

QuickScreen Best Practices - Service

Turn your service department into a sales machine! QuickScreen data gives you the visibility you need to craft a conversation that best fits each customer situation.

We suggest running a QuickScreen on customers who drive in for service, including those:

- who did not buy the vehicle from you
- may be facing a large repair order
- have a vehicle that is in high-demand on your pre-owned lot

QuickScreen data provides you with the information you need to have a closing conversation with each of these customer types.

Suggested data to focus on:

- FICO score
- Interest rate on current loans
- Time remaining on their current loan or lease
- Current monthly payments

| QuickScreen Results | | | | |
|--|----------------------------------|---|----------------------|-----------------------------|
| Score: 807 | | Result: Applicant Found <small>Powered by TU: FICO Auto 04</small> | | |
| Consumer Information | | | | |
| Name: Clark Kent Address: 1234 Main Street Any Town, USA 12345 | | Email: clark.kent@700Credit.com Phone: (555) 867-5301 | | |
| Auto Summary | | | | |
| Available Revolving Credit: \$145,943.00 | | Auto Inquiries last 30 days: 0 | | |
| Auto Trade Line 1 | | | | |
| Interest Rate: 3.5% | Original Amount: \$16,553.00 | Original Terms: 36 Months | Late 24 months: 0 | Monthly Payment \$269.53 |
| Percent Paid: 1% | Estimated Payoff: \$16,387.47 | Remaining Terms: 0 Months | Joint: NO | |
| Loan Type: Lease | | Trade Status: Closed | | |
| Auto Trade Line 2 | | | | |
| Interest Rate: 3.5% | Original Amount: \$21,490.00 | Original Terms: 36 Months | Late 24 months: 0 | Monthly Payment |



Armed with the QuickScreen data, here are some suggested talk tracks to use with your service customers:

"Ms. Burke, your vehicle needs nearly \$3,000 of work today. However, if you are interested, you could trade in your vehicle for a brand new model, and we can lower your monthly payments given our current factory incentives and monthly specials. Are you interested in taking a test drive or having a conversation with one of the sales team members? If you trade in your vehicle, we will take care of the RO for you!"

"Mr. Johnson, I noticed your vehicle is nearing the 100,000 mile mark where you will need some major service done. While you are waiting, would you like to take a test drive in one of our newer models? Currently we have a high demand for your year/ make/model, and with our great factory financing offers, we could potentially lower your current monthly payment. Can I introduce you to one of our sales team members?"

For more information on our QuickScreen solution, please call (866) 273-3848 or visit online at www.700Credit.com.



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