

Treat Your Customers with Courtesy

POWER

U.S.

Parts and Service Solutions

Ask Yourself...

- ? How much money do I waste on third-party rental car agencies that don't link directly with my DMS?

- ? How is my CSI impacted when I schedule the same loaner vehicle for different customers?

- ? How much money am I losing because rental vehicle fees weren't included on the RO?

- ? How much time and energy do I waste trying to manually track my loaner fleet?

“The ability to accommodate walk-ins, provide loaner cars and have a dedicated service greeter all contributed to the premium brands’ higher index scores.”

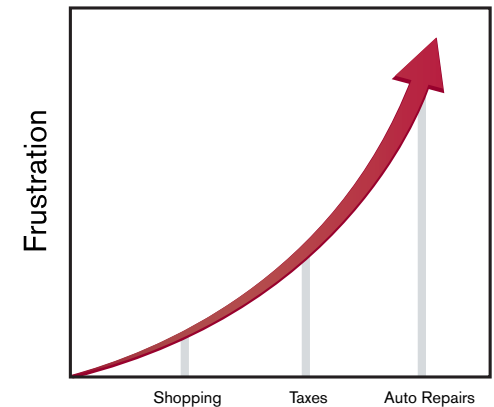
Expect Results

- Save money and time by using a solution that integrates with your DMS.
- Boost CSI by giving customers the loaner vehicle they want, when they want it.
- Plug service profit leaks by capturing all rental fees.
- Save time and avoid headaches by automatically tracking the status of loaner vehicles.
- Increase customer loyalty by providing an efficient, painless service experience.

¹ J.D. POWER and Associates, 2009 Customer Service Index Study

² Small Business Notes, Changing the Game in Auto Repairs, 2009

How Do Customers Rank Their Service Experience?



According to a USA Today poll, Americans rank auto repairs as the most frustrating task to deal with—worse than tax returns.²

What are you doing to improve the customer service experience?

About Courtesy Cars

Increase customer satisfaction and build customer loyalty by simplifying the rental process with an integrated vehicle management solution that helps you track and schedule your loaner fleet.

The screenshot displays the POWER software interface for vehicle management. The main window is titled "Reservation Availability" and shows a calendar for December 2010. A callout box highlights the status of rental vehicles to determine availability.

Reservation Availability Summary:

- Percent of Day Left: 60.0 %
- Last Shop Loading: 11/29/10 11:50:02
- Start Date: 12/16/10
- Department: All Departments

Vehicle Availability Table:

Stock #	License	Model/Body/Color	Trans	Color	11/29/10	11/30/10	12/01/10	12/02/10	12/03/10	12/04/10
ES390001		ES390 4DR SUV	SA1	WHITE						
ES390002		ES390 4DR SUV	SA1	GRAY						
ES390003		ES390 4DR SUV	SA1	GRAY	In Repair					
EXPED001		EXPED FN EL 4DR SUV 2WD	4A1	BLACK						
EXPED002		EXPED FN EL 4DR SUV 2WD	4A1	GOLD						
EXPED003		EXPED FN EL 4DR SUV LIMITED 2WD	4A1	WHITE						
MUST0001	123ABC	MUSTANG 2DR CPE V6	SA1	RED						
MUST0002		MUSTANG 2DR CPE V6	SA1	SILVER						
MUST0003		MUSTANG 2DR CPE GT	SA1	WHITE						

Vehicle Information:
 2008 LINCOLN ES390 4DR SUV WHITE
 Transmission: SA1 Fuel: Unleaded
 During Location: [Blank]

Customer Information:
 Name: THOMPSON, GWYNNE
 From: 11/30/10 to 11/18/10 Allowed Time: .30

Highlights

- Easily track vehicle availability with automated status updates.
- Add courtesy vehicles directly to ROs.
- Set flexible billing options for specific vehicles.
- Automatically generate loan agreements for your customers.
- Catch all rental vehicle charges with pop-up alerts when repair orders are invoiced.

Providing your customers with a convenient, simple service experience is vital to building customer loyalty and repeat sales business. Give your customers the loaner cars they need, and the service they deserve, with Courtesy Cars for POWER.

Courtesy Cars