

## OS N°1 : BOOKING THE APPOINTMENT

Tool : Mobility offer – 1<sup>st</sup> customer contact method sheet

Responsible: Booking Operator/ Service Advisor

### Objectives

Ensure Customer mobility during a service intervention so that the immobilization of the vehicle does not trouble the smooth running of the day.

	ACTIONS	MEANS
1	<ul style="list-style-type: none"> <li>• To offer the best mobility solution that meets the Customer's needs : <ul style="list-style-type: none"> <li>↳ listen to the Customer,</li> <li>↳ estimate the period of immobilization of the vehicle</li> <li>↳ check if the vehicle has any warranty or Customer program with free mobility. If so, remind the Customer of this benefit and its value</li> </ul> </li> </ul>	<p>Warranty coverage in ModisCS+ / Service entry</p> <p>Customer programs active (Extended Warranty, Loaner Car program, Pick-up &amp; Delivery ...)</p>
2	<ul style="list-style-type: none"> <li>↳ several mobility solutions must systematically be proposed to all our Customers, even if the vehicle is not under warranty coverage :</li> <li>• If Replacement Vehicle =&gt; Go to the point 3</li> <li>• Pick-up &amp; Delivery program</li> <li>• Propose different solutions: only Pick-up, only Delivery or both Pick-up &amp; Delivery</li> <li>• Propose to call a taxi for the Customer</li> <li>• Someone from Dealership accompanies the Customer using a Dealer car</li> </ul>	<p><b>Mobility Solutions:</b></p> <p>Maserati Loaner car, other brands loaner car, rental car, public transportation, Pick-up &amp; Delivery, others...</p> <p><b>OS Pick-up &amp; Delivery,</b> "Pick-up &amp; Delivery Guidelines"</p>

	ACTIONS	MEANS
3	<ul style="list-style-type: none"> <li>• If so: <ul style="list-style-type: none"> <li>↳ should the Customer require a replacement vehicle, it is recommended the dealer offers a Maserati Loaner Car as a priority, alternatively a rental car could be offered, according to the local policies.</li> <li>↳ define with the Customer the best mobility solution to his/her needs and indicate the general conditions according to his/her rights (warranty vehicle / Customer Programs), the availability of the Dealer and the dates of booking desired.</li> <li>↳ specify the necessary documents for the date of the appointment (e.g.: driver's license, the registration vehicle document).</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Mobility solutions planning in the DMS</li> <li>• General Warranty Conditions</li> <li>• Financial conditions of the support</li> </ul>
4	<ul style="list-style-type: none"> <li>• If none of the solutions offered by the dealer is available on the day desired by the Customer: <ul style="list-style-type: none"> <li>↳ check on the Mobility Solution Planning when the desired solution will be available.</li> <li>↳ propose dates and times of availability considering sufficient time to explain the interventions.</li> <li>↳ set the appointment for the delivery of the mobility solution.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Mobility solutions planning in the DMS</li> </ul>
5	<ul style="list-style-type: none"> <li>• Reserve the mobility solution planning by indicating: <ul style="list-style-type: none"> <li>↳ the day of departure and return of the mobility solution.</li> <li>↳ the name of the Customer.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Mobility solution planning in the DMS</li> </ul>