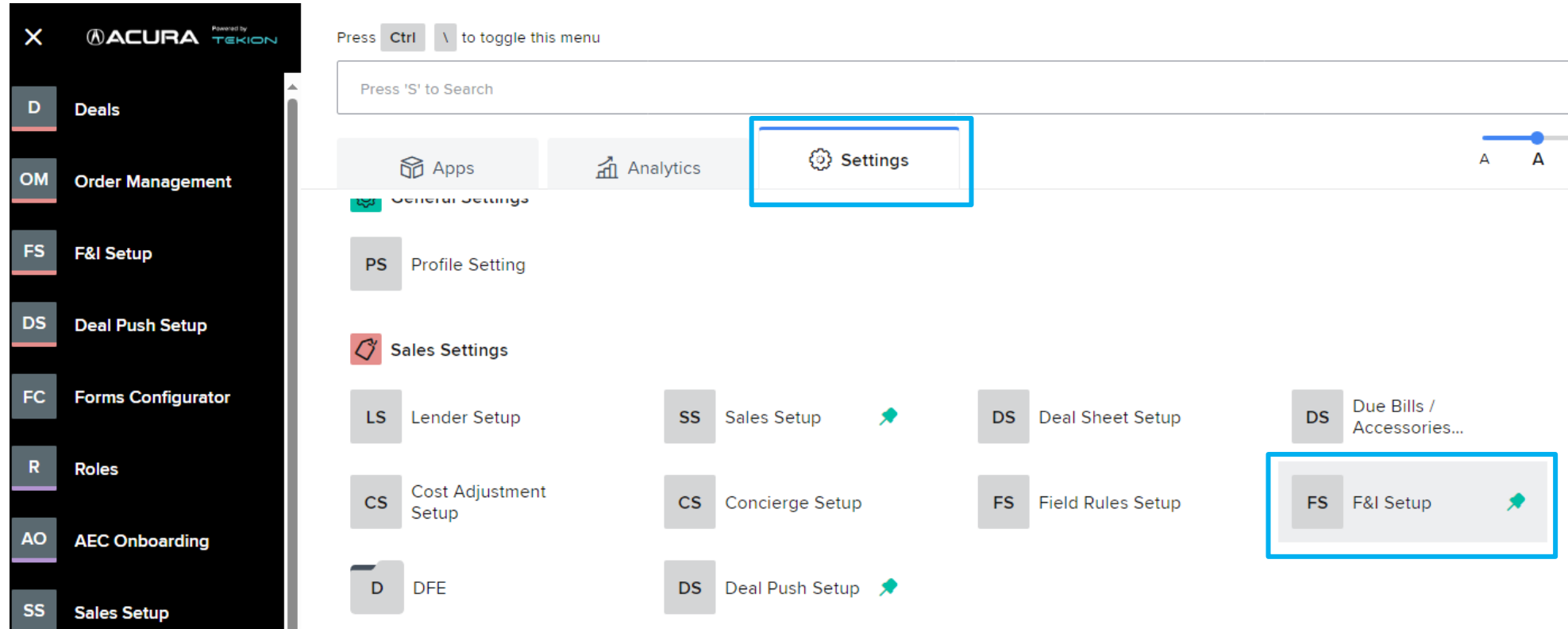
Test Drive Availability

	SUN	MON	TUE	WED
Open	09:00 AM	09:00 AM	09:00 AM	
Closed	09:00 PM	09:00 PM	09:00 PM	

Add Slot

2. F&I Setup

The F&I Setup tile allows dealers to keep their F&I Products and packages up to date, as well as the F&I Menu configurations.



2. F&I Setup (Product Setup)



Dealers can configure existing or add new F&I products in the “Product Setup” tab of the F&I Setup page.

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Get Help

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XS

F&I Setup

Audit logs

Integrations

Product Setup

Defaults

Menu Configuration

Products

Sort by: Aggregator

Field Setup

FE

C

FE

SS

FE

VC

FE

V

FE

INTERNAL

AI

AI

Price

Cost

Actions

\$

\$

\$

\$

0.00

0.00

Add Product

Cancel

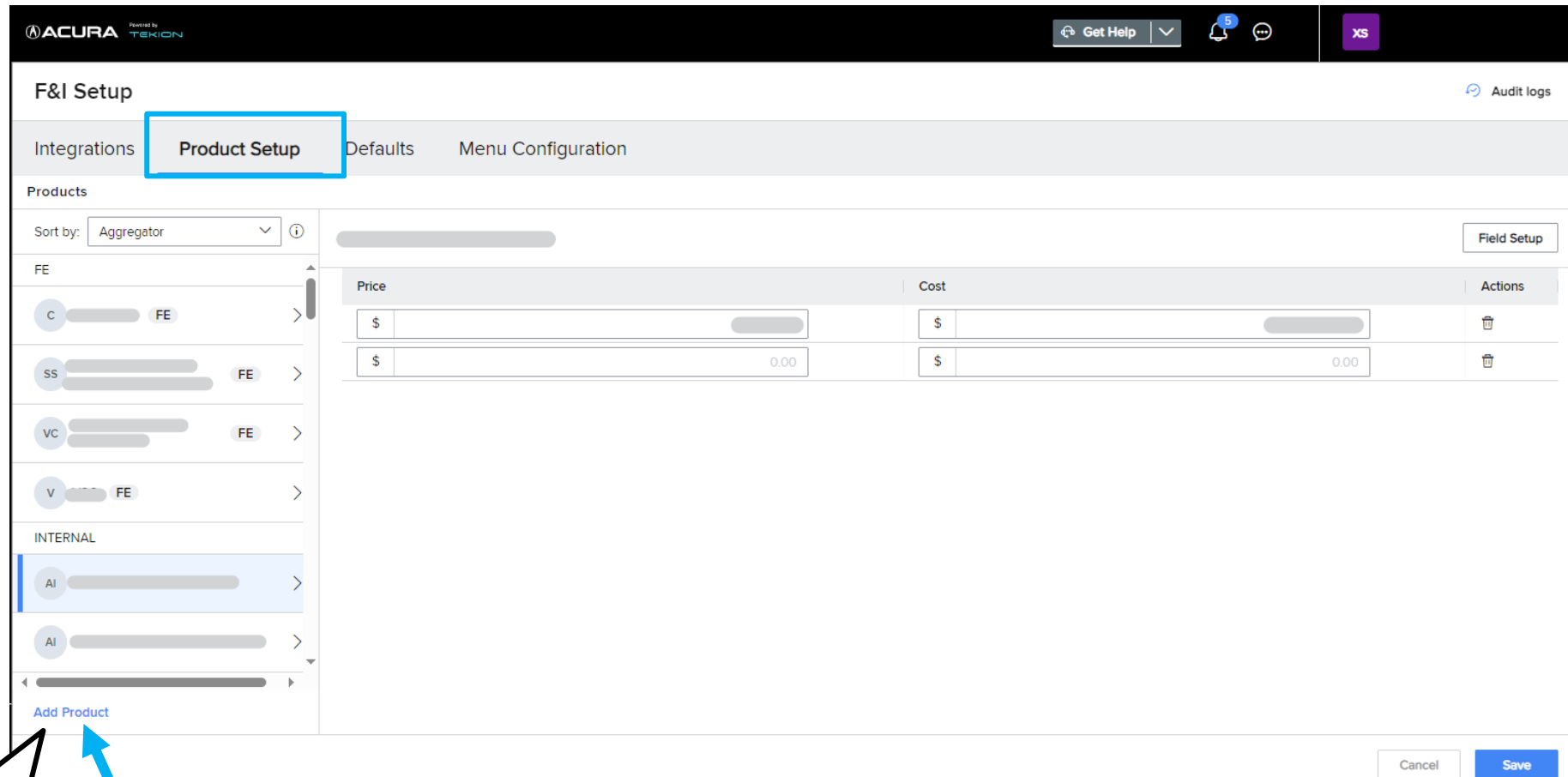
Save

Click here to add new products



2. F&I Setup (Product Setup)

Dealers can configure existing or add new F&I products in the “Product Setup” tab of the F&I Setup page.

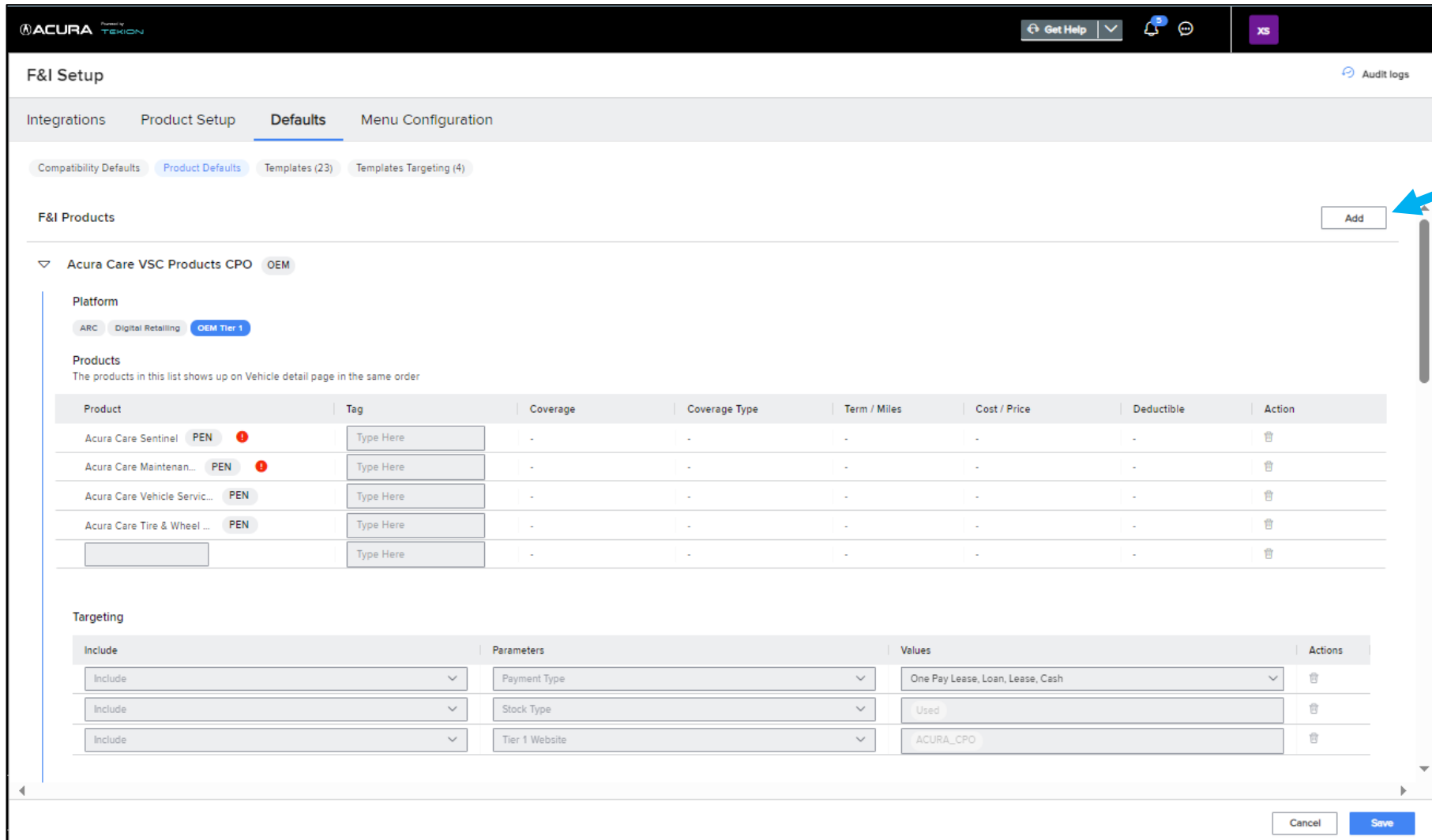


The screenshot shows the 'F&I Setup' page with the 'Product Setup' tab selected. The page includes a header with the ACURA logo, a 'Get Help' button, and a user profile icon. The main content area is divided into three tabs: 'Integrations', 'Product Setup' (highlighted with a blue box), and 'Defaults'. Below the tabs, there is a 'Products' section with a 'Sort by' dropdown set to 'Aggregator'. A list of products is displayed, categorized into 'FE' and 'INTERNAL'. The 'FE' category shows products like 'C', 'SS', 'VC', and 'V'. The 'INTERNAL' category shows products like 'AI'. A table on the right shows the 'Price' and 'Cost' for these products, with values like '\$' and '0.00'. An 'Add Product' button is visible at the bottom of the product list. A 'Field Setup' button is also present in the top right corner of the product list area.

Click here to add new products

2. F&I Setup (Product Defaults)

In the “Product Defaults” section, Dealers can configure each F&I Product and product targeting. Dealers can edit or add F&I products as needed.



F&I Setup

Integrations Product Setup **Defaults** Menu Configuration

Compatibility Defaults Product Defaults Templates (23) Templates Targeting (4)

F&I Products

Acura Care VSC Products CPO OEM

Platform

ARC Digital Retailing **OEM Tier 1**

Products

The products in this list shows up on Vehicle detail page in the same order

Product	Tag	Coverage	Coverage Type	Term / Miles	Cost / Price	Deductible	Action
Acura Care Sentinel	PEN	-	-	-	-	-	
Acura Care Maintenanc...	PEN	-	-	-	-	-	
Acura Care Vehicle Servic...	PEN	-	-	-	-	-	
Acura Care Tire & Wheel ...	PEN	-	-	-	-	-	
		-	-	-	-	-	

Targeting

Include	Parameters	Values	Actions
Include	Payment Type	One Pay Lease, Loan, Lease, Cash	
Include	Stock Type	Used	
Include	Tier 1 Website	ACURA_CPO	

Cancel Save

Click here to add new products

NOTE: OEM Products cannot be edited.

2. F&I Setup (Product Defaults)



Dealers can edit their non-OEM products and configure the product targeting.

Non-OEM Product (Test)

Platform

ARC

Digital Retailing

Products

The Top 5 products in this list shows up by default on Vehicle Detail Page in the same order

Product	Tag	Coverage	Coverage Type	Term / Miles	Cost / Price	Deductible	Action
	Type Here	-	-	-	-	-	
FE		-	-	-	-	-	
FE		-	-	-	-	-	
FE		-	-	-	-	-	
PICL1	mo - mo	-	-	-	-	-	
Price check		-	-	\$300.00	\$350.00	-	

Values

Select...

Actions

Add Targeting

You can select the product in a drop-down list

Click here to change the name of the product

You can configure the product targeting by different parameters.

Targeting

Include

Include

Parameters

Payment Type

Values

Select...

Search

☐ Lease

☐ Loan

☐ One Pay Lease

☐ Cash

Values are based on parameters selected

Actions

Parameters include: Deal Type, Stock Type, Payment Type, and Make of vehicle

Add Targeting

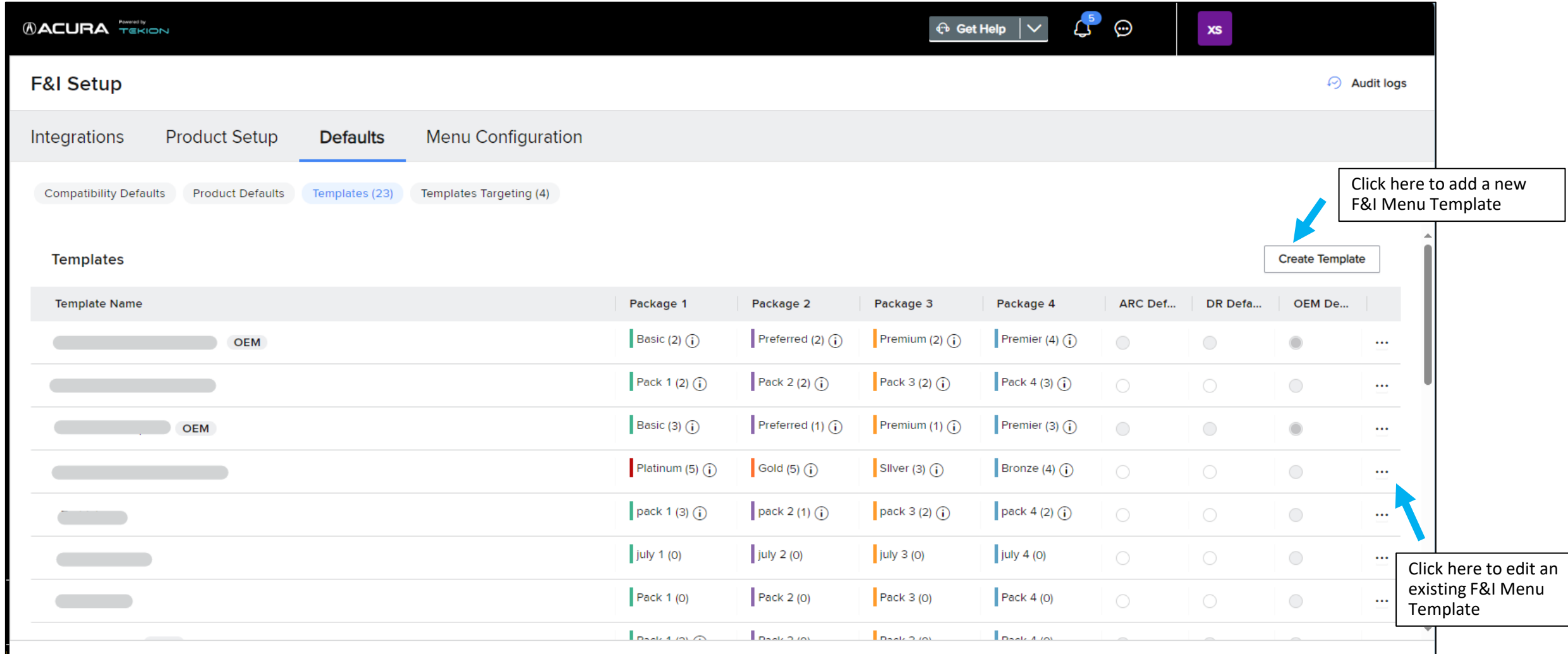
Cancel

Save

NOTE: OEM Products cannot be edited.

2. F&I Setup (Templates)

Dealers can add and configure products shown F&I Menu Templates accordingly



F&I Setup [Audit logs](#)

Integrations Product Setup **Defaults** Menu Configuration

Compatibility Defaults Product Defaults **Templates (23)** Templates Targeting (4)

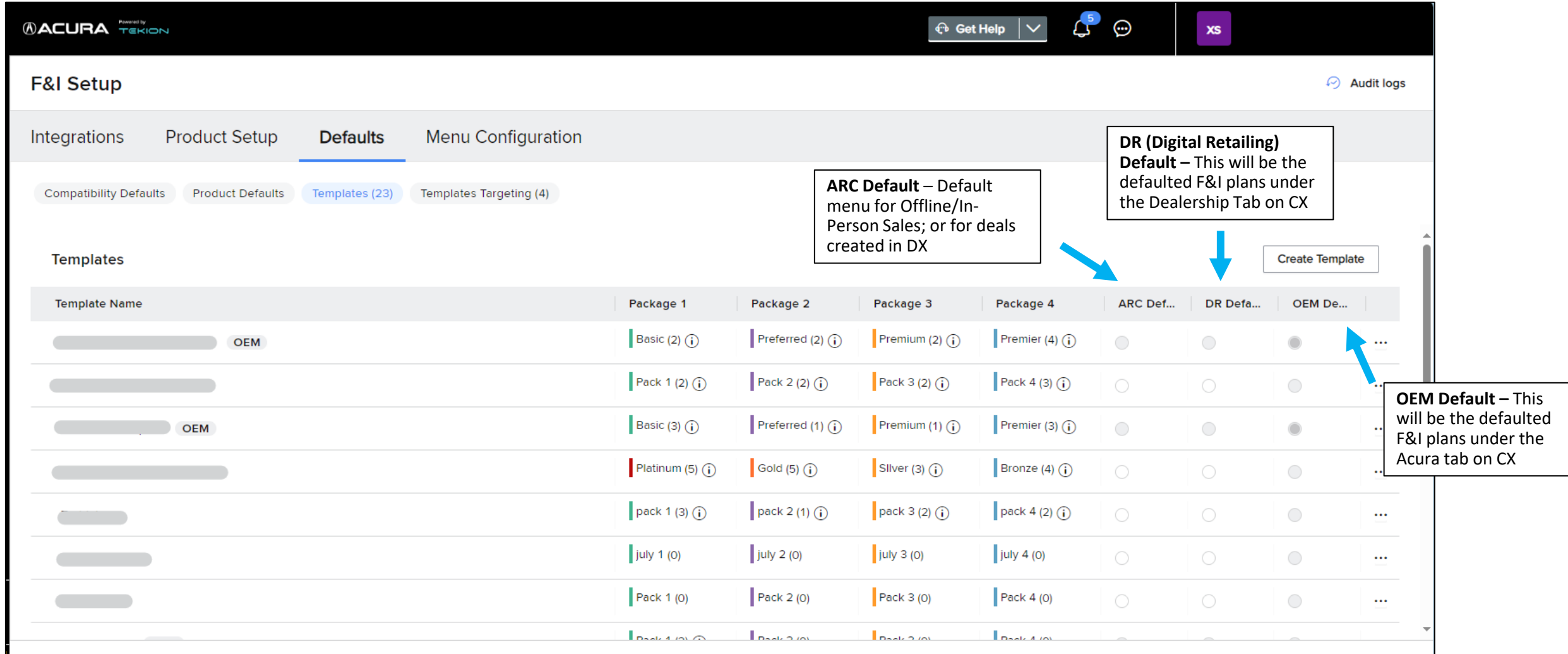
Templates [Create Template](#)

Template Name	Package 1	Package 2	Package 3	Package 4	ARC Def...	DR Defa...	OEM De...	
OEM	Basic (2) ⓘ	Preferred (2) ⓘ	Premium (2) ⓘ	Premier (4) ⓘ	☐	☐	☒	...
	Pack 1 (2) ⓘ	Pack 2 (2) ⓘ	Pack 3 (2) ⓘ	Pack 4 (3) ⓘ	☐	☐	☐	...
OEM	Basic (3) ⓘ	Preferred (1) ⓘ	Premium (1) ⓘ	Premier (3) ⓘ	☐	☐	☒	...
	Platinum (5) ⓘ	Gold (5) ⓘ	Silver (3) ⓘ	Bronze (4) ⓘ	☐	☐	☐	...
	pack 1 (3) ⓘ	pack 2 (1) ⓘ	pack 3 (2) ⓘ	pack 4 (2) ⓘ	☐	☐	☐	...
	july 1 (0)	july 2 (0)	july 3 (0)	july 4 (0)	☐	☐	☐	...
	Pack 1 (0)	Pack 2 (0)	Pack 3 (0)	Pack 4 (0)	☐	☐	☐	...
	Pack 1 (0)	Pack 2 (0)	Pack 3 (0)	Pack 4 (0)	☐	☐	☐	...

NOTE: OEM Products cannot be edited.

2. F&I Setup (Templates)

Dealers can configure default templates for different digital channels



F&I Setup Audit logs

Integrations Product Setup **Defaults** Menu Configuration

Compatibility Defaults Product Defaults **Templates (23)** Templates Targeting (4)

Templates

Template Name	Package 1	Package 2	Package 3	Package 4	ARC Def...	DR Defa...	OEM De...	
OEM	Basic (2) ⓘ	Preferred (2) ⓘ	Premium (2) ⓘ	Premier (4) ⓘ	☐	☐	☒	...
	Pack 1 (2) ⓘ	Pack 2 (2) ⓘ	Pack 3 (2) ⓘ	Pack 4 (3) ⓘ	☐	☐	☐	...
OEM	Basic (3) ⓘ	Preferred (1) ⓘ	Premium (1) ⓘ	Premier (3) ⓘ	☐	☐	☒	...
	Platinum (5) ⓘ	Gold (5) ⓘ	Silver (3) ⓘ	Bronze (4) ⓘ	☐	☐	☐	...
	pack 1 (3) ⓘ	pack 2 (1) ⓘ	pack 3 (2) ⓘ	pack 4 (2) ⓘ	☐	☐	☐	...
	july 1 (0)	july 2 (0)	july 3 (0)	july 4 (0)	☐	☐	☐	...
	Pack 1 (0)	Pack 2 (0)	Pack 3 (0)	Pack 4 (0)	☐	☐	☐	...
	Pack 1 (0)	Pack 2 (0)	Pack 3 (0)	Pack 4 (0)	☐	☐	☐	...

ARC Default – Default menu for Offline/In-Person Sales; or for deals created in DX

DR (Digital Retailing) Default – This will be the defaulted F&I plans under the Dealership Tab on CX

OEM Default – This will be the defaulted F&I plans under the Acura tab on CX

Create Template

NOTE: OEM Products cannot be edited.

2. F&I Setup (Templates)



Dealers can add a new F&I Menu Template and product packages you wish to put in the template accordingly.

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F&I Setup

Audit log

Integrations

Product Setup

Defaults

Menu Configuration

Compatibility Defaults

Product Defaults

Templates (23)

Templates Targeting (4)

Templates

Template Name

Template name

Template Name

Maintenance Guide Template

Cancel

Create

D

OM

FS

DS

FC

R

AO

SS

VI

DS

Q

12:39 PM

< Maintenance Guide Template

Default F&I Packages

You can choose which product to show for which

Add Product

F&I Products

Default Package

AI

SS

Select Product

C

VC

V

AI

AP

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3. Due Bills / Accessories



The “Due Bills / Accessories” tile allows Dealers to keep their accessories, descriptions, images and targeting accurate and up to date.

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D Deals

OM Order Management

FS F&I Setup

DS Deal Push Setup

FC Forms Configurator

R Roles

AO AEC Onboarding

SS Sales Setup

VI Vehicle Inventory

Press Ctrl V to toggle this menu

Press 'S' to Search

Apps

Analytics

Settings

Sales Settings

LS Lender Setup

SS Sales Setup

DS Deal Sheet Setup

DS Due Bills / Accessories...

CS Cost Adjustment Setup

FS Field Rules Setup

FS F&I Setup

DS Deal Push Setup

Digital Retailing Settings

DS Digital Retailing

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Due Bills / Accessories Setup

Due Bills / Accessories Details

Website Accessories Setup

Add New Due Bill

Code *	Description *	Disclosure Type	Sale Price	Cost Price	Upfront	Installation Cost	Taxable	Pr
100C	Acura Link	Surface Protection	\$	\$	✓	\$	✓	
PRO	Pro Pack	Surface Protection	\$	\$	✓	\$	✓	
EPF	PAINT FILM	Surface Protection	\$	\$	✓	\$	✓	
Custom Back	Dealer Custom Back Accessories	Accessory	\$	\$	✓	\$	✓	
Custom Front	Dealer Custom Front Accessories	Accessory	\$	\$	✓	\$	✓	
100abc	testWheels	Accessory	\$	\$	✓	\$	✓	
200	Bumper	Accessory	\$	\$	✓	\$	✓	
102	Alloy Wheel	Accessory	\$	\$	✓	\$	✓	
105	Paint Protection	Surface Protection	\$	\$	✓	\$	✓	
106	anti theft device	Theft Deterrent	\$	\$	✓	\$	✓	

3. Due Bills / Accessories



The Due Bills / Accessories tile allows Dealers to keep their accessories, descriptions, images and targeting accurate and up to date. Dealers can input the Sale Price, Cost Price and Installation Cost of the product. Dealers can also indicate whether the accessories are an upfront and taxable.

Click here to add new products

ACURA

Get Help

XS

Due Bills / Accessories Setup

Due Bills / Accessories Details

Website Accessories Setup ⓘ | Add New Due Bill

Code *	Description *	Disclosure Type	Sale Price	Cost Price	Upfront
100C	Acura Link	Surface Protection	\$	\$	✓
PRO	Pro Pack	Surface Protection	\$	\$	✓
EPF	PAINT FILM	Surface Protection	\$	\$	✓
Custom Back	Dealer Custom Back Accessories	Accessory	\$	\$	✓
Custom Front	Dealer Custom Front Accessories	Accessory	\$	\$	✓
100abc	testWheels	Accessory	\$	\$	✓
200	Bumper	Accessory	\$	\$	✓
102	Alloy Wheel	Accessory	\$	\$	✓
105	Paint Protection	Surface Protection	\$	\$	✓
106	anti theft device	Theft Deterrent	\$	\$	✓
BPRF3	IB9IKMXA	Accessory	\$	\$	✓

Cancel Save

ACURA

Get Help

XS

Due Bills / Accessories Setup

Due Bills / Accessories Details

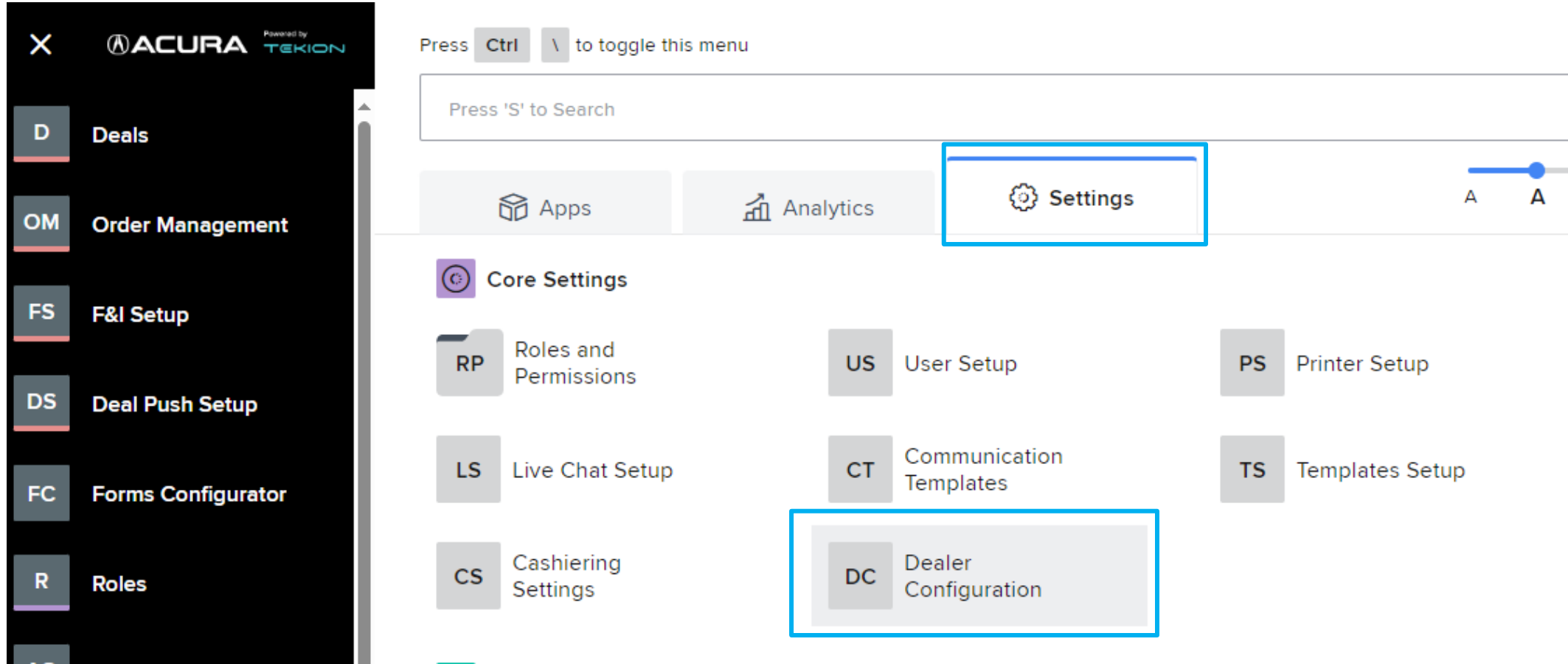
Website Accessories Setup ⓘ | Add New Due Bill

	Sale Price	Cost Price	Upfront	Installation Cost	Taxable	Profit Type	Tax Upfront
on	\$	\$	✓	\$ 150.00	✓	Front	✓
on	\$	\$	✓	\$ 10.00	✓	Front	✓
on	\$	\$	✓	\$ 10.00	✓	Front	✓
	\$	\$	✓	\$ Enter Insta	✓	Back	✓
	\$	\$	✓	\$ Enter Insta	✓	Front	✓
	\$	\$	✓	\$ 300.00	✓	Front	✓
	\$	\$	✓	\$ 20.00	✓	Front	✓
	\$	\$	✓	\$ 20.00	✓	Front	✓
on	\$	\$	✓	\$ 100.00	✓	Front	✓
	\$	\$	✓	\$ 15.00	✓	Front	✓
	\$	\$	✓	\$ Enter Insta	✓	Front	✓

Cancel Save

4. Dealership Information

Dealers are strongly suggested to keep their dealership information updated in the “Dealer Configuration” tile.



The screenshot displays the ACURA Dealer Configuration interface. On the left is a dark sidebar menu with the ACURA logo and 'Powered by TEKION' at the top. The menu items are: Deals (D), Order Management (OM), F&I Setup (FS), Deal Push Setup (DS), Forms Configurator (FC), and Roles (R). The 'Settings' tile in the main area is highlighted with a blue border. Below it, the 'Core Settings' section contains several tiles: Roles and Permissions (RP), User Setup (US), Printer Setup (PS), Live Chat Setup (LS), Communication Templates (CT), and Templates Setup (TS). The 'Dealer Configuration' tile (DC) is highlighted with a blue border. At the top of the main area, there is a search bar with the text 'Press 'S' to Search' and a toggle instruction 'Press Ctrl \ to toggle this menu'. A slider control is also visible on the right side of the top bar.

Press **Ctrl** \ to toggle this menu

Press 'S' to Search

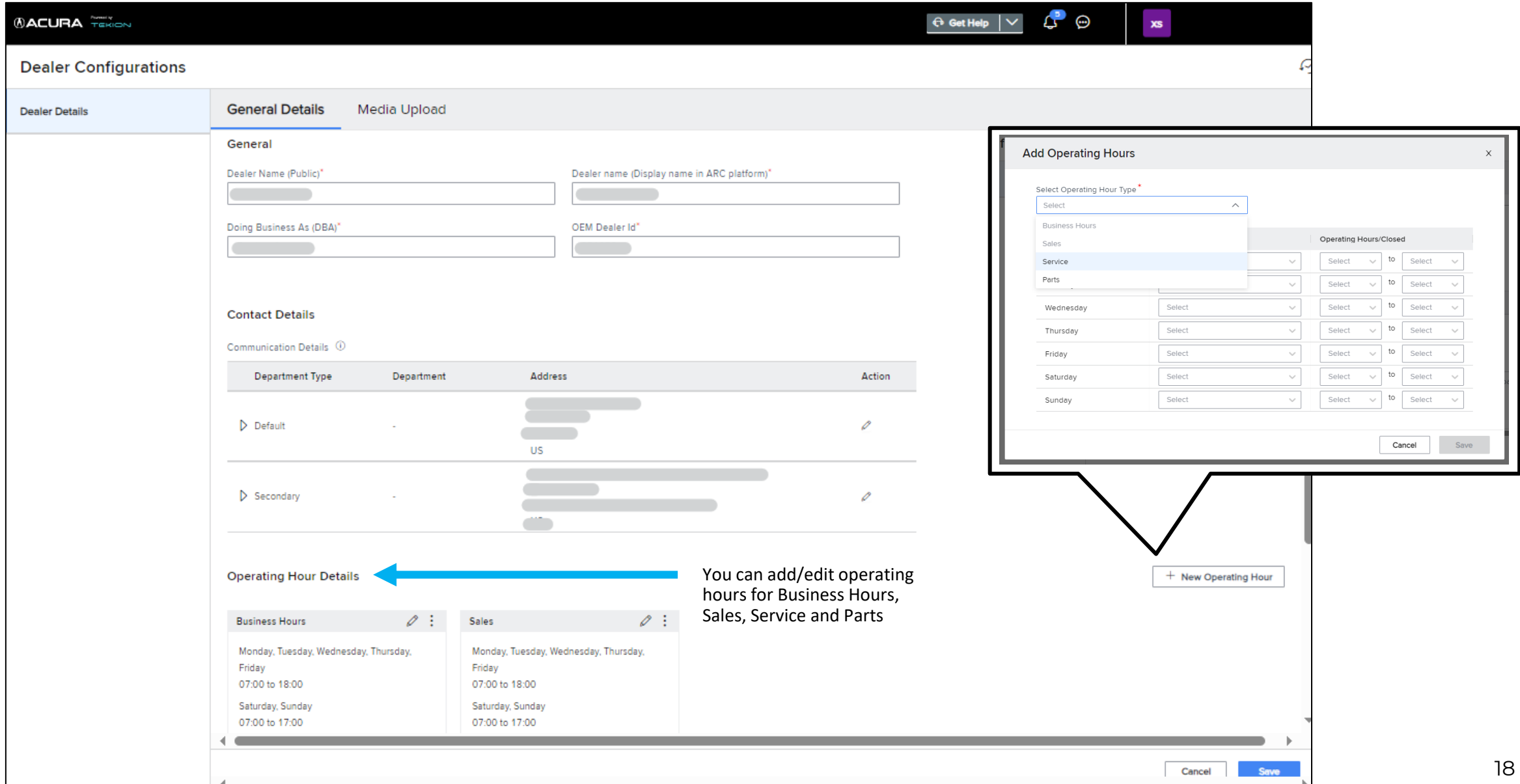
Apps Analytics **Settings**

Core Settings

- RP Roles and Permissions
- US User Setup
- PS Printer Setup
- LS Live Chat Setup
- CT Communication Templates
- TS Templates Setup
- DC Dealer Configuration**
- CS Cashiering Settings

4. Dealership Information

Dealers can update general details like, address, Operating Hours and logos in the “Dealer Configurations” page



The screenshot displays the ACURA Dealer Configurations page. The top navigation bar includes the ACURA logo, a 'Get Help' button, and user profile icons. The main section is titled 'Dealer Configurations' and has two tabs: 'Dealer Details' and 'General Details'. The 'General Details' tab is active, showing a form for updating dealer information. The form is divided into two sections: 'General' and 'Contact Details'.

General Section:

- Dealer Name (Public)***: A text input field.
- Dealer name (Display name in ARC platform)***: A text input field.
- Doing Business As (DBA)***: A text input field.
- OEM Dealer Id***: A text input field.

Contact Details Section:

Communication Details ⓘ

Department Type	Department	Address	Action
▶ Default	-	[Redacted] [Redacted] [Redacted] US	[Edit Icon]
▶ Secondary	-	[Redacted] [Redacted] [Redacted] [Redacted]	[Edit Icon]

Operating Hour Details ←

Business Hours [Edit Icon] [More Icon]

Monday, Tuesday, Wednesday, Thursday, Friday
07:00 to 18:00
Saturday, Sunday
07:00 to 17:00

Sales [Edit Icon] [More Icon]

Monday, Tuesday, Wednesday, Thursday, Friday
07:00 to 18:00
Saturday, Sunday
07:00 to 17:00

You can add/edit operating hours for Business Hours, Sales, Service and Parts