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| **From:** | communication@csninc.ca |
| **Date:** | Thu, Apr 7, 2016 at 11:49 AM |
| **Subject:** | TD Rental Partner, Progi Calendar and Customer Status Updates |
| **Message:**  |
| Good Afternoon TD DRP Partners, TD Insurance has asked CSN to forward an email to their DRP partners clarifying that Enterprise is TD’s primary rental partner: Enterprise is the primary rental provider for TD Insurance. As such, our expectation is that our collision repair partners exhaust every opportunity to use Enterprise first. If after making every attempt to use Enterprise you find that you need to use an alternative, we ask that you use Discount Car and Truck Rental, who is our secondary provider. In a case where it makes sense from a customer experience perspective, you may choose to use Discount first. As well, just a reminder that TD Insurance is monitoring each shops Progi Calendar scheduler and Customer Status Updates. Attached is the CSN Communication sent to you last month regarding TD Progi Calendar and Customer Status Updates. TD will be directing work to their DRP partners based on the shortest wait time for repairs. In addition, TD Insurance requests that the shop forward Customer Status Updates to all TD insureds regardless if the insured has provided an email address or not. If you have any questions please contact your CSN Regional Manager or Mark Roesch. |
| **Attachment included?** | YES  |

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| **Attachment:**  |  | Progi Quick Guide to Update Your Next Repairable Booking Date |

Quick Guide to Update Your Next Repairable Booking Date.. (should be done at least once a week) or when status changes in that week..

To access this screen, you click on the logo Progsync 



