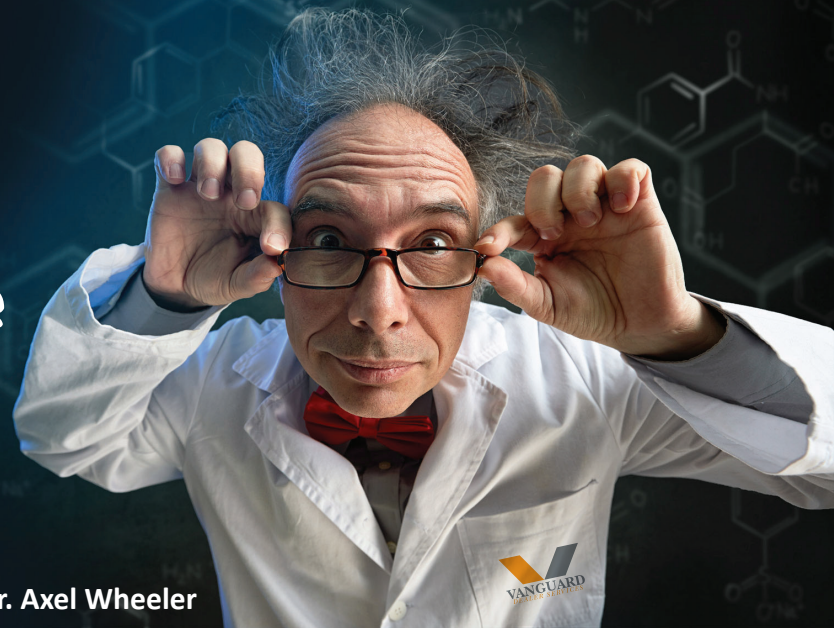


# Streamlined Vehicle Delivery Coordination



Dr. Axel Wheeler

“My dealership Sales Reps are scheduling too many deliveries on top of one another, creating a “bottleneck” of deliveries, which makes me rush through the paperwork, miss sales opportunities, and look unprofessional to the customers. What can I do to correct this situation?”

## THE DR. UNDERSTANDS YOUR DILEMMA... GET OUT YOUR “BOTTLEBRUSH” AND CLEAN UP THIS MESS!

Way too many dealerships allow sales personnel to schedule deliveries, never considering that it might be during the exact same time that another salesperson has scheduled one of their customers. They fail to see the big picture and the trouble it creates for everyone.

Automobile consumers and automobile dealerships share common objectives when buying and selling vehicles:

- 1 Transparency in the transaction.
- 2 Speediness of the process.
- 3 Pleasurable transaction experience.

None of the above can be accomplished if we are unprepared, rushed, and often surprised by the announcement of a delivery.

Learn How to Fix this...

## Here are a few things that a F&I Manager can do to “FIX” this problem:

- 1** Deliver the vehicles at point of sale. In other words, stop scheduling deliveries for later. Complete them now, or at least complete the paperwork, so that you don't have to speak with the customer again.
- 2** Practice “Management by Walking Around”. Get out of your office and see what's happening on the showroom. If you need to get involved with the customer early, you can.
- 3** Conduct a daily morning F&I Rally, where you ask the sales reps what they have for delivery today and what is pending for future delivery, so there are no surprises.
- 4** Stop scheduling deliveries for peak traffic hours. I want my sales reps free to work with fresh customers, not tied up with clients that are already sold.



**Once again, the Dr. has cleaned up another mess in the kitchen...**

...or F&I office, where all the deals are cooking!

