



OUT-OF-STOCK PROCEDURES

PART 2

OUT-OF-STOCK PROCEDURES

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NOTE:

Log request in excel stock report (Initials, Client Name, Make, Model, & State) and create CRM case if not already created by CSS.

*Stock Report location is:
G:\COMMON\SHARED\2007
Stock Report.xls

	Initial	Date of Request	Client Name	Make	Model	State	Office	Approver	Vehicle	COMMENTS
110	EH	7/24/2007	SHIVADZU	TOYOTA	SENNA	CA	7/24			
110	EH	7/24/2007	SHIVADZU	CHEVY	IMPALA	CA	7/24			
111	EH	7/24/2007	SSW	CHEVY	2500	NY				
112	EH	7/24/2007	MARTIN ENG	FORD	SPORTE TRAC	MD	7/24			Dealer unwilling to work with
113	EH	7/24/2007	RAYMARINE	FORD	EXPLORER	IJ	7/24		7/24	7/24/24
114	VJ	7/24/2007	PYRAMID	GMC	2500 PASSENGER	TX	7/24		7/24	7/24/24
115	VJ	7/24/2007	PYRAMID	GMC	2500 PASSENGER	TX	7/24		7/24	7/24/24
116	EH	7/24/2007	MOET	TOYOTA	SENNA	NY	7/24			Emailed Barbara P. on 7/25
117	EH	7/24/2007	KNAPE	CHRYSLER	PACIFICA	GA	7/24			
118	EH	7/25/2007	STATE AUTO	CHEVY	EQUINOX	UT	7/24		7/25	7/25/24
119	EH	7/25/2007	LC	TOYOTA	FJ CRUISER	MO	7/27			
120	EH	7/25/2007	KNAPE	CHRYSLER	PACIFICA	CT	7/25		7/25	7/25/24
121	EH	7/25/2007	SAV	CHEVY	SILVERADO 2500	NY	7/26		7/27	7/27/24
122	EH	7/26/2007	MARTIN ENG	FORD	F-150	IL	7/26			
123	EH	7/26/2007	STATE AUTO	CHEVY	IMPALA	TX	7/26			
124	EH	7/26/2007	CRAVYFORD	ACURA	TL	CA	7/26			
125	EH	7/26/2007	TSA	BMW	X5	CO	7/26			
126	EH	7/26/2007	IPC	FORD	ESCAPE	GA	7/26			
127	EH	7/26/2007	IPC	FORD	ESCAPE	GA	7/26			
128	EH	7/26/2007	BUZZI	DODGE	RAM	MS	7/26		7/26	7/26/24
129	EH	7/27/2007	PERIODICAL	FORD	F-150	TX	7/27		7/27	7/27/24
130	EH	7/27/2007	PERIODICAL	FORD	F-150	TX	7/27		7/27	7/27/24

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SEND EMAIL to Fleet Administrator acknowledging that you are working on the request.

[Client],

I just wanted to touch base with you to let you know that I am working on locating an out of stock [Vehicle] for you near [City, State]. While I'm searching, please feel free to contact me with any questions or concerns you may have.

Sincerely,

Erin M. Haney

New Vehicle Buyer

ehaney@emkay.com

EMKAY INC.

ph | 430.775.6481

fx | 430.875.5205

FLEET MANAGEMENT SINCE 1946

www.emkay.com

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Consider **OTHER METHODS** of securing vehicle other than dealer stock, i.e. Ford rapid fulfillment, GM efleet, Toyota emmediate delivery etc. Please note the lead-time will be 3 – 4 weeks if securing a vehicle through programs indicated above.

Determine which Tri-Star or Average Dealer to call within a reasonable radius of Driver and negotiate best purchase price, particularly dealers with set stock agreements.

If the local dealer does not have a match within their inventory, request the dealership to run a

locate. If there is a dealership that has a transport service (Prestige, Graham Ford) get a quote with an ETA. If the proceeding fails to locate a vehicle, locate a unit with acceptable emissions and get a quote to have vehicle trucked and driven from the dealership to the driver. Check with other dealers as well. Attempt to receive multiple vehicles to offer the client. Negotiate to purchase vehicles under invoice.

OUT-OF-STOCK PROCEDURES

21 Negotiate “**BEST PRICE**” with chosen Dealer. This may include upfitting for caps, rack and bins, etc. Confirm whether dealer can install items such as decals and confirm fees for doing so.

**ASK DEALER TO FAX OVER
FACTORY INVOICE** with agreed
purchase price.

Be aware of all **INCENTIVES AND REBATES AVAILABLE TO EMKAY**. Retail rebates can be found at Edmunds.com. Fleet Incentives can be found on EMKAY's website under "News" Link at EMKAY Website.

Be aware if customer has a **VOLUME INCENTIVE** with the **MANUFACTURER (56A, VIP, CAP, ETC.)** This information can be found under **“MANUFACTURER FLEET INCENTIVES”**.

Be conscious as to **WHETHER VEHICLE WAS LOCATED BY CLIENT OR BY EMKAY** and any contractual mark ups for stock purchases. Accounts less than three years old are marked up according to potential units. Use current units for accounts more than three years old.

This is not an invoice. The prices shown are for information purposes only and are subject to change or correction without prior notice.

Printed: June 4, 2007 12:36 VIN: 1J3R248P17C532594 YON: 182926292
Estimated Ship Date: September 8, 2006 Order Status: EX Quantity: 01
Ordered: July 10, 2006

Sold 23863 BLUEGRASS MOTOR INC Ship 23863 BLUEGRASS MOTOR INC
to: 283 IN 35 SOUTH to: 283 IN 35 SOUTH
NEW BRAUNFELS, TX 781305086 NEW BRAUNFELS, TX 781305086

WETX74 2007 Jeep GRAND CHEROKEE LAREDO 4X2

	Equipment	Description	MRSP	FWP
Model:	WETX74	Jeep GRAND CHEROKEE LAREDO 4X2	27,665	25,662
Package:	27E	Customer Preferred Package 27E	0	0
	BVD	4.7L V8 FVP Engine	720	634
	DQO	5-Spd Automatic 545RFE Transmission	0	0
Color:	FSR	Bright Silver Metallic Clear Coat	0	0
	APA	Monotone Paint	0	0
	*A7	Cloth Low-Back Bucket Seats	0	0
	-D6	Med Slate Gray	0	0
Options:	NDA	Federal Emissions	0	0
	CLE	Luxury Front/Rear Floor Mats w/Logo	30	26
	AWF	Cargo Convenience Group	125	110
	Y01	7.5 Additional Gallons of Gas	0	20
Non-Equipment:	4VL	197L Tracking	0	0
	4SA	Distribution Services Tracking	0	0
Funds:	YDR	Customer One Owner Loyalty Mailing	0	28
	M16	DALLAS - FPA	0	160
Destination:			695	695
	EX	FPP	EP	
Total Price(USD):	856	27,059	26,365	29,235 27,332
Priority Code: 99				
SEP Week(month/week):				
Customer Name:				
Address:				
Order Type:	Retail			
Instructions:				

Handwritten notes:
Day - 27,332.00
OCS - 6074.46
CAF - 26,555.46
Grand Cherokee
Ordered to: Perry S. Gullory

This is not an invoice. The prices shown are for information purposes only and are subject to change or correction without prior notice.

```

C:\>dbcterm 192.168.0.10
MF1100

1 Customer Number.....GA108
  Company Name.....TSA STORES, INC. TSA STORES, INC.
                                Fleet ID's -----
2 Ford Code.....
  Ford off Invoice.....Ford...MW753
3 Ford off Invoice.....
4 G. M. Code.....FA1
  G. M. off Invoice.....G.M....00000888763
5 G. M. off Invoice.....Y
  Chrysler Code.....Chry...24347
6 Chrysler Code.....
  Chrysler off Invoice...
7 Chrysler off Invoice...
8 Volvo Code.....
  Volvo off Invoice.....
9 Volvo off Invoice.....
10 Saab Code.....
  Saab off Invoice.....
11 Saab off Invoice.....

  Manufacture Comments
12 Ford.....
13 GM.....C'07> DWIGHT LESKI dwight.leski@gm.com 303-921-0698
14 Chrysler..
15 Volvo....
16 Saab.....

SELECT: █ ADD CSU DELETE FIND MODIFY NEXT NOTES PREV QUIT RESUME VIEW

```

Customer size	Who Invoiced	Cap Cost	MARK-UP	ADDITIONAL PROFIT	TOTAL PROFIT
0-50	Customer	\$ 75.00	\$ 75.00	\$ -	\$ -
51-150	Customer	\$ 75.00	\$ 75.00	\$ -	\$ -
151-250	Customer	\$ 75.00	\$ 75.00	\$ -	\$ -
250+	Customer	\$ 75.00	\$ 75.00	\$ -	\$ -
0-50	Emkay	\$ 75.00	\$ 75.00	\$ -	\$ -
51-150	Emkay	\$ 75.00	\$ 75.00	\$ -	\$ -
151-250	Emkay	\$ 75.00	\$ 75.00	\$ -	\$ -
250+	Emkay	\$ 75.00	\$ 75.00	\$ -	\$ -
	1%	\$ 75.00	\$ 75.00	\$ -	\$ -
	2%	\$ 75.00	\$ 75.00	\$ -	\$ -
	2.50%	\$ 75.00	\$ 75.00	\$ -	\$ -
	3%	\$ 75.00	\$ 75.00	\$ -	\$ -
	4%	\$ 75.00	\$ 75.00	\$ -	\$ -
	5%	\$ 75.00	\$ 75.00	\$ -	\$ -
CUSTOM %	2.30%	\$ 75.00	\$ 75.00	\$ -	\$ -
	STAMFELY	\$ 750.00	\$ 750.00	\$ -	\$ 750.00
INVOICE					
DEALER MARK UP					
UNDER INVOICE AMOUNT			EMKAY PURCHASE PRICE		
MPFITS (IF ANY)			\$ -		
DELIVERY					
3FATS UNCONTINUES/DEACAP					
UPP MARK UPS	\$ -				
DELIVERY MARK UPS	\$ -		AGE OF ACCOUNT	USE	
ADD'L CAP FUNDS			< 3 YEARS	POTENTIAL UNITS	
MARK UP FROM ABOVE CHART			> 3 YEARS	UNITS ON BILLING	

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C:\>dbcterm 192.168.0.10
Customer Code index          APITALIZATION TRAC MAINT.          CPI150U

1  TYP DESCRIPTION <YR=2008> LESS-THEN O-TYP % -MARKUP $$ DealrFee
2  1 Std Domestic Cars .00 Fact Ord .00 -750.00 .00
3  2 I Fact Inv Less then $$ 18500.00 Fact Ord .00 -625.00 .00
4  3 D Client Located .00 Stk Ords 3.00 .00 .00
5  4 T Toyota .00 Fact Ord .00 -450.00 300.00
6  5 G SAAB .00 Fact Ord .00 -400.00 100.00
7  6 N Nissan .00 Fact Ord .00 -450.00 150.00
8  7 M Mazda .00 Fact Ord .00 -300.00 250.00
9  8 O Lincoln .00 Fact Ord .00 -900.00 .00
10 9 P Cadillac .00 Fact Ord .00 -900.00 .00
11 10 R Mitsubishi .00 Fact Ord .00 -200.00 100.00
12 11 J Saturn .00 Fact Ord .00 -450.00 100.00
13 12 K Subaru .00 Fact Ord .00 -400.00 200.00
14 13 U Volvo .00 Fact Ord .00 .00 .00
15 14 B Out of Stock .00 Stk Ords .00 .00 .00
16 15 V AUDI .00 Fact Ord .00 -400.00 100.00
17 16 Z VW .00 Fact Ord .00 -350.00 150.00
18 17 W Mercedes Benz .00 Fact Ord .00 .00 .00
19
20
SELECT:  F10  F11  F12  INDEX  PAGE  PRINT  QUIT  RESUME  VIEW

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OUT-OF-STOCK PROCEDURES

If **CLOSED END ACCOUNT**, send request CSS for CE Lease Quote (include spec, VIN, Invoice Price, Purchase Price, Terms, and applicable rebates, discounts, etc. Send email to FA (see template) along with spec acknowledging that we have located a vehicle and are **AWAITING A CE LEASE QUOTE FROM STRATEGIC SERVICES**.

[Client],

I have located a [vehicle] for you in [state]. After reviewing several vehicles, I feel this is the closest match and best possible pricing. I am attaching a spec for your review. Please take a moment to look at it and let me know if it will work for you. I'm in the process of having my customer service team work up a quote for you.

Sincerely,

Erin M. Haney
New Vehicle Buyer
ehaney@emkay.com

EMKAY INC.
ph | 630.775.6481
fx | 630.875.5205
FLEET MANAGEMENTS SINCE 1946
www.emkay.com

USE AUTOQUOTE TO SPEC OUT VEHICLE

Use **AUTOQUOTE** to
SPEC OUT VEHICLE

Prepared For:
Prepared By: Erin M. Haney

Selected Options

Dodge Grand Caravan

2007 Dodge Grand Caravan FWD Passenger Van SXT

Code	Description	Class	MSRP	Invoice
ROKH53	Base Vehicle Price	STD	\$27,775.00	\$25,390.00
EGH	Engine: 3.6L V6 OHV	STD	N/C	N/C
DFF	Transmission: 4-Speed Automatic VLP 41TE	STD	N/C	N/C
STDAX	3.48 Axle Ratio	STD	N/C	N/C
Z1C	GVWR: 6,700 lbs	STD	N/C	N/C
TM1	Tires: P215/65R18 LBL A3	STD	N/C	N/C
WNF	Wheels: 18" x 6.6" Aluminum	STD	N/C	N/C
CYC	2nd Row Buckets w/80/40 Bench Seats Both 2nd and 3rd rows are slow to go seats.	STD	N/C	N/C
APA	Monotone Paint Application	STD	N/C	N/C
RAZ	Radio: AM/FM Cassette/Compact Disc 6 Speakers	STD	N/C	N/C
LAB	Tire Pressure Monitoring Warning LP	OPT	70.00	62.00
SDA	Normal Duty Suspension	STD	N/C	N/C
28P	Quick Order Package 28P Special Edition (DISC) (RDY) 6-Disc In Dash CD/DVD Changer, Heated Front Seats, Instrument Panel Silver Bezel, Power 8-Way Driver/5-Way Passenger Seats, (JRC) Power Liftgate, (GWA) Power Sunroof, Premium Two-Tone Seat Accents, (XRV) Rear Seat Video System, Silver Accent Door Trim Panels, Special Edition Badge Includes Leather Trimm Bucket Seats (DISC)	OPT	3,645.00	3,208.00
RDV	6-Disc In Dash CD/DVD Changer	INC	Included	Included
JRC	Power Liftgate	INC	Included	Included
GWA	Power Sunroof	INC	Included	Included
XRV	Rear Seat Video System (R5B) SIRIUS Satellite Radio, 2nd Row Overhead 7" Video Screen, Overhead Rail System, Video Remote Control, Wireless Headphones (IR)	INC	Included	Included
ROB	SIRIUS Satellite Radio 1-Year Service Provided By SIRIUS. For More Info, Call 888-539-7474	INC	Included	Included
RL	Leather Trimm Bucket Seats (DISC)	OPT	N/C	N/C

Prices and content availability as shown, are subject to change and should be treated as estimates only. Actual base vehicle, package and option pricing may vary from estimate because of special local and pricing availability and pricing adjustments not reflected in the dealer's computer system. Contact your client support representative for the most current information. Reference PQS 102781 03-15-07

Printed on: June 29, 2007 at 04:41 pm

Page 1

OUT-OF-STOCK PROCEDURES

Offer vehicle to client via email (see template). Attach spec for client's review. Some accounts are offered to the EFM dept or the client's sales rep. Be aware as to whom the vehicle is offered.

[Client],

I have located a [vehicle] near [city, state] for you. After examining several vehicles, I have found this one to be the best possible match and best price.

Your CAP Cost is \$20,595.00. Your VIP discount will be credited back to you by Chrysler after the sale is completed. I am attaching specs for your review.

Please advise as to whether I should secure this vehicle for you.

I will need the following driver information in order to secure this vehicle:

Sincerely,

Erin M. Haney
New Vehicle Buyer
ehaney@emkay.com

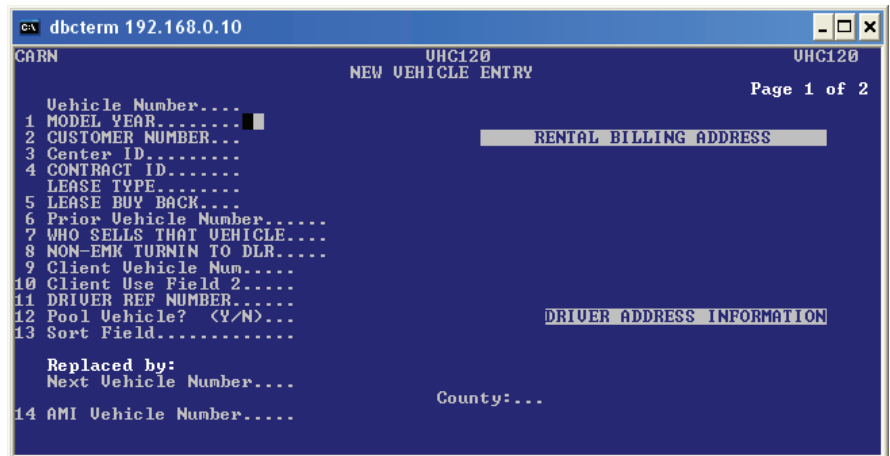
EMKAY INC.
ph | 430.275.4401
fx | 430.875.5205
FLEET MANAGEMENT SINCE 1946
WWW.EMKAY.COM



UPDATE STOCK LOG with offer date and update **CRM CASE AS "OFFERED"**

When client agrees on a vehicle offered, **UPDATE STOCK LOG WITH ACCEPTED DATE**

Assign **EMKAY P.O. # - VH120** – new vehicle entry



GA dbcterm 192.168.0.10

UHC120
NEW VEHICLE ENTRY

Page 1 of 2

Vehicle Number....
1 MODEL YEAR.....
2 CUSTOMER NUMBER....
3 Center ID.....
4 CONTRACT ID.....
5 LEASE TYPE.....
6 LEASE BUY BACK.....
7 Prior Vehicle Number.....
8 WHO SELLS THAT VEHICLE....
9 NON-EMK TURMIN TO DLR.....
10 Client Vehicle Num.....
11 Client Use Field 2.....
12 DRIVER REF NUMBER.....
13 Pool Vehicle? (Y/N).....
14 Sort Field.....

RENTAL BILLING ADDRESS

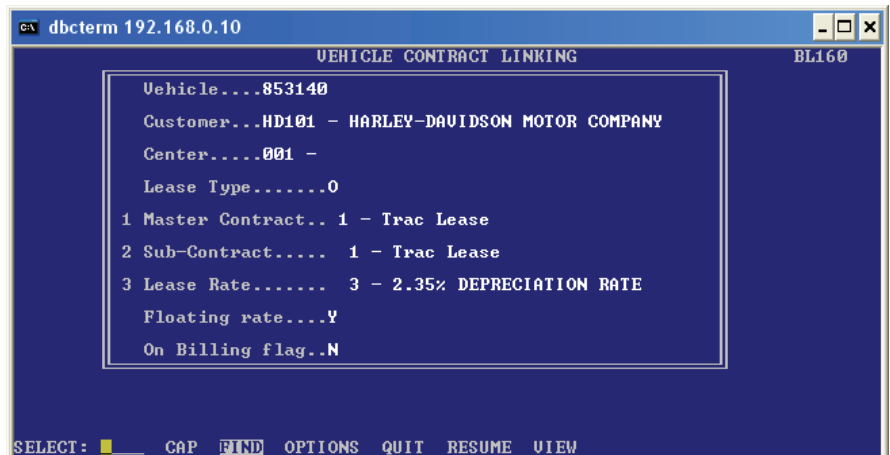
DRIVER ADDRESS INFORMATION

Replaced by:
Next Vehicle Number....
County:...

14 AMI Vehicle Number.....



LINK to subcontract



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VEHICLE CONTRACT LINKING

BL160

Vehicle....853140
Customer...HD101 - HARLEY-DAVIDSON MOTOR COMPANY
Center.....001 -
Lease Type.....0

1 Master Contract.. 1 - Trac Lease
2 Sub-Contract..... 1 - Trac Lease
3 Lease Rate..... 3 - 2.35% DEPRECIATION RATE
Floating rate....Y
On Billing flag..N

SELECT: █ CAP FIND OPTIONS QUIT RESUME VIEW

NOTES