

## OS N°17 : PICK UP & DELIVERY SERVICE

### Tool : Pick up & Delivery service guidelines

**Pick up & Delivery** is a distinctive program focused on complete peace of mind for the Customer through which the dealer takes delivery of the vehicle at the address provided by the Customer and within the territorial coverage limits set by the program. The vehicle has to be returned to the same address or other location, once the repair/maintenance has been completed.

The Pick-up & Delivery service should consider:

- correct identification of Customer needs and contact information;
- correct indication of the address and the time scheduled to reach the Customer;
- offer a replacement car to the Customer (Maserati loaner car or a rental car and for free when applicable).

## DURING THE SERVICE BOOKING

- During the appointment booking, the Pick-up & Delivery program must always be proposed to the Customer
- If the Customer chooses the Pick-up & Delivery, the person which makes the appointment must ensure :
  - make sure that both the Pick-up and the Delivery dates and times chosen by the Customer can be respected
  - works on vehicle don't need diagnosis or a test drive with the Customer
  - the address given by the Customer is in the geographical area defined for the program (address of the pick-up or the delivery: home or other)
  - for delivery, in case of invoice inform the Customer about the possible payment modality available at the address agreed with the Customer.

## BEFORE THE APPOINTMENT DATE

**48 working hours before the appointment date**, the person in charge checks if:

- The appointment is confirmed by the Customer
- All the necessary documents and information are available (Customer & vehicle data, address, mobile phone number of the Customer,...)
- The loaner car / courtesy vehicle is available for the agreed time.

## ON THE DAY OF PICK-UP APPOINTMENT

The Pick-up & Delivery operator:

- goes to the place defined with the Customer to take in charge the vehicle
- brings any documents to be signed by the Customer and the loan contract, if the Customer has chosen a loaner car
- anticipates the Pick-up & Delivery operator departure in order to be at the defined address 5 minutes before the appointment time
- informs the Customer of the operator arrival, by SMS (refer to the Script sample below); in case of delay, the operator calls the Customer to apologize and define with her/him the new arrival time
- at the pick- up appointment place, the operator will carry out the checks of the loaner and Customer's vehicle to ensure both are in perfect conditions
- The operator will fill in the 2 documents
  - the document related to the check-in conditions of the loaner car
  - the document of the Customer's car inspection

## ON THE DAY OF DELIVERY APPOINTMENT

The Pick-up & Delivery operator:

- anticipates the departure of the operator in order to be at the defined address 5 minutes before the appointment time
- goes to the place defined with the Customer for the delivery of the vehicle bringing all the needed documents (Invoice, check list document, ...)
- informs the Customer of the operator's arrival, by SMS (see script sample below); in case of delay, the operator calls the Customer to define the new arrival time
- ensures that the place of the arrival is safe for the Customer, the operator and for the vehicle.
- presents and explains the invoice to the Customer and values the works done on vehicle (eg. cleaning inside/outside if agreed by the Customer).
- receipts the payment, if necessary, according to the modality previously chosen.
- if the Customer has chosen a Loaner car, the operator uses the referral initial document to carry out the inspection with the Customer and ensure the loaner is in perfect conditions
- respectfully takes leave of Customer.

## Suggested SMS script templates

- Leaving now  
>Your Service Valet has just left the Geneva dealership.
- "I'll be there in 10 min"  
>Your Service Valet will arrive in approximately 10 minutes.
- "I'm here"  
>Your Service Valet has arrived and is waiting for you.