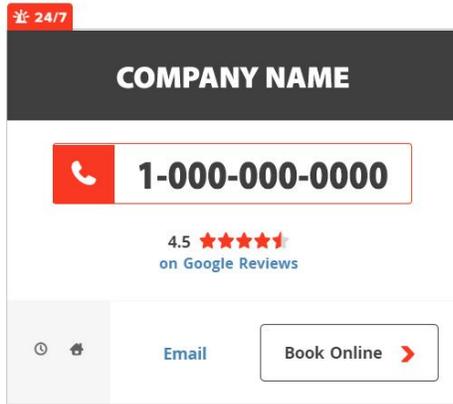


# Google Review Changes on Dealer Locator

## What are the changes:

Google has changed how they allow businesses like Trane.com to pull Google reviews on those websites. Starting April 8, 2019 all reviews on either brand site will no longer be available unless the dealer provides manager access of their Google My Business account to the DAC group.



## Benefits of providing GMB access to the DAC group:

Currently on the locator, a customer can only see a star value (ie: 4.3) and the 5 most “relevant” reviews. The 5 most relevant reviews are decided by Google, Ingersoll Rand has no control. By providing manager access to the DAC group, the locator will have the following information:

1. Google Star Rating (ie: 4.3)
2. Quantity of Google Reviews (ie: 73 reviews)
3. Most recent reviews (upwards of 20 reviews)
4. The dealers reply to customer reviews

In addition, the dealer can take advantage of the DAC review notifications dashboard. The notifications dashboard aggregates the dealer’s reviews from different vendors (yellow pages, facebook etc.) into one location and allows the dealer to setup notifications once they receive a review. You are also able to reply directly to the reviews from the Dashboard.

El Paso Disposal LP  
5539 El Paso Dr  
El Paso TX 79905  
+1 915-772-7495  
Reference Code  
5110



Monica L ★★★★★  
12/12/2018

[View Listing](#)  
[Share Review](#)

Thank you El Paso Disposal! Our business got its new container super fast when we needed it in a hurry and the service is excellent! Thank you especially to Luis Aguilera, who helped us get our service and our containers up and running smoothly! Thank you from Tuscany Halls!!

[Add Owner Response](#)

+ tag

## FAQ:

# Google Review Changes on Dealer Locator

How do I contact the DAC group:

- A. You can reach out to your distributor or contact us at the below details:
  - o Email: [trane@dacgroup.com](mailto:trane@dacgroup.com)
  - o Phone: 502-582-3565 ext. 4144
  - o Toll Free: 1-800-532-3565 ext. 4144

Does this mean you are giving Trane access to your Google My Business?

- A. No - DAC is managing your details as a third party and will only ensure your reviews are properly exported and displayed on the dealer locator.

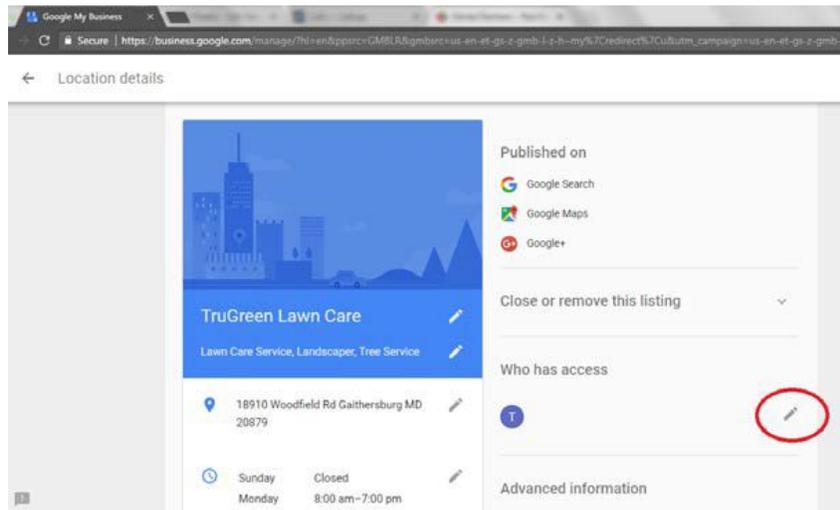
What does “Manager” access allow DAC to do within my Google My Business account?

Capability	Manager
Add and remove users	
Remove listings	
Call accept <i>all</i> Google updates	✓
Edit all business info	✓
Edit some business info (e.g. hours, address, phone number)	✓
Create and publish posts	✓
Respond to reviews	✓
Download insights	✓

A.

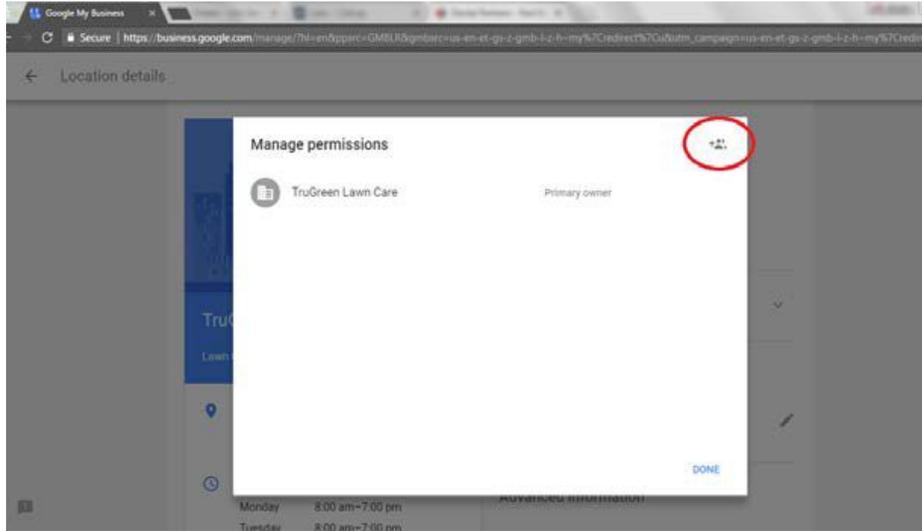
How do I provide DAC with “manager” access to my Google My Business account?

1. Log into [www.google.com/business](https://www.google.com/business)
2. After you login, select your location and you will be shown the following screen.



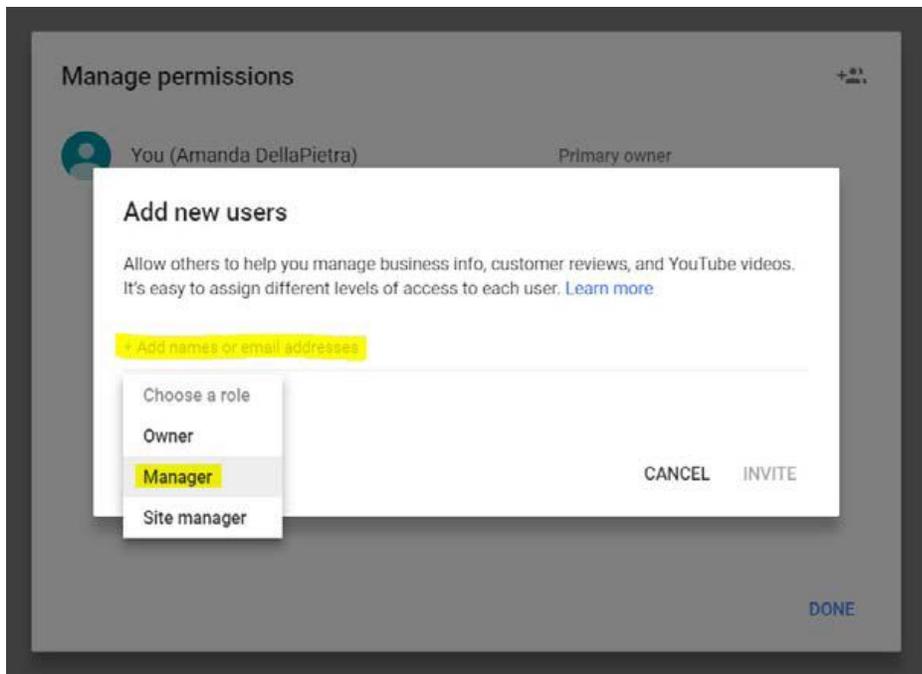
## Google Review Changes on Dealer Locator

3. Select the pencil button under “Who has access”. Once it is clicked, you will see the following screen pop-up.



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4. Click on the top right button to add additional users. Once selected, you will see the following screen.



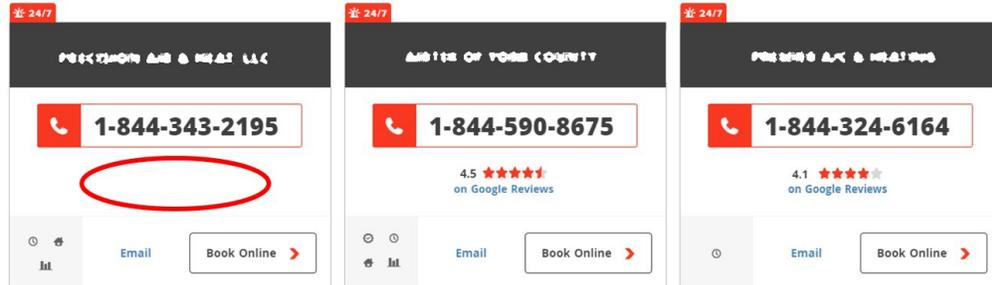
a.

5. Add [trane.client1@gmail.com](mailto:trane.client1@gmail.com) into “email address” bar. Select “Manager” from the “Choose a role” drop down box, and then hit invite from the bottom right corner
6. DAC group will now have “manager” access to your Google My Business account

## Google Review Changes on Dealer Locator

*What if I don't provide DAC group access?*

- A. Your review details will not be displayed on Trane.com dealer locator. From a competitive standpoint, we highly recommend you have reviews displayed on the dealer locator as homeowners gravitate towards dealers who have reviews.



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*I don't know how to access my Google My Business account?*

- A. No worries, reach out to the DAC group and they can help you reclaim your account.

*Will the DAC group be making changes on my Google My Business page?*

- A. The DAC group will only make changes to your account after approval from dealer.

*How do I access the DAC group dashboard to review my reviews?*

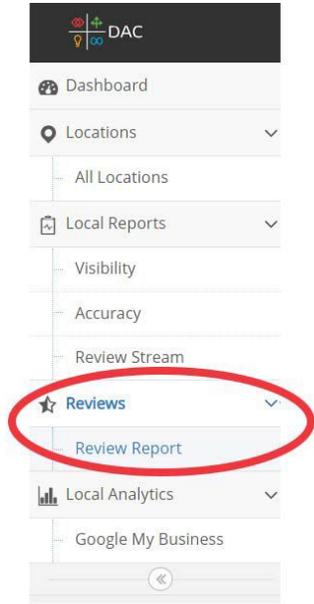
1. Make sure you grant DAC manager access to your GMB account (instructions above)
2. Login via <https://dashboard.dacgroup.com/>



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3. Select "Reviews Report" under "reviews tab on the left hand side of the Dashboard panel

# Google Review Changes on Dealer Locator



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