



Get your dealership noticed with the Trane Dealer Locator Guide



TRANE.COM
DEALER LOCATOR GUIDE

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Why we created this Guide



How to get your dealership noticed online

Getting your dealership in front of the right homeowners at the right time is a #1 priority—and one of the best ways to accomplish that is to properly configure your dealer locator information. In this guide, we'll walk you through the steps to make sure that your business profile, customer reviews, leads, and reporting operate as smoothly, seamlessly and accurately as possible. So let's get started!

2 How the Locator Works

From the Trane.com residential website, homeowners are directed to “Find a Local Dealer.” On the dealer locator page, the Zip Code will default to the homeowner’s known location based on the IP address of their computer or mobile device. The homeowner may change the Zip Code and has the option to enter a service location address.

How Dealers Are Displayed

STANDARD DEALER LOCATOR

Dealers within the search radius are displayed on the locator in order of the homeowner’s proximity to the dealer’s physical address. The locator will display 3 dealer listings at a time.

Homeowners may also sort listings by dealers that offer 24/7 service.

SECONDARY/TESTING DEALER LOCATOR

A small percentage of traffic (less than 10%) is sent to a secondary locator, which is used for A/B testing to better understand how to improve response rates.

The functionality of the testing locator will be similar to the standard locator, but may include additional ranking factors such as dealer lead response rates and Google review ratings.

FIND A LOCAL TRANE COMFORT SPECIALIST™

Our independent Trane Comfort Specialists™ are here to help with all your heating and cooling needs.

24/7 DEALERS ONLY SERVICE LOCATION ADDRESS 85026 Find dealers Search by State

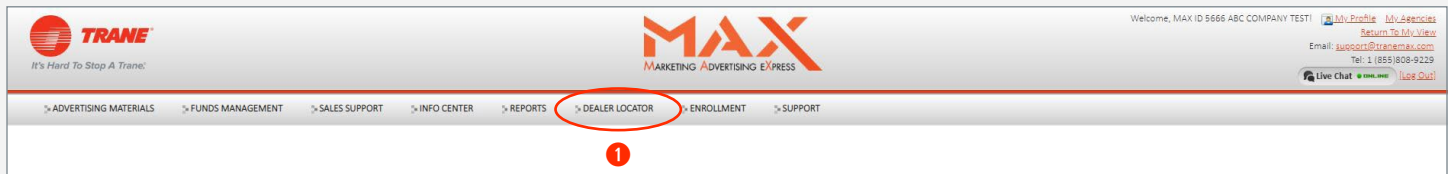
24/7	24/7	24/7
SMW REFRIGERATION & HEATING LLC	IDEAL ENERGY	ACCURATE AIR CONDITIONING INC
1-844-386-2648	1-888-735-9567	1-855-675-7668
4.8 ★★★★★ on Google Reviews	4.8 ★★★★★ on Google Reviews	5.0 ★★★★★ on Google Reviews
Email Book Online >	Email Book Online >	Email Book Online >

Nexia Installer NEXIA NATE Certified NATE Charter Member EST 1998 24/7 Emergency 24/7 Nexia Diagnostics NEXIA DIAGNOSTICS

Updating Your Dealer Locator Profile 3

To update your dealer locator profile, login to the MAX site through the ComfortSite Marketing Center. From the MAX homepage, hover over “Dealer Locator” at the top of the navigation bar and select “Dealer Locator Information” from the drop down menu. ❶

If applicable, read and accept the Terms of Service. (See page 5 for more details.)



ALL USERS AND CO-OP ADMINISTRATOR CONTACT INFORMATION

This section of “My Profile” includes user information for the Trane co-op program. Users listed under “All Users” will receive co-op notifications, although only your designated users will not receive lead notifications. Lead notification users are managed in Dispatch. (See page 16 for more details.)

DEALER LEADS/LOCATOR CONTACT INFORMATION

This section of “My Profile” contains the information displayed on your Trane.com dealer locator listing. To update your listing, make your changes and then click the “Edit Profile” button at the bottom of the page. Changes that do not require distributor approval will be updated on your dealer locator listing within two business days. Changes to your Dealership Name, NATE, EnviroWise, NEXIA, Wells Fargo Financing and Service Area Distance will be sent your distributor for approval. After approval, your listing will be updated within two business days.

DEALER LOCATOR INFORMATION FIELDS

- **Dealership Name*:** Your business name as you want it to appear in the dealer locator. Important: The name must exactly match your business name on your Google My Business account.
- **Dealer Email:** Your primary email address
- **Direct Phone #:** Your main service line
- **SMART Phone #:** Your CallSource dealer locator SMART number or the number used for the LeadSave Program. If you do not know your SMART number, contact your distributor.
- **Dealer Address:** Your physical business address
- **Working Hours:** Your standard business hours

- **Logo:** Your company logo
- **Offer Nexia Diagnostics:** (yes/no)
- **Elite Dealer ID:** (not able to change)
- **Charter Member:** (not able to change)
- **NATE*:** (yes/no) NATE certified techs
- **EnviroWise*:** (yes/no) Sell EnviroWise Geothermal
- **NEXIA*:** (yes/no) Sell NEXIA products
- **Elite Dealer Level:** (not able to change on dealer locator profile)
- **Wells Fargo Finance Available*:** (yes/no) Offer Wells Fargo financing
- **Dealer Website:** Your main business website (include full URL, <https://www.dealerwebsite.com>)
- **Emergency Service:** (yes/no) Available outside of standard business hours for emergency service
- **24/7 Service:** (yes/no) Respond to service requests outside of standard business hours.
- **Spanish Speaking:** (yes/no)
- **Service Area Distance*:** Your service radius (up to 150 miles)
- **Google Paid Search Account ID:** This field is optional, but including your Google AdWords Account ID will allow Trane to give you permission to bid on Trane branded keywords in the future. You can find your ID in your Google AdWords account. It's located at the top right-hand corner of your account page and is labeled "Customer ID." Trane will not use your ID for any other purposes.
- **Display Google Reviews:** (yes/no)
- **Local Presence Management:** (yes/no) Indicate if you'd like to participate in the DAC Group's online local listing management and review monitoring program. This program is available to TCS Dealers at no cost.
- **Additional State/Province Licensed:** The states/provinces you are certified to service. If you service more than one states/province within your service radius, you must select the non-home states(s)/provinces(s) you are licensed to service. Otherwise, your listing will *ONLY* display in the states/province of your address. For example, a dealer with an office in Oklahoma that is near the Arkansas border will not display in Arkansas searches unless "Arkansas" is selected in the MAX dealer locator profile.

**Requires Distributor approval before changes will be published.*

Terms Of Service

Trane recently updated our Terms of Service. If you haven't already responded to the request, the next time you log in into MAX, you'll be asked to review and agree to the Terms of Service listed below.

If you decline the Terms of Service, you will continue to be displayed on the Trane.com dealer locator, but you will not receive call recordings or additional information about the home.

CONSENT OF CALL RECORDING 1

Allows Trane to record phone calls generated from Trane.com and provide a copy of the recording with your lead notification.

CONSENT TO REFRAIN FROM COLLECTING PCI 2

Protects your business and Trane from potential liabilities associated with collecting credit card information on a recorded call. For additional details, please read: **PCI Protecting Telephone-based Payment Card Data**.

CONSENT TO SELL TRANE EQUIPMENT 3

Agreement to offer and sell Trane equipment when a lead is generated from Trane.com.

1

"I acknowledge, understand and agree to the monitoring and recording by Trane U.S., or its agents of all telephone conversations related to leads received from Trane U.S., Inc and affiliates on all Dealer telephones, except those expressly designated for personal use. I further agree to permit any recording of telephone conversations to be admitted, for purpose of substantive evidence and for cross-examination, in any civil, administrative, arbitration or criminal proceeding to which I'm a part and involve the Dealer in any manner. Furthermore, I represent and warrant that I will obtain express written consent to the above from all relevant Dealer employees. I am an authorized representative of my business and acknowledge that it is my responsibility to notify each present and future employee that call my be recorded and obtain their written consent to the extent they may participate in such calls. My company hereby agrees to indemnify and hold harmless Trane U.S. Inc. and affiliates from any and all liability arising of any failure to follow these procedures with my employees."

2

"I acknowledge, understand and agree to refrain from collecting any payment information, such as credit card number, bank account number, routing number, PIN, number, from consumers on any telephone conversations related to leads received from Trane U.S., Inc. and affiliates. Furthermore, I represent and warrant that I will obligate all relevant Dealer employees of this obligation. I am an authorized representative of my business and acknowledge that it is my responsibly to notify each present and future employee of the obligation to refrain from collecting any payment information, such as credit card number, bank account number, routing number, PIN number, from consumer on any telephone conversation related to leads received Trane U.S., Inc . and affiliates. My company hereby agrees to indemnify and hold harmless Trane U.S., Inc. and affiliates from any and all liability arising as a result of any failure to follow these procedures with my employees."

3

"I agree that, to the extent a proposal or sale is presented by my business as result of call generated through this program, such proposal or sale will include only Trane equipment, unless Trane does no offer the required equipment. I understand that failure to adhere to this requirement will subject my business to possible removal from the program by Trane."

6 Google Reviews

Trane uses Google Review ratings as the TCS Dealer customer satisfaction measurement. Google Reviews, run through Google My Business (GMB), is a review source homeowners know and trust, and are an important part of your digital presence.

Setting up a GMB account will complement your existing website by giving your business a public identity and presence with a listing on Google. The information you provide about your business will appear on Google Search, Google Maps and Google+ and the reviews can be synced with your Trane.com dealer locator listing.

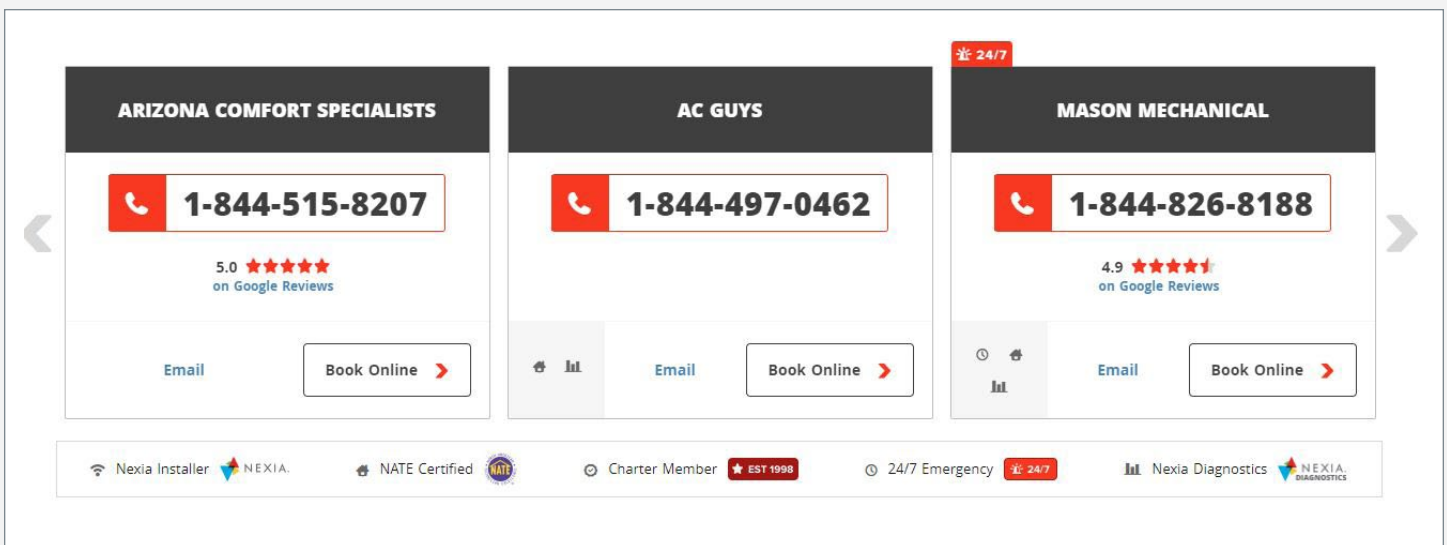
Google Review Requirements

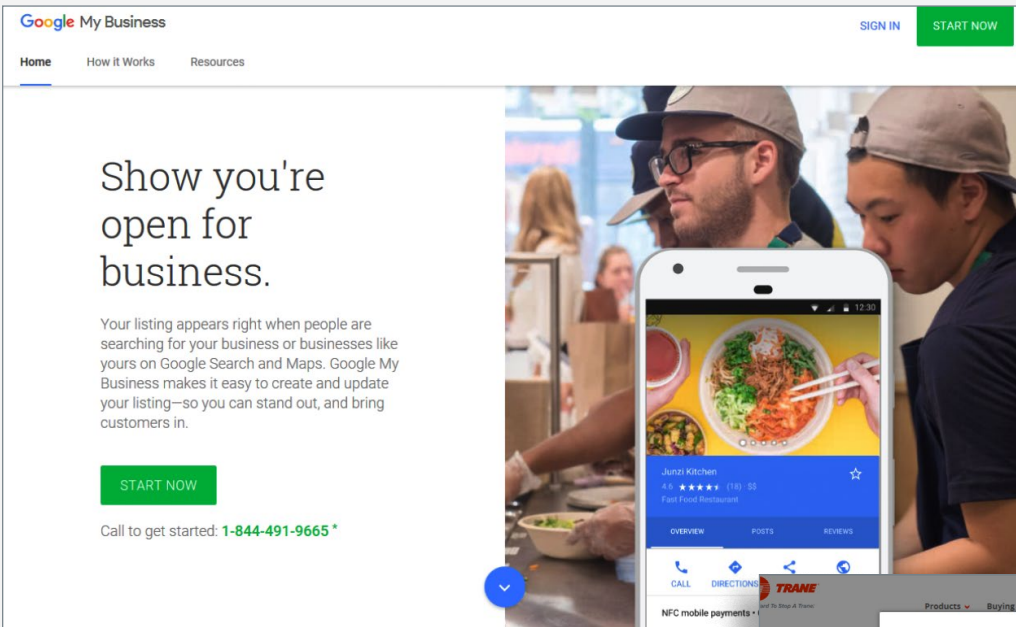
Dealers re-enrolling in the program will need 20 or more customer Google reviews and a 4-star or higher rating during the qualifying period between October 1 and September 30.

Trane dealers not currently enrolled in the TCS program can enroll in the program for a probationary period of 90 days. During the probationary period, you must have received 20 or more Google reviews and have a minimum of a 4-star rating. Dealers that do not achieve the minimum scores at the end of the probationary period will be removed from the program.

Display Dealer Locator

Google Reviews are displayed by default on Trane.com, although you may elect to not display them on your Trane.com listing. This change can be made in your MAX profile page. (See page 3.) There is a new field labeled “Google Reviews” at the bottom of the page; switch from Yes to No and click “Edit Profile.”





Trane.com will display up to 5 of the the most relevant reviews determined by Google. Trane will not be reviewing, curating, flagging, or editing the reviews. This is the same view a homeowner would get about your business today.

How To Set Up Google Reviews on Trane.com

- **Step 1: Set up Google My Business (GMB) — If you already have a verified GMB account, skip to step two.**

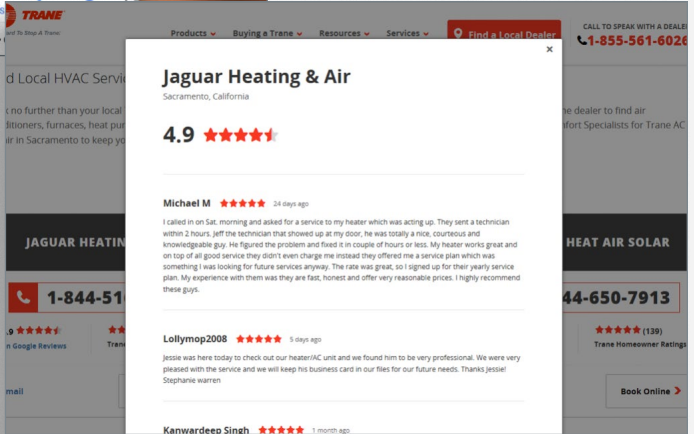
Register at: <https://www.google.com/business/> (Free to set up!)

Google will you to verify that you are the business owner via a postcard or phone call. The postcard verification method may take several weeks.

- **Step 2: Verify MAX Profile Information**

Check to make sure your Trane MAX profile information is the same as the GMB information.

Your business name **1** and address **2** in your Trane MAX profile must match your Google My Business name and address. (See page 3 for how to access your profile on Trane MAX.)



Dealer Leads/Locator Contact Information

Company ID: 0

Dealership Name: **1** ABC COMPANY TEST

Dealer Email: **1** customer.care@americanstandard.com

Direct Phone Number: **1**

SMART Phone Number: **2**

Dealer Address: **1**

Dealer Address: **2**

Dealer City: **1**

Elite Dealer ID: **1**

Charter Member: **1** No

NATE: **1** No

EnviroWise: **1** No

NEXIA: **1** No

Elite Dealer Level: **1**

Wells Fargo Financing Available: **1** No

Walker Star Rating: **1** N/A

For the reviews to appear on Trane.com, the Display Google Reviews field **1** should be set to “Yes.”

Click “Submit for Approval” to submit updates. After the MAX profile information is updated and exactly matches the GMB information, your Google reviews will sync to your Trane.com dealer locator listing.

Why Are My Reviews Not Showing on Trane?

■ Have you created your Google Business Account?

To see your reviews, you must first create an account with Google. Then, customers will be able to make reviews about your company.

The screenshot shows the 'Edit Profile' form for a Google Business Profile. The form includes various fields for business information, such as working hours, time zone, and service area. The 'Display Google Reviews' field is highlighted with a red circle and an arrow pointing to it from a red circle labeled '1'.

■ Have you verified the information on Google and Trane are the same?

In order to show your Google Reviews on the Trane site, the information must be identical.

For example, if you have your address listed as “123 Trane Drive” on Google and “123 Trane Dr.” on Trane.com, the information will not sync, since it is not identical.

■ Are you set to Private in GMB?

If your GMB settings are set to “Private,” your address will not display on your GMB listings and your Google reviews will not transfer to Trane.com.

Follow these steps if you would like to change

your account from “Private” to “Public” to show your address and allow Trane.com to display your reviews:

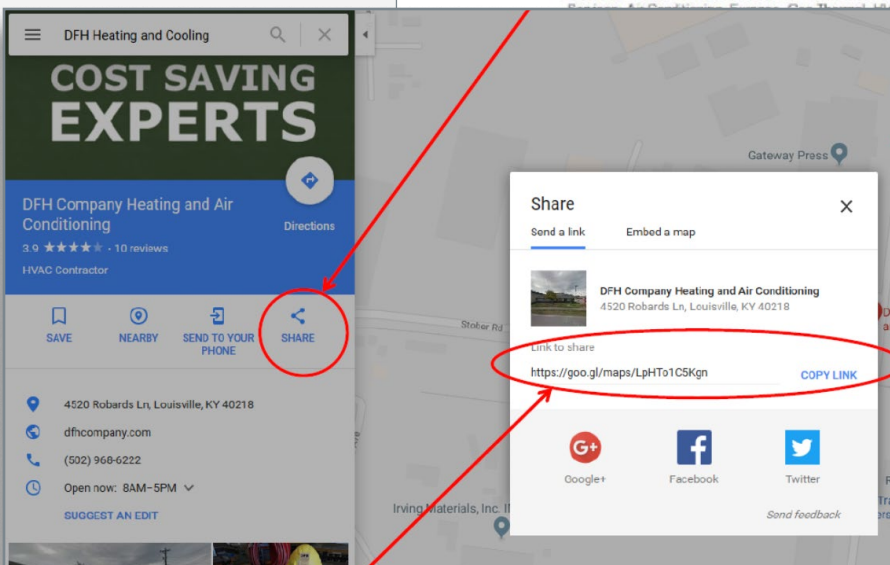
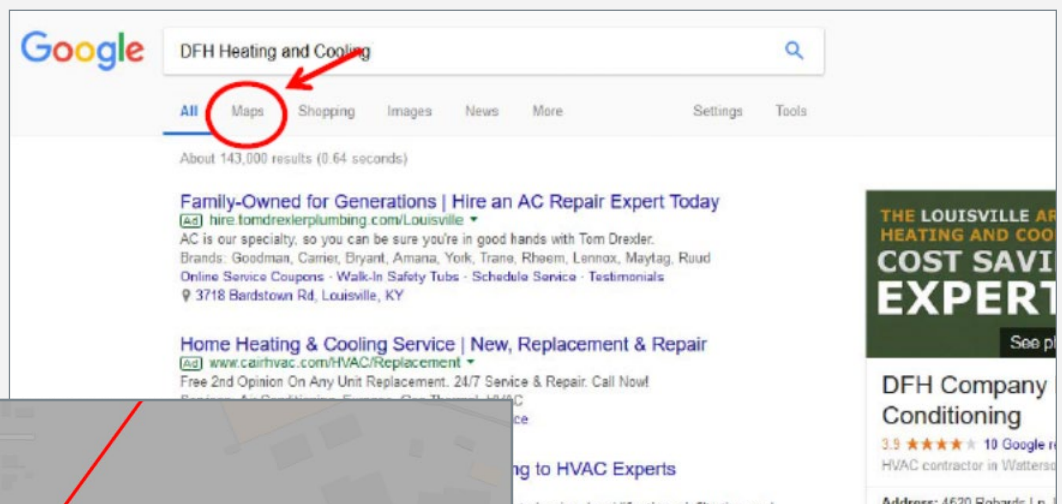
1. Log in to your Google My Business account.
2. Click on your locations page.
3. Select card view if it isn't already selected.
4. Click on “Manage Location.”
5. Click the “Edit button.”
6. Find the address section. Click the pencil to edit the address.
7. Find the section that reads: “I deliver goods and services to my customers at their location.” Make sure “Yes” is selected.
8. Add your service area, if it isn't already there. You can choose a Zip Code, city/cities or a radius.
9. Make sure the box next to “I serve customers at my business address” is selected. If it is, Google will display your address.
10. Click “Submit for Approval.”

How Do I Get More Google Reviews?

- Leave behind the homeowner Google Review Request form, downloadable from Pretty Incredible.
- Integrate your Google Reviews into your emails. Whether it be a marketing campaign or a simple follow up, you can directly ask or incorporate a call to action in your email auto signature with a link to your Google Review.
- Ask in person, if possible.
- Create an easy way for your customer to submit a review by providing the link to exactly where each customer needs to go.

HOW TO FIND YOUR GOOGLE REVIEW URL

1. Go to Google.com, type in your company name, and click search.
2. Once your results are displayed, click Maps in the navigation bar.
3. On the Maps page, click the Share icon.
4. A new box will open and you can copy your link.



Co-Branded Dealer Landing Pages

In addition to your locator listing, Trane.com features a co-branded landing page that is exclusive to your business. This custom page contains personalized business information, including contact details, service hours, location and a description of your business. Adding a

CONTACT A LOCAL DEALER

SOUTHERN COMFORT MECHANICAL
4.9 ★★★★★ on Google Reviews

1-844-244-8201 [Schedule Appointment](#)

The staff at Southern Comfort Mechanical are specialists in air conditioning and heating units. Because the heat in Texas can be so severe, this company prides itself on providing fast service no matter when it's needed. With the motto "We'll be there when you need us," they offer fast service and emergency services 24 hours a day, seven days a week. The staff includes both certified technicians and engineers who are well-qualified to provide service to air conditioners, heating units, air ducts, ductless mini-split systems and more. Additionally, Southern Comfort Mechanical is a Trane Comfort Specialist, so they are trained and certified to sell, install and repair Trane heating and cooling systems. For ductwork, the staff can repair problems, install new ductwork or clean out the air ducts to create better air quality and more efficient air circulation.

Southern Comfort Mechanical was founded in 2007 and services the Lewisville, Texas, area. It will also service these communities that are near Lewisville: Argyle, Coppell, Cooper Canyon, Corinth, Flower Mound, Denton, Lantana, Highland Village and Shady Shores. They offer maintenance plans as well as repairs and replacements. Staff members wear shoe covers when they enter homes and are required to clean up before they leave. The company guarantees complete customer satisfaction on every job. They are committed to using only high-quality and reliable HVAC components and systems. The company strives to hire only technicians who have high ethical and moral character.

DEALER INFORMATION

Contact
1-844-244-8201
[Schedule Appointment](#)

Financing
[Wells Fargo Financing](#)

Location
174 LAKE PARK RD
LEWISVILLE, Texas 75057

Details
[24/7 Emergency Service](#)
[Nexia Diagnostics](#)

link to your Trane.com co-branded page from your own company website can provide additional benefits, including:

- Linking to your personalized co-branded landing page means your business will show up more in online search results.
- Your customers get instant access to the most up-to-date Trane product information and promotions.
- Another exciting feature of this page is that it provides you with DEALER EXCLUSIVITY. In other words, when potential customers visit the Trane

website through your link, you will be the only dealer they see—no other dealers will be shown! This gives your customers a Trane.com experience exclusive to your business.

How to Update Page Content

General business information—such as hours of operation, location and financing availability—can be updated from your dealer locator profile in MAX. (See page 3).

To request other changes to your business profile, please email neil.foto@irco.com.

How To Link From Your Company Website

IF YOU OUTSOURCE YOUR WEBSITE

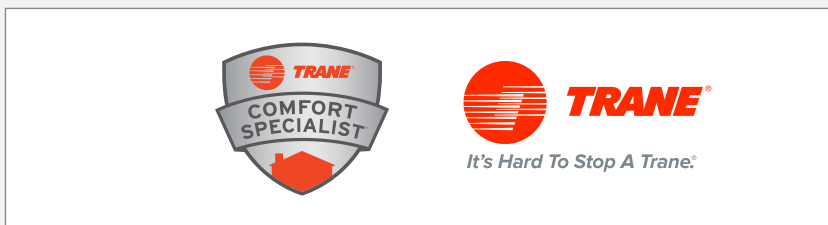
If you outsource your website, share this information with the website manager and ask them to add the custom link to the website.

- **Step One:** Locate your co-branded page link
 - See email sent from Trane Communications with your individual page link - OR -
 - If you have trouble locating your link email neil.foto@irco.com

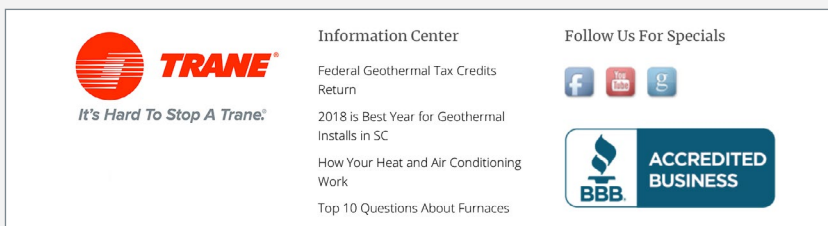
- **Step Two:** Place the link on your site

Replace existing links to Trane.com with your custom link. You can also add a new link to anywhere you mention Trane or Trane products on your website. Link options include:

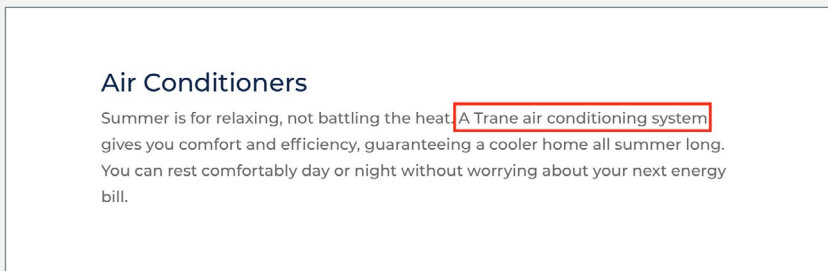
Logos:



Footers:



Product Descriptions:



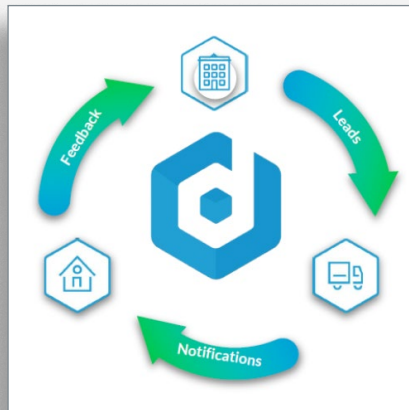
- **Step Three:** Test your link to make sure it works. Click on the link and make sure you're correctly navigating to your Trane.com co-branded page.

12 Leads and Dispatch

Leads generated from Trane.com are managed within the Dispatch system. Here's how it works:

Getting Started with Dispatch

Dispatch is the platform that manages leads generated from Trane.com. This simple interface allows you to receive real-time leads, communicate with homeowners and get instant feedback.



LOGGING IN FOR THE FIRST TIME

- **Step One:** Go to **work.dispatch.me** in your web browser.
- **Step Two:** Select "Forgot password?"
- **Step Three:** Enter your email address associated with your Trane MAX profile and click "Submit."
- **Step Four:** You will receive an email to set up a new password.
- **Step Five:** After setting your password, return to the login page and then enter your email address and new password.
- **Step Six:** Follow the prompts to customize your account.

If you have trouble logging in or do not receive the Reset Password email, please contact Dispatch support at 617-580-0607 or support@dispatch.me for assistance.

As a TCS Dealer, the Dispatch PRO system is available to you at no cost. You can choose to utilize Dispatch's simple web or mobile applications, or Dispatch may be able to integrate with your own office system. For more information on Dispatch's full capabilities visit <https://www.dispatch.me/why-dispatch/> or contact Dispatch at 617-580-0607, ext. 9.

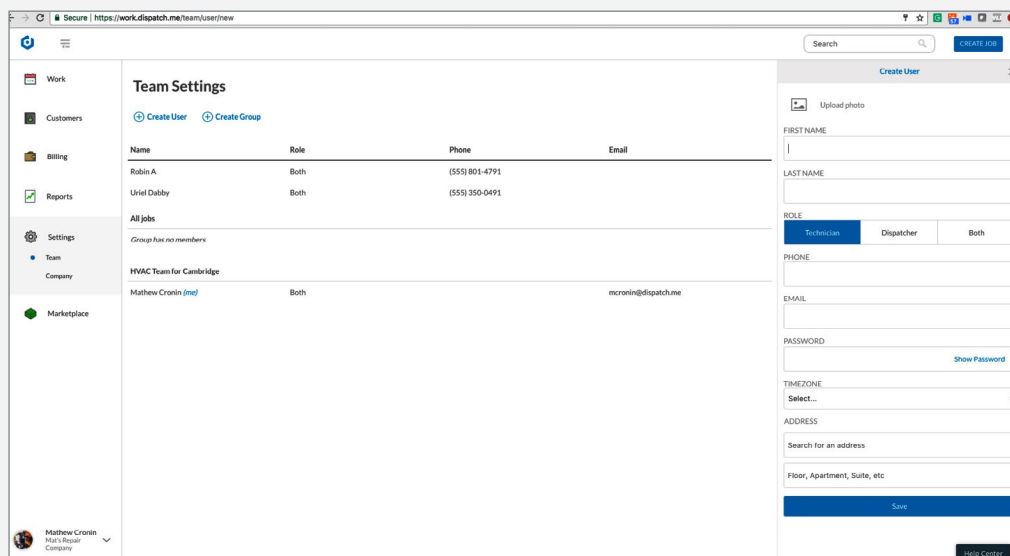
Lead Notifications (Emails & Texts)

When a new lead is generated from Trane.com, you will receive an email notification from lead@trane.com.

You may have your leads emailed to as many email addresses as you'd like by adding new users to your Dispatch "Team." If you would also like to have your lead notifications texted to your phone, please contact Dispatch at 617-580-0607 ext. 9 or **support@dispatch.me** and request text notifications.

ADDING NEW USERS FROM YOUR COMPUTER

- **Step One:** Log in to Dispatch at work.dispatch.me. If you are not sure which email to use to log in, please contact Dispatch at 617-580-0607, ext. 9 or **support@dispatch.me**.
- **Step Two:** Click on "Settings" and then on "Team" from the navigation menu.
- **Step Three:** Then click "Create user." (This will open up the Create User dialog on the right, where you can enter all their personal information. It is very important that you include at least a first name/last name and either a mobile phone number (for Technicians) or an email address (for other Dispatchers or dual role users).
- **Step Four:** Specify the role as "Dispatcher" to receive lead notifications.
- **Step Five:** Make sure your time zone is accurate.
- **Step Six:** Click on Save.



ADDING NEW USERS FROM YOUR MOBILE DEVICE/ DISPATCH APP:

- **Step One:** Log in to Dispatch at work.dispatch.me or the Dispatch app.
- **Step Two:** Click on "Menu" in the bottom right corner.
- **Step Three:** Click on "Settings."
- **Step Four:** Click on "Team" and then on "Team Members."
- **Step Five:** Click on the Plus (+) button.
- **Step Six:** On the next screen, enter the individual's Email or phone number, choose a role and then click "Save."

Lead Information

The information provided to you with each lead will vary depending how the lead was generated and the details the homeowner provided. The lead notifications may include;

- Customer name
- Address
- Phone number
- Date/time lead was delivered
- Information about the customer's home
- Customer's preferred appointment dates and times (up to 3 options)
- Any notes the customer included, including if it's a service or install opportunity
- A list of pages on Trane.com the customer visited
- Call recordings & transcripts. Note: (Consent of Call Recording must be accepted. See page 5).

TYPES OF LEADS

- **Phone Leads:** A phone call is the traditional Trane.com lead delivery method: The homeowner contacts you directly at the phone number associated with your Trane.com dealer locator listing. If the phone call lasts a minute or longer, a lead record is created in Dispatch for tracking purposes. You will receive an email notifying you that the lead record was created in Dispatch, but you do not need to contact the customer unless follow-up from the original call is needed. (Image 1 at lower left.)

JB HVAC Inc. just received a call lead from Trane.com. Below you'll find detailed information about this potential customer based on what they provided on the call.

This customer has already talked to someone in your office and this lead may not require an immediate follow up.

CALL LEAD INFORMATION

Call Date	6/5/18
Call Time	2:42 PM EDT
Phone Number	6103318092 DO NOT CALL
IVR Selection	AirConditioning
Voice Recognition	air conditioning new air conditioning
Call Duration	443 seconds
Dispatch ID	7522706

Accept Dispatch Lead?

www.trane.com

1

HANS HEATING & AC, INC. just received an email lead from Trane.com. Below you'll find detailed information about this potential customer.

This email lead requires action. Please contact immediately.

FORM LEAD INFORMATION

Email Date	6/5/18
Email Time	1:31 PM EDT
Customer Name	Russell Lindeman
Email Address	rlindeman@regalchotopacghv.com
Phone Number	4023307649
Appointment Time 1	9-1 on 6/6
Appointment Time 2	9-1 on 6/7
Appointment Time 3	9-1 on 6/8
Dispatch ID	7520804

Accept Dispatch Lead?

WEBSITE INFORMATION

This website information is provided by Trane.com.

Top Pages	Savings And Offers Tax Credits Gas Furnaces
Zip Code	68144
Address	1417 S 133rd St, Omaha, NE

www.trane.com

2

HANS HEATING & AC, INC. just received an email lead from Trane.com. Below you'll find detailed information about this potential customer.

This email lead requires action. Please contact immediately.

FORM LEAD INFORMATION

Email Date	6/5/18
Email Time	1:31 PM EDT
Customer Name	Russell Lindeman
Email Address	rlindeman@regalchotopacghv.com
Phone Number	4023307649
Appointment Time 1	9-1 on 6/6
Appointment Time 2	9-1 on 6/7
Appointment Time 3	9-1 on 6/8
Dispatch ID	7520804

Accept Dispatch Lead?

WEBSITE INFORMATION

This website information is provided by Trane.com.

Top Pages	Savings And Offers Tax Credits Gas Furnaces
Zip Code	68144
Address	1417 S 133rd St, Omaha, NE

www.trane.com

3

- **Email Leads:** Homeowners also have the option to email you from Trane.com. If you receive an email lead, you should contact the homeowner as soon as possible. The email lead will be tracked within Dispatch. (Image 2 on bottom of page 14.)
- **Online Scheduling Form Leads:** Homeowners may also schedule an appointment with your dealership on Trane.com. They will complete an online form and select three preferred appointment date and time options. This information will be communicated in the email lead notification and tracked within Dispatch. Once you receive the online scheduling request, you should select the appointment date and time and confirm with the homeowner. (Image 3 on bottom of page 14.)

Accepting or Rejecting a Lead

The first step to take with a new lead is to accept or reject the lead.

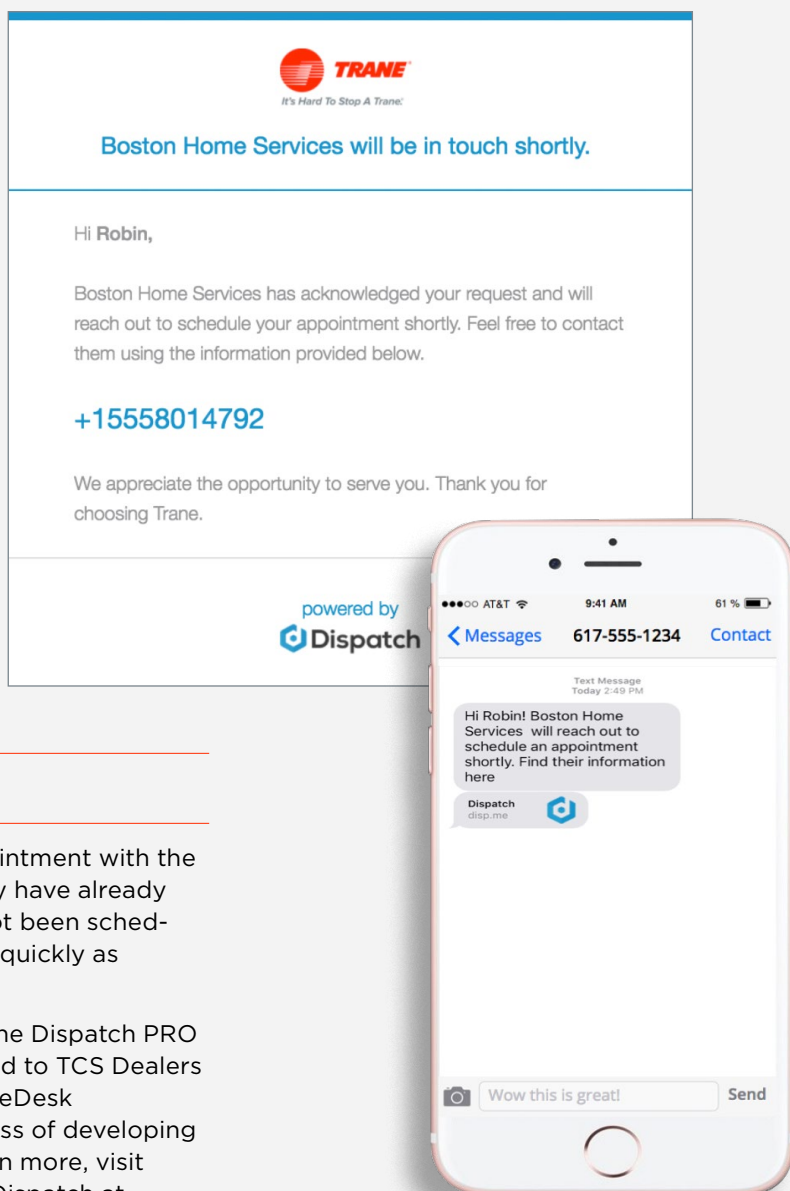
If you accept the lead, the customer will receive an email (and corresponding text message) that your company has received their request and that you will be reaching out shortly. This helps keep your lead warm! Trane also receives a notice when you accept a lead, letting us know you'll be contacting the homeowner.

If you reject a lead, select the reason that you are declining the lead from the list provided. Lead rejection reasons include: no service in area, no availability for job and wrong trade. The feedback will be sent to Trane, which allows us to improve the quality of leads over time.

Scheduling the Appointment

After you accept a lead, it's time to schedule an appointment with the customer. If the customer called you directly, you may have already scheduled an appointment. If the appointment has not been scheduled, it's important to follow up with the customer as quickly as possible.

Managing your schedule in Dispatch is optional, but the Dispatch PRO service and install job management system is provided to TCS Dealers at no cost. The system is able to integrate with ServiceDesk (Rossware) and Salesforce. They are also in the process of developing additional integrations, including with Wintac. To learn more, visit <https://www.dispatch.me/why-dispatch/> or contact Dispatch at 617-580-0607, ext. 9.



Completing Your Lead

Finally, when the job is finished (or if the lead fell through), the final step is to complete the lead in Dispatch. This information will help Trane provide more qualified leads for your dealership over time.

To complete the lead, log in to your Dispatch account at **work.dispatch.me** and then click the lead's blue "Complete" button. Next, select the applicable job status from the list and then click on "Complete Job." That's it!

If you have provided service or an installation, completing your lead in Dispatch will also send out a survey to the customer. The customer will have the opportunity to rate and review their experience with you. You will receive an email notification when a customer submits a survey, so you can see the rating in real time!

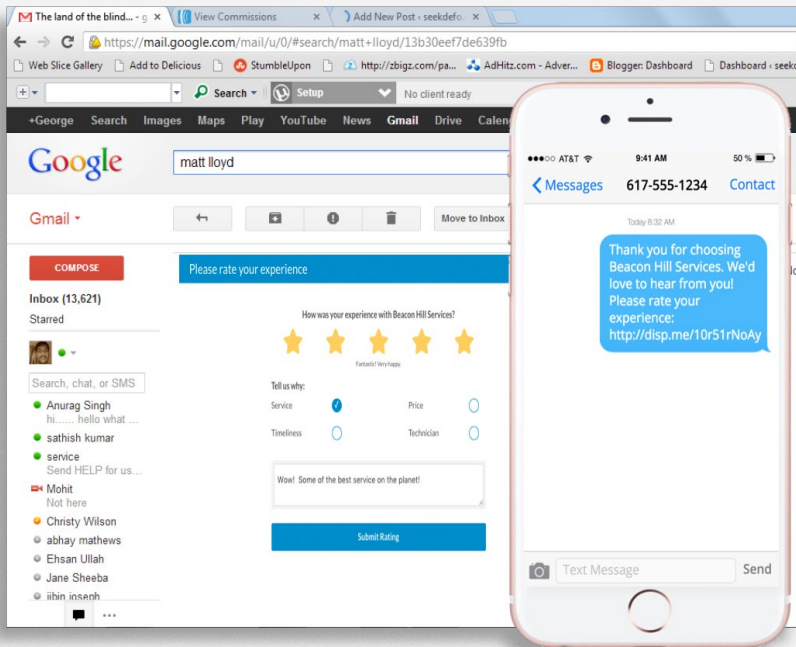
The screenshot displays the Dispatch web application interface. At the top, there are navigation tabs for '3 All Jobs', '0 New Offers', '2 Unscheduled', '0 Scheduled', '0 Paused', '0 In Progress', and '1 Complete'. A search bar and a 'CREATE JOB' button are also visible. The main content area shows a list of jobs with columns for customer name, service type, technician, address, and status. Three jobs are listed, each with a 'Request Times' icon and a 'COMPLETE' button. The 'COMPLETE' button for the third job is circled in red. Below the job list is a 'Page 1' navigation control and a 'Want to experience Dispatch?' section with a 'Send Sample' button. A 'Help Center' link is located in the bottom right corner.

What is the status of this job?

- Follow Up Required
- Installation / Service Provided
- Customer Doesn't Want Service / Lead Lost
- Customer Wants Service That I Can't Provide

[Complete Job](#)

[Take Me Back](#)



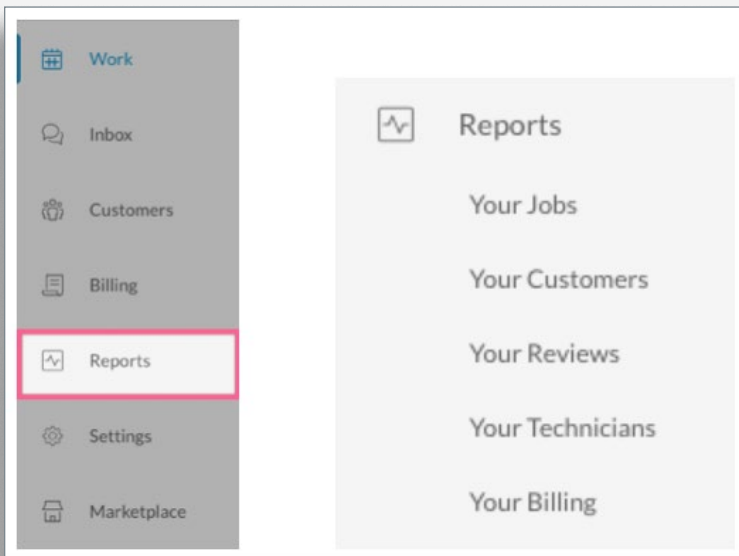
Tips for Improving Your Lead Results

- Confirm that the address and service radius in your profile on MAX are correct. Update your qualifications, such as 24/7 Service, Spanish Speaking, NATE Certification, etc. (See page 4 for more details.)
- Grow and improve your Google Reviews rating. (See page 9 for more details.)
- Build your company's brand through local advertising. Consumers are more likely to select a dealer whose name they recognize.
- Provide feedback on leads by responding to lead notifications either by accepting or rejecting and by completing leads. This information will help Trane generate higher quality leads for you.

18 Reporting

Lead reporting is available on Dispatch. To access these reports, log in to your Dispatch account at **work.dispatch.me** and then click on “Reports.” Reports available include:

- **Your Jobs:** All leads and jobs broken down by their source, date, and service time. Additional data on average time to accept, schedule and complete leads.
- **Your Customers:** Total number of customers; graph showing how many new customers were created week over week; breakdown of each individual customer along with the date they were created in the system.
- **Your Reviews:** All survey ratings and reviews broken down by star rating, job source, technician, and more. Also a first-glance look at your average rating.



- **Your Technicians:** Reporting on technicians showing average drive time, work time, and total time spent on appointments. It also shows a breakdown of the appointment workload by technician as well as average customer survey rating.
- **Your Billing:** Report showing the total amount in invoices paid and unpaid for a given date range and more.

If you have any questions about the dealer locator or lead management process, please reach out to the appropriate team for support.

TRANE MAX TCS SUPPORT

Provides general TCS support and answers questions about the dealer locator, MAX profile updates and syncing Google reviews to your locator listing.

Email: tcshelp@tranemax.com

Phone: 855-820-5692

Web: Live Chat available on MAX site
8AM-5PM CST (Monday-Friday)

DISPATCH SUPPORT

Provides help for Dispatch login issues, lead management process and Dispatch system questions.

Email: support@dispatch.me

Phone: 617-580-0670, ext. 9

Web: <https://help.dispatch.me/>
8AM-7PM CST (Monday-Friday)



It's Hard To Stop A Trane.

