

## Overview

The eReact integration allows your dealership to automatically report inspection findings to your OEM for compliance with eReact and similar programs. When an inspection is completed, iService automatically writes the appropriate LOP (Line of Pay) codes to your DMS, which are then transmitted to the manufacturer.

## Who Should Use This Feature

Writeback is available for customers on Lightyear DMS, and this feature is primarily designed for Ford dealerships participating in eReact or similar manufacturer inspection reporting programs. If your dealership receives compensation from your OEM for reporting inspection findings, this integration may benefit you.

## How It Works

When a technician completes an inspection in iService, the system automatically:

- Analyzes the inspection results for brakes, tires, and battery
- Determines the appropriate status code (Red, Yellow, or Green) for each category
- Writes back to your DMS with the configured op code and corresponding LOP codes
- Transmits the data to the manufacturer through your DMS

## LOP Codes Explained

The system uses the following LOP codes for Ford eReact reporting:

- **Brakes:**
  - RBK (Red) – Critical brake issues found
  - YBK (Yellow) – Brake maintenance recommended
  - GBK (Green) – Brakes in good condition
- **Tires:**
  - RTIRE (Red) – Critical tire issues found
  - YTIRE (Yellow) – Tire maintenance recommended
  - GTIRE (Green) – Tires in good condition
- **Battery:**
  - RBATT (Red) – Critical battery issues found
  - YBATT (Yellow) – Battery maintenance recommended
  - GBATT (Green) – Battery in good condition

**Note:** If a category (brakes, tires, or battery) is not inspected, no LOP code will be sent for that category.

## Setup Instructions

Follow these steps to configure eReact integration for your dealership. This is typically a one-time setup process.

### Step 1: Open the Multi Point Inspection Template

1. 1. Navigate to Settings > MPI Template

2. Click to open your inspection template

## Step 2: Configure the Op Code

Enter the op code your dealership uses for reporting inspections. For Ford dealerships, it's typically "99X" or something similar. Click Next to continue.

**Edit MPI Template** ✕

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Template Name

OEM Operation Code

✕
Next

## Step 3: Configure Brakes Reporting

1. Locate the inspection group for Brakes
2. Enter the following values:

### Brakes Configuration

Inspection Group Name

✕

**LOP Codes** ⓘ

Green LOP Code	Yellow LOP Code	Red LOP Code
GBK	YBK	RBK

## Step 4: Configure Tires Reporting

1. Locate the inspection group for Tires
2. Enter the following values:

Field	Value
Red LOP Code	RTIRE
Yellow LOP Code	YTIRE
Green LOP Code	GTIRE

## Step 5: Configure Battery Reporting

1. Locate the inspection group for Battery
2. Enter the following values:

Field	Value
Red LOP Code	RBATT
Yellow LOP Code	YBATT
Green LOP Code	GBATT

## Step 6: Save and Test

1. Click Save to apply your configuration
2. Complete a test inspection to verify the integration is working correctly
3. Check your DMS to confirm the op code and LOP codes are being written correctly

### Troubleshooting

- **LOP codes not appearing in DMS:** Verify that the op code is correctly configured and that all inspection groups (Brakes, Tires, Battery) have the proper LOP codes entered.
- **Wrong color code being sent:** Review your inspection template settings to ensure items are properly configured with the correct condition thresholds.
- **No data transmitting to manufacturer:** Ensure your DMS integration with the manufacturer is active and functioning properly. Contact your DMS provider if needed.