

Internet Business Connection



Dealership-wide Solutions for POWER

Internet Business Connection

Offer your customers real-time convenience in shopping, scheduling service, and tracking vehicle history with Internet Business Connection (IBC). Choose from a suite of Web applications to grow customer confidence, satisfaction, and long-lasting business relationships.

Actions Speak Louder

Using the Internet to make purchases and conduct service transactions has become commonplace for consumers. An interactive Web site is essential in capturing every business opportunity. IBC helps you strengthen customer relationships by providing Web visitors the convenience and information they want 24/7/365.

Customers and prospects can review your new and used vehicle inventory, review the status of their repair orders, order parts, make service reservations, or contact your dealership with other concerns, enhancing their dealership experience. With the IBC server in place, you can customize a Web program that's right for you and your customers.

Customer Entry Point

Owner Circle enables customers to establish a stronger relationship with your dealership through their own Web page that's branded for your dealership. From this page, customers can conveniently check the status of a repair order or open a service reservation. They can also keep their address, phone, and e-mail information updated – information that integrates immediately with your POWER system for enhanced marketing opportunities.

Make your Web site a one-stop shop with these IBC applications:

- New and Used Vehicle Inventories
- Online Customer Feedback
- Internet Parts Order
- Online Service Reservations
- Repair Order Status Inquiry
- Service History Inquiry



New and Used Vehicle Inventories

Give buyers access to your current new and used vehicle inventories any time, day or night, with IBC New/Used Vehicle Inventories (IBC-VNI/VUI). When a prospective buyer inquires about a vehicle, extensive details appear for their review, and a prospect record is created in your POWER system.

- Makes finding a vehicle easy with basic and advanced search capabilities.
- Helps buyers find exactly what they are looking for by displaying details like exterior and interior color, body type, and mileage.
- Shows pictures of vehicles, sell prices, and window stickers if available.
- Displays online inventory status in real-time.
- Sends a notification e-mail to your staff and a receipt e-mail to the prospect.
- Pulls up-to-date information directly from POWER; no re-keying is necessary.

Build long lasting business relationships by providing Web visitors with real-time data that is as current as the last change made in your POWER system.

The screenshot shows a web browser window displaying the 'Add a Driver' form on the Open Road Motors website. The form includes fields for First Name, Last Name, Address, City, State, ZIP Code, Home Phone, Work Phone, Cell Phone, and Email Address. There are also checkboxes for 'Check here if company name' and 'No Email', and a dropdown for 'Send Text Message To:'. The Toyota logo is visible in the top right corner of the page.

Owner Circle, Add a Driver

The screenshot shows a web browser window displaying the 'Search Results' page on the Open Road Motors website. The page features a table with columns for 'Year', 'Vehicle Information', 'Color', 'Mileage', and 'List Price'. The table lists several Toyota vehicles for sale, including a 2008 Toyota Corolla, a 2008 Toyota FJ Cruiser, a 2008 Toyota Highlander, a 2008 Toyota Land Cruiser, a 2008 Toyota RAV4, and a 2008 Toyota Tundra.

Year	Vehicle Information	Color	Mileage	List Price
2008	Toyota Corolla 4dr Sedan Stock #0000003	Ingotte Red		\$ 17,515
2008	Toyota FJ Cruiser 4WD 4dr SUV Stock #0000004	Two Tone-white/silver		\$ 30,754
2008	Toyota Highlander 2WD 4dr SUV Stock #0000005	Classic Silver Metallic		\$ 27,430
2008	Toyota LAND CRUISER 4DR 4DR SUV Stock #0000006	Black		\$ 63,200
2008	Toyota RAV4 4dr SUV Stock #0000008	Sapphire Metallic		\$ 22,504
2008	Toyota Tundra 4DR Limited CrewMax Stock #0000010	Blue Streak		\$ 44,000

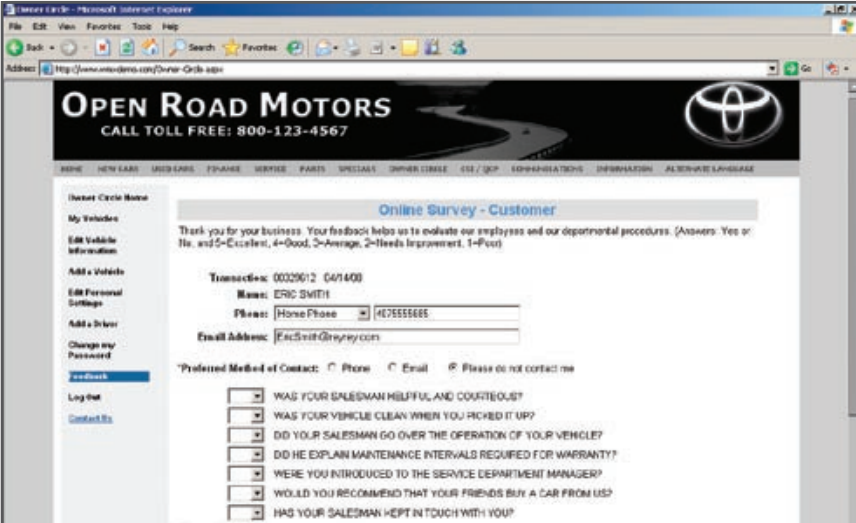
New Vehicle Inventory

Customer Satisfaction

Online Customer Feedback

Enable customers to quickly and easily rate your service and offer input with IBC Online Customer Feedback (IBC-OCF). By integrating with your Customer Satisfaction Index (CSI) application, IBC-OCF sends surveys to consumers with no dealership intervention.

- Provides consistent surveys based on dealer-defined questions.
- Sets reminders about unanswered surveys regarding recent dealership visits on a customer's Owner Circle home page.
- Adds customer suggestions via Owner Circle, an outbound e-mail link, or a direct link on your Web site.
- Sends auto-reply e-mails to customers when surveys are completed or suggestions are added.
- Promotes customer loyalty and improves overall customer satisfaction.



OPEN ROAD MOTORS
CALL TOLL FREE: 800-123-4567

Online Survey - Customer

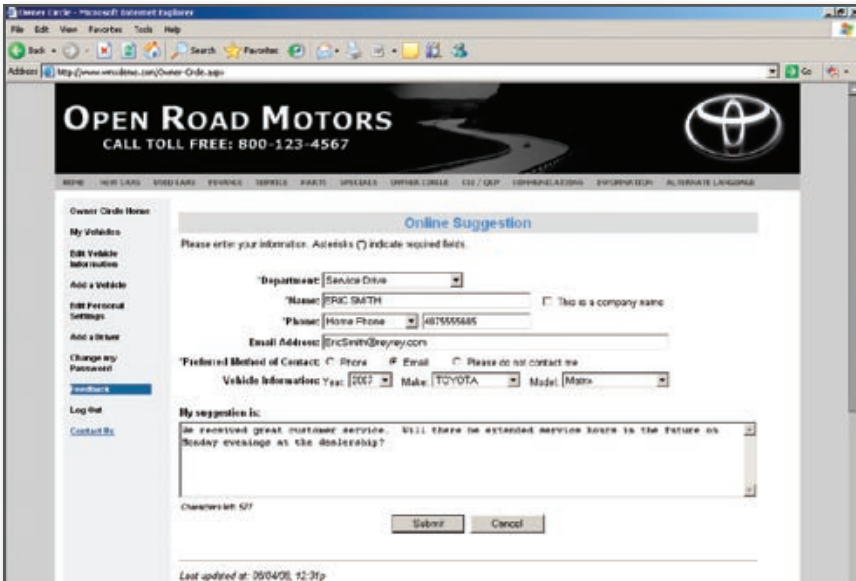
Thank you for your business. Your feedback helps us to evaluate our employees and our departmental procedures. (Answers: Yes or No, and 5=Excellent, 4=Good, 3=Average, 2=Needs Improvement, 1=Poor)

Transaction: 0022012 047400
Name: ERIC SMITH
Phone: Home Phone (4875555666)
Email Address: Eric.Smith@toyota.com

Preferred Method of Contact: Phone Email Please do not contact me

WAS YOUR SALESMAN HELPFUL AND COURTEOUS?
WAS YOUR VEHICLE CLEAN WHEN YOU PICKED IT UP?
DID YOUR SALESMAN GO OVER THE OPERATION OF YOUR VEHICLE?
DID HE EXPLAIN MAINTENANCE INTERVALS REQUIRED FOR WARRANTY?
WERE YOU INTRODUCED TO THE SERVICE DEPARTMENT MANAGER?
WOULD YOU RECOMMEND THAT YOUR FRIENDS BUY A CAR FROM US?
HAD YOUR SALESMAN KEPT IN TOUCH WITH YOU?

Online Customer Feedback, Online Survey



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Online Suggestion

Please enter your information. Asterisks (*) indicate required fields.

Department: Service Drive
Name: ERIC SMITH This is a company name
Phone: Home Phone (4875555666)
Email Address: Eric.Smith@toyota.com

Preferred Method of Contact: Phone Email Please do not contact me

Vehicle Information Year: 2007 Make: TOYOTA Model: Matrix

My suggestion is:
We received great customer service. Will there be extended service hours in the future on Tuesday evenings at the dealership?

Characters left: 57

Submit Cancel

Last updated at: 2004/06, 12:31p

Online Customer Feedback, Suggestion



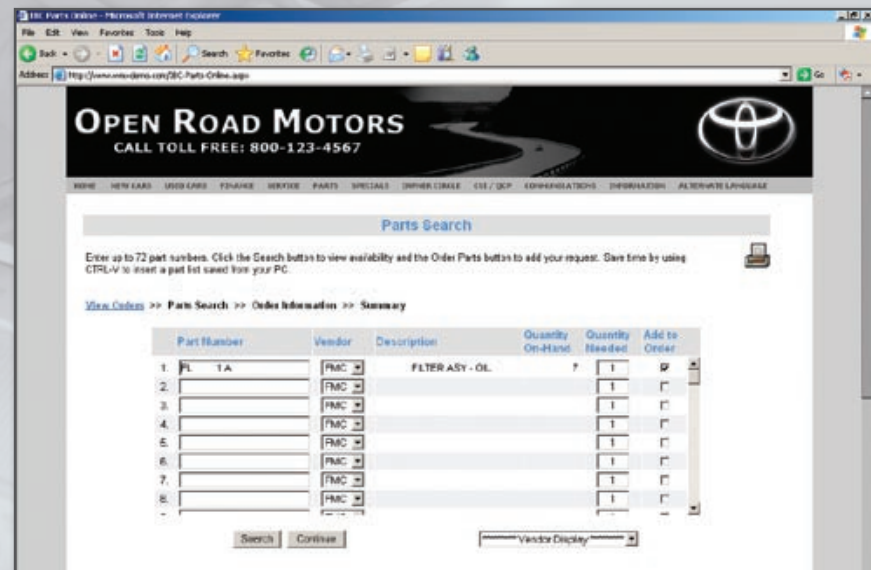
Internet Parts Order

Let your customers order parts online with IBC Internet Parts Order (IBC-IPO). Secure, online parts ordering not only provides a convenient service to your customers, it also helps your parts department generate new business without using additional personnel resources. IBC-IPO gives customers access to real-time parts information from your Web site, including descriptions, part numbers, and on-hand quantities.

- Updates on-hand quantities in your POWER system whenever a part is sold instead of waiting for an overnight or weekly upload.
- Enables customers to search for and order any part shown online.
- Sends automatic e-mail order notifications to your parts salesperson, a departmental e-mail account, and up to five other user IDs.
- Sends consumer e-mails automatically at certain points in the process, such as when the order is added or invoiced.
- Enables customers to view and print parts details for current parts orders and recent invoices.

“Our success in building profitable relationships with customers is because of our strategy for continual customer interaction online. By establishing a central point of communication through POWER’s Internet Business Connection (IBC) Owner Circle, customers have convenient 24/7 access to their personal vehicle and service information. We are creating a stronger connection between our dealership and the customer and improving service revenue.”

Tom Brecht, President
Brecht BMW and Brecht MINI
Escondido, CA



Streamlined Service



Online Service Reservations

Make the service reservation process more convenient for your customers while enabling your advisors to spend more time with customers who are physically at your dealership with IBC Online Service Reservations (IBC-OSR). Service advisors will be more productive, and customers will be satisfied because they don't have to call during dealership business hours or spend time waiting on hold.

- Enables customers to create service reservations 24/7/365 online.
- Pulls existing customer information from their Household (HHD) record.
- Integrates with Service Invoicing (SIN) to determine appointment and advisor availability.
- Adds reservations to your POWER system and notifies appropriate employees via e-mail.
- Displays outstanding recall campaigns for certain manufacturers.
- With pricing, descriptions, and extended notes, your Web site sells scheduled and recommended maintenance items for you.

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HOME NEW CARS USED CARS FINANCE SERVICE PARTS SPECIALS OWNER LABEL CSI / QCP CONNECTIONS INFORMATION ALTERNATE LANGUAGE

Owner Circle Home

My Vehicles
2008 TOYOTA
COROLLA

Edit Vehicle Information

Add a Vehicle

Edit Personal Settings

Add a Driver

Change my Password

Feedback

Log Out

Contact Us

Schedule Date and Time

Click on a date and time which is convenient for you. Available appointments are marked as OPEN and unavailable appointments are marked as BOOKED or CLOSED. Asterisks(*) indicate required fields.

Select Driver >> Customer/Vehicle >> Service Information >> Schedule >> Summary

Availability is based on: Smith, John

	Wed 04/23	Thu 04/24	Fri 04/25	Sat 04/26	Sun 04/27	Mon 04/28	Tue 04/29
07:00a	BOOKED	OPEN	OPEN	BOOKED	CLOSED	OPEN	OPEN
07:15a	OPEN	OPEN	OPEN	BOOKED	CLOSED	OPEN	OPEN
07:30a	OPEN	BOOKED	OPEN	BOOKED	CLOSED	OPEN	OPEN
07:45a	OPEN	OPEN	OPEN	BOOKED	CLOSED	OPEN	OPEN
08:00a	OPEN	OPEN	OPEN	OPEN	CLOSED	OPEN	OPEN
08:15a	OPEN	OPEN	OPEN	OPEN	CLOSED	OPEN	OPEN
08:30a	OPEN	OPEN	OPEN	OPEN	CLOSED	OPEN	OPEN
08:45a	OPEN	OPEN	OPEN	OPEN	CLOSED	OPEN	OPEN
09:00a	OPEN	OPEN	OPEN	OPEN	CLOSED	OPEN	OPEN
09:15a	OPEN	OPEN	OPEN	OPEN	CLOSED	OPEN	OPEN

*Selected
Date: 04/25/08
Time: 07:30a

I would like a Courtesy vehicle to use while my work is being performed
 I plan to wait at the dealership until my repairs are completed
 I would like you to collect and deliver my vehicle if possible.

Online Service Reservations

Repair Order Status Inquiry

Make the most of each consumer's desire to feel informed about their service by providing access to this information online with IBC Repair Order Status Inquiry (IBC-ROI). At the same time, service advisors and technicians are more productive because they spend less time on the phone reporting on the status of repairs.

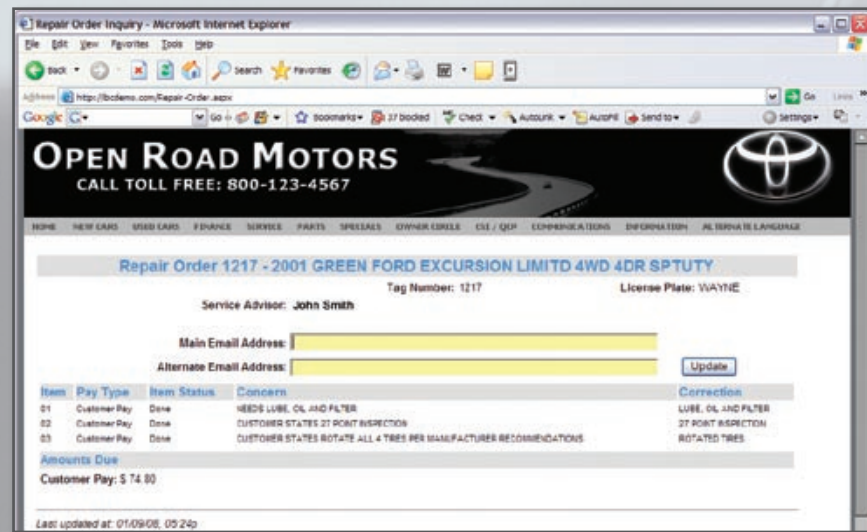
- Enables customers to view their open repair orders online.
- Links to more detailed information, including concern, correction, status, and pay type.
- Links to advisor's e-mail address to improve customer communication with your dealership.
- Allows customers to verify and update their e-mail addresses to assist in receiving timely notification when their repair is complete.
- Improves the collection of e-mail addresses. Your advisors and customers both see the benefit of collecting/giving their e-mail address. This creates additional marketing opportunities for your dealership.

Service History Inquiry

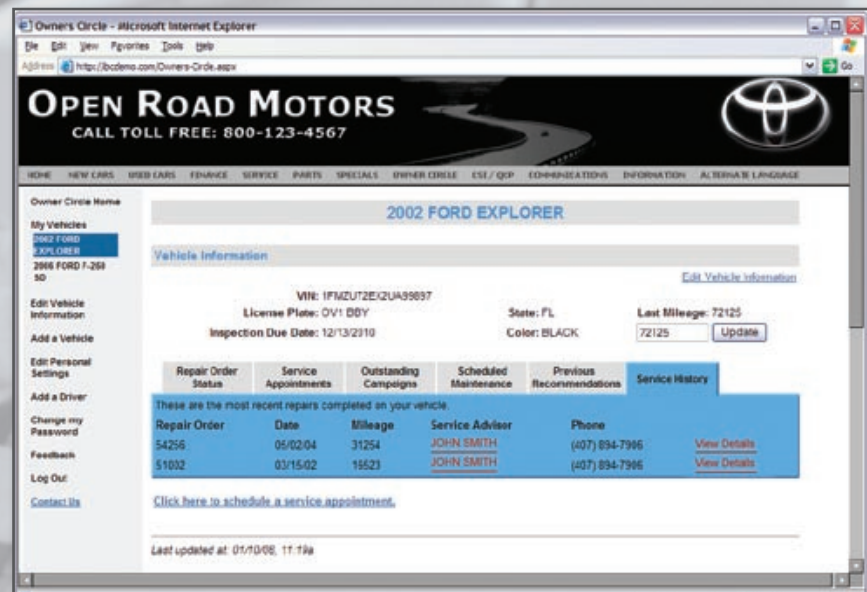
Provide customers with a complete list of all past ROs for their vehicles, along with the date, mileage, and the name of their service advisor. This list of historical repairs easily lets your customers review work they have had completed at your dealership.

- Permits customers to view prior work performed on their vehicle in your shop.
- Links to more detailed information for each item.
- Prompts customers to action by displaying previous dealership-recommended services and manufacturer campaigns.

Provide extensive information and services, capitalize on business opportunities from new customers, and secure repeat business from existing customers.



Owner Circle, RO Inquiry



Owner Circle, Vehicle Information

**For more information on Internet Business
Connection for POWER, please contact your
Reynolds Account Manager, call 1.800.767.7879,
or e-mail marketing@reyrey.com.**

www.reyrey.com

