

17 | PICK UP & DELIVERY SERVICE



Standard Benefits

- **Customer:** Distinctive service offering for Customers. Ease of organization, time savings and an unconstrained Aftersales experience.
- **Dealership:** conquer new Customers and help build its brand image as an authorized repairer.

Main functions concerned: Pick up & delivery operator

1 During the appointment booking, the Pick up & Delivery Service offer with its different levels and also the other mobility solutions are obligatory proposed

If the Customer has chosen the Pick up & Delivery Service, the person which makes the appointment does assure that:

- Works on vehicle don't need diagnosis or driving test with the Customer
- The address given by the Customer is in the geographical area defined for the service (Address of the pick up or the delivery : home or other)
- For Delivery, in case of invoice, the payment modality is possible to the address asked by the Customer
- The different levels of the Pick-up & Delivery Service offer are available to times chosen by the Customer.

2 48 hours before the appointment, the Pick up & Delivery Service benefit is prepared

One person is identified to check that:

- There is no modification regarding the appointment with the Service Advisor
- The Customer file is full (Repair order, address of taken in charge with drive time, cellular phone number of the Customer, ...)
- The courtesy vehicle, if asked by the Customer, is available on times defined.

3 The Pick up & delivery operator goes to the place defined with the Customer to take in charge the vehicle (Pick up or Pick up & Delivery)

- The Pick up & delivery operator has the file fully prepared in advance, and the loan contract if the Customer has chosen a courtesy vehicle.
- The Pick-up & delivery operator has anticipated her/his departure, to be 5 minutes before the appointment, to the address defined with the Customer.
- The Pick up & delivery operator informs the Customer of her/his arrival, by SMS. In case of lateness, she/he calls the Customer to define with her/him the new arrival time.

Supporting doc : [Pick-up & Delivery Guidelines](#)

17 | PICK UP & DELIVERY SERVICE



4 The vehicle of the Customer is taken in charge by the Pick up & delivery operator at time of the appointment booked

- The Pick up & delivery operator ensures that the place of arrival is safe for the Customer, himself and for the vehicle.
- The Pick up & delivery operator does the inspection of the vehicle with the Customer with the Repair Order (outside & inside state, fuel level, kilometers, ...) and asks if added works must be done and make sign the Repair Order by the Customer.
- If the Pick up & delivery operator is the Service Advisor, the inspection of the vehicle is realized according to the "Vehicle inspection on reception" Aftersales Operating Standard.
- If the Customer has chosen a courtesy vehicle, the Pick up & delivery operator proposes also an inspection of this one, makes sign the loan contract, and ensures the handover.
- The Pick up & delivery operator confirms with the Customer the delivery time and takes leave respectfully of her/him.

5 The Pick up & delivery operator goes to the place defined with the Customer for the delivery of the vehicle (Delivery or Pick up & Delivery)

- The Pick up & delivery operator has the file fully prepared for the delivery (Invoice, future works with estimate, etc, ...).
- The Pick up & delivery operator has anticipated her/his departure, to be 5 minutes before the appointment, to the address defined with the Customer.
- The Pick up & delivery operator informs the Customer of her/his arrival, by SMS. In case of lateness, he calls the Customer to define with her/him the new arrival time.

6 The vehicle of the Customer is delivered by the Pick up & delivery operator at time of the appointment booked

- The Pick up & delivery operator ensures that the place of arrival is safe for the Customer, himself and for the vehicle.
- The Pick up & delivery operator presents and explains the invoice to the Customer. She/He values the works done on her/his vehicle (eg. cleaning inside/outside if accorded by the Customer).
- The Pick up & delivery operator receipts the payment, if necessary, according to the modality previously chosen.
- If the Customer has chosen a courtesy vehicle, the Pick up & delivery operator makes the inspection of it with the Customer.
- The Pick up & delivery operator respectfully takes leave of Customer.

Dealership name	Dealership Director	Aftersales Manager	Applied by
Name / Date / Signature			