

NISSAN FLEET COURTESY DELIVERY

NNA Fleet Courtesy Deliveries provide dealerships with an additional profit opportunity as well as potential future Fleet and Retail sales.

WHAT IS A FLEET COURTESY DELIVERY (CD)?

- Businesses and Fleet Management Companies (FMC's) often purchase all their vehicles from one dealership and then drop-ship those vehicles to dealerships all over the country (to be delivered as "Fleet Courtesy Deliveries").
- A local dealer will typically not have the opportunity to sell the local driver a vehicle because the fleet purchases are handled via the company's corporate headquarters (and often through FMC's).
- A "Selector List" is established by the fleet customer or FMC from which local drivers choose a particular vehicle. They are ordered through the FMC or company's fleet department, using one dealership for all their purchases, and are drop-shipped to a dealer in the driver's geographic vicinity for the "Fleet Courtesy Delivery".
- If a local dealer refuses to handle the courtesy delivery, the company will simply choose another manufacturer's vehicle off the selector list and have it courtesy delivered to a different dealer in the same area and subsequently causing the "loss" of a sale to Nissan.

ADVANTAGES OF HANDLING FLEET COURTESY DELIVERIES

- NNA pays \$300 to the dealer performing the Fleet Courtesy Delivery.
- Dealer can claim PDI + fuel on the vehicle.
- No flooring charges incurred by the dealer performing the Fleet Courtesy Delivery. The vehicle is sold through the initial ordering dealer and will be drafted to that dealer's flooring line.
- Any costs incurred to register/title the vehicle will be reimbursed directly by the FMC or fleet customer.
- Potential future sales to driver for personal vehicles (spouse, children)
- Potential future sales through referrals (friends, family)
- Potential parts and service sales
- Vehicle is automatically RDR'd – the dealer performing the Fleet Courtesy Delivery doesn't have to do anything in the system to report the vehicle "sold".

WHAT ARE THE COURTESY DELIVERING DEALERS' RESPONSIBILITIES?

- Accept the vehicle from the carrier and inspect to make sure there is not any transportation damage.
- PDI the vehicle (file a PDI claim like any other vehicle).
- Title/register the vehicle as instructed by the FMC/fleet customer (FMC/fleet customer reimburses dealer for any costs incurred in registering/titling the vehicle).
- Deliver the vehicle to the driver.

HOW THE PROCESS WORKS

1. FMC/Fleet customer/selling dealer should contact the dealer to make sure they are willing to do Fleet Courtesy Deliveries.
2. Fleet order/status shows up on the Fleet Customer Status Report (NNANET Report #NPS3370)
3. Vehicle is shipped and invoiced
 - a. Paperwork prints overnight and is mailed (via overnight mail) next business day
 - b. FMC/Fleet customer/selling dealer receives paperwork and forwards to the Fleet Courtesy Delivering dealer with specific delivery/title instructions.
4. Fleet Courtesy Delivering dealer receives paperwork packet
 - a. PDI's vehicle
 - b. Makes appointment with driver to deliver the vehicle
 - c. Titles/registers vehicle as instructed by FMC/fleet customer/selling dealer
 - i. FMC/fleet customer/selling dealer reimburses Fleet Courtesy Delivering dealer for any taxes or fees incurred in titling/registering the vehicle
5. The Courtesy Delivery Fee is automatically paid to the dealer performing the courtesy delivery. Submission of a claim form is no longer required.
6. \$300 Fleet Courtesy Delivery Fee is EFT'd to the dealer's bank account
 - a. Paid within 2-3 weeks once the vehicle is invoiced
 - b. Shows up on the Weekly Incentive Report in NNAnet.
7. For questions regarding payment of Courtesy Delivery Fees or becoming a Preferred Courtesy Delivery Dealer, please contact Theresa Webb at 615.725.0789 (theresa.webb@nissan-usa.com) or Nikita Thomas at 615.725.3397 (Nikita.thomas@nissan-usa.com).