

# 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
- whose loan term/lease may be coming up
- 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 conversion conversation with each of these customer types.

## Opportunity Alerts!

Each QuickScreen results include our OpportunityAlerts! – graphic icons that alert the dealer to potential opportunities based on the color of the alert: Green/Yellow/Red.

In the service drive, you may want to pay attention to one or more of the following alerts:

- S** If your customer has a great score, they may be eligible for great rates.
- I** If this alert is green, they have been shopping for a car in the past 30 days.
- T** If their loan is nearly paid, they most likely have trade-in equity. Or if their lease is nearly up, they may be looking for a new vehicle.
- A** If their monthly payment amount is high, this indicates that you could potentially lower their payments based on their interest rate.

Quick Screen Results			
Score: <b>643</b> (Tier 5)	Result: Consumer Passed Quick Screen Criteria	Powered by EQ, FICO Auto & EFX-NF	
Consumer Information			
Name: Howard Tinnikmp	Address: 700 22Ave Apt E5 Phenix City, AL 36869		
Auto Summary			
Available Revolving Credit: \$2,794.00		Auto Inquiries last 30 days:	
Auto Trade Line 1 <span style="float: right;">S R</span>			
Interest Rate: 11.95%	Original Amount: \$21,359.00	Original Terms: 72 Months	No of Late Payments: 0
Percent Paid: 31%	Estimated Payoff: \$14,859.00	Remaining Terms: 41 Months	Joint: NO
			Monthly Payment: <b>\$417.00</b>
Auto Trade Line 2 <span style="float: right;">S P</span>			
Interest Rate: 0%	Original Amount: \$13,167.00	Original Terms: 42 Months	No of Late Payments: 0
Percent Paid: 100%	Estimated Payoff: \$0.00	Remaining Terms: 0 Months	Joint: NO
			Monthly Payment: <b>\$314.00</b>

## SAMPLE SCENARIOS

Armed with the QuickScreen and OpportunityAlerts! here are some suggested talk tracks to use with your service customers:

### SCENARIO ONE

"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!"

### SCENARIO TWO

"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](http://www.700Credit.com).



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& Consumer Pre-qualification Solutions