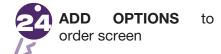




PART 3





UPDATE STOCK LOG with vehicle number

RESOLVE CRM case



RESOLVING AN OOS CRM CASE

- 1. This process should be completed immediately after a request has been assigned a vehicle number.
- Leave the title of case as it stands.
- 3. Make sure you've added an "ACTION COMPLETED DATE" (this should be the date the vehicle was offered).
- 4. **STATUS REASON** should remain "OOS VEHICLE OFFERED TO CLIENT".

Overview

Title Customer

Center

Vehicle

Owner

Contract

Contract Line

Service Level

CSS Team

Assignment Information

Person Responsible

Action Completed

Case Origin

CA120/ Aspen/ FL

E-mail

ALP

Contract and Product Information

Erin Haney

06/28/2007

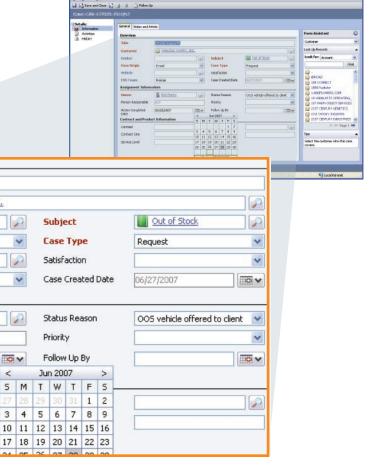
CARLISLE SYNTEC, INC.

*

TO V

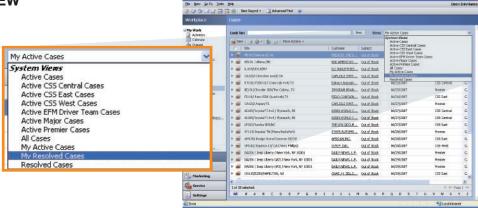
5

3

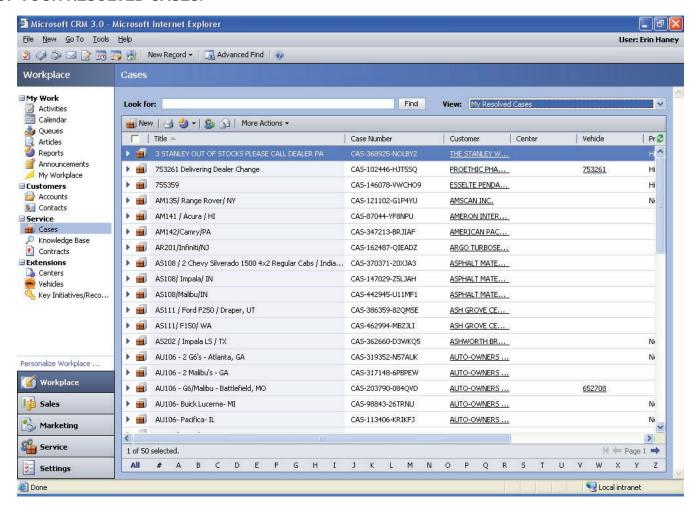




8. From the drop down box labeled "VIEW" SELECT "MY RESOLVED CASES".



You will now have the ability to REVIEW ALL OF YOUR RESOLVED CASES.



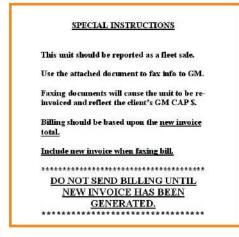


25

EMAIL PO with POA to dealership

If client has a GM CAP AGREEMENT, be sure to fax over "SPECIAL INSTRUCTIONS" and "CAP OUT-OF-STOCK PURCHASE AGREEMENT" to dealer. Request that dealer re-invoices to reflect CAP Discount. If FORD DCX advise dealer in your email when PO issued.

EMAIL order acknowledgement to customer



7/5	885 W. THORNDALE AVENUE (YASCA, L. 60423-365 (830) 150-7409 FA3 (KNI) 285-7838		Date: 06/05/2007	
TO:	BLUE BONNET NOTORS ATTN: LINDA SOCCITTING NEW BRAINIFELS. TX 78130		VEH # : 757907 YEAR : 2007 MAKE : JEEP MCDEL: GRD CHER LAREDO VIN :138HS48P17C532994	
- 4	OUT O	F STOCK - PURCHASE ORDER		
8	COPY OF FACTORY INV COPY OF YOUR DEALER YOUR DEALER FEDERA	R'S BILLING IL ID, NUMBER	DRIVER INCOMATION	
TITLE & REGISTRATION PURCHASE (TX) PASSINGE PLATES. REGISTER TO: EMIKAY INC. TRUST 88 W. THORDALE (TASCA, 16-643-195		"ALERT "ALERT "ALERT" TURN IN VEHICLE INFORMATION NO EMAY VEHICLE IS SCHEDULED TO BE LEFT AT DEL NERING DELLEF AT THE DEALER. CALL SERVAT PRICAGENG	DRIVER INFORMATION PAUL WILKINS 200 COHO LANE FO BOX 189 HLEASANTOL, TX 78664 COUNTY: ATABODBA FHORE, (130) 370-3420	
TITLE TO		DEPARTMENT IMMEDIATELY WITH THE UNIT	NEW VEHICLE SPECIFICATIONS	
EMK BIS W TIASC DO NOT MAIL TO EMK BIS W TIASC BWKA	AYINC, TRUST THORNDALE A, IL 6043-1385 LIEN THIS VEHICLE	FAILURE TO DO SO MAY RESULT IN AMDITIONAL FEES TO CLIENT.	STOCK ORDER ONE CHEET LANDO 4 DR 2ND PER YOUR YEMCILE ORDER COUNT EAT. BRIGHTSILVER METALLIC .	
SA	LES TAX INFORMATION	INSURANCE INFORMATION		
SALES AN	SUBJECT TO UPFRONT DAOR USE TAX. VERLOCATION FOR DOSES.	LIABLITY COVERAGE ACE AMPRICAN INSURANCE CO FOLIF: ISLAH GYBROCETS EXPRESS 0704/2007 PHOTO COPY OF INSURANCE CARD REQUIRED FOR VEHICLE REGISTRATION		
			SCHEDULE DELIVERY LOCATION	
Emkay F	PURCHASE PRICE \$ leet # 51-00426 R FLEET # 22412 CARLISLE ale no: Floot Retail	SYNTEG, ING.	BLUE BONNET MOTORS ATTN: LINDA SCIECHTING 351 H 35 SOUTH NEW BRAUJAFELS, TX 7H30 PHONE (830) 606-8011	

CAP Out-of-Stock Pu	ırchase Agreement	THIS FORM ALL OUT-0	MUST BE C	COMPLETED FOR TRANSACTIONS
PART 1 (to be completed by continue)		WIT	H CAP CUS	TOMERS
Customer Name	Customer FAN		STATE OF STATE	pany, if applicable
For units listed in this agreement, o incentives/rebates apply (i.e. busin			dditional re	tail or dealer
Print Name of Customer / Authorized Fle	el Management Company Contact	Phone Number		70
Signature of Outlimer / Authorized Flee	t Management Company Contact	Date		-
PART 2 (to be completed by clearer)				
Dealership Name	City, State		Dealer Cor	
ultimate consumertend user acknowle that this private offer is NCT compatit pull boards, etc.). By signing this agre or obligation for incentive(a) on units a CM to debt histher open account for	edges receipt of a private offer from sle* with any additional retail or designment, the above-mentioned deals purchased with CAP incentives. In	General Motors. The or sier incertives/lebates (I. erahip is releasing Gene addition, the above-men	e. business rul Motors fr fioned deals	deeler understand choice, dealer cash, on any future claim inship is authorizing
ultimate consumertend user acknowle that this private offer is NOT compared politicounts, etc.). By signing this agree or obligation for incontive(s) on units Out to debit histher open account for this transaction. List units included in this transaction is	edges receipt of a private offer from ole* with any additional statis of exement, the above-mentioned deals purchased with CAP moentives, in any incentive morries that have be- below. Please indicate by VIN If a vi- ealer in Customer Delivery Reports	Cemenal Motors. The or lest incertives/testados (I emistip is releasing Gene addition, the above-man en erroneously paid to hi dealer thade is involved a	oreumer and e. business nai Motors to Boned dealer softer dealer and if the dea	dealer understand choice, dealer cash, on any future claim mehip is authorizing ship in reference to aler trade transaction
ultimate consumented user acknowled that this private offer is NCT compatible pull boards, etc.). By eighing this agree on bigging that have been acknowled to be a compatible of the consumer for the transaction. Let until included in this transaction that until included in this transaction has been completed by the original dependence on the compatible of the compatible	edges receipt of a private offer from ole* with any additional statis of exement, the above-mentioned deals purchased with CAP moentives, in any incentive morries that have be- below. Please indicate by VIN If a vi- ealer in Customer Delivery Reports	Cemenal Motors. The or lest incertives/testados (I emistip is releasing Gene addition, the above-man en erroneously paid to hi dealer thade is involved a	orsumer and e. business nal Motors fo Boned dealer wher dealer and if the dealer adaheat for a	dealer understand choice, dealer cash, on any future claim mehip is authorizing ship in reference to aler trade transaction
ultimate consumented user acknowled that this private offer is NCT compatible pull boards, etc.). By eighing this agree on bigging that have been acknowled to be a compatible of the consumer for the transaction. Let until included in this transaction that until included in this transaction has been completed by the original dependence on the compatible of the compatible	edges receipt of a private offer from ole* with any additional statis of exement, the above-mentioned deals purchased with CAP moentives, in any incentive morries that have be- below. Please indicate by VIN If a vi- ealer in Customer Delivery Reports	Comensi Motors. The or ider incentification for incentification of entitip is nelessing Gene addition, the above-man in entoneously paid to his sealer frade is involved a gg (CDR). Albach a spire Desirer Trade	e, business e, business rai Motors in tioned dealer and if the dealer adaheet for a Transac Yes	disease understand choice, dealer crash, on any future claim critip is authorizing other in reference to user trade transaction additional VINs.
The named dealer agree to sell the ultimate consumered user actives that the photoe offer is NOT compatible or compatible of the photoe offer is NOT compatible or collegistic for the controlled) or unstable. On the collegistic for the controlled of or unstable to collegistic for the controlled of or unstable to the collegistic for the controlled of the collegistic for the collegistic form of the collegistic for the collegistic form of the collegistic	edges receipt of a private offer from ole* with any additional statis of exement, the above-mentioned deals purchased with CAP moentives, in any incentive morries that have be- below. Please indicate by VIN If a vi- ealer in Customer Delivery Reports	to General Motors. The or- lier incertives/tetables (it analy) is releasing Gene- addition, the above-man en error equily peld to his bealer trade is involved a ng (CDR). Altach a spres Dasier Trade	e, business and e, business and Motors for board dealer sheet dealer and if the dealer dealer and if the dealer dealer and if the dealer dealer dealer and if the dealer dealer and if the dealer dealer dealer dealer dealer	disease understand choice, design coath, on any future claim carry future carry car
ultimate consumented user acknowled that this private offer is NCT compatible pull boards, etc.). By eighing this agree on bigging that have been acknowled to be a compatible of the consumer for the transaction. Let until included in this transaction that until included in this transaction has been completed by the original dependence on the compatible of the compatible	edges receipt of a private offer from ole* with any additional statis of exement, the above-mentioned deals purchased with CAP moentives, in any incentive morries that have be- below. Please indicate by VIN If a vi- ealer in Customer Delivery Reports	Comman Motors. The or identification of the command of the entitle is nelessing Gene addition, the above-man enterviewed paid to in enterviewed paid to in enterviewed paid to in policy. Attach a speci Dealer Trade Yes No Yes No	e, business e, business rai Motors in tioned dealer and if the dealer adaheet for a Transac Yes	disease understand choice, design coath, on any future claim carry future carry car
ultimate consumented user acknowled that this private offer is NCT compatible pull boards, etc.). By eighing this agree on bigging that have been acknowled to be a compatible of the consumer for the transaction. Let until included in this transaction that until included in this transaction has been completed by the original dependence on the compatible of the compatible	odges recept of a private offer from the "what my address install or de- ement," he above-rendored design entering the above-rendored design interior more than their be- sery interiors mores that have be- serve included by VINII a - sealer in Customat Delivery Report.	Comman Motors. The or identification of the command of the entitle is nelessing Gene addition, the above-man enterviewed paid to in enterviewed paid to in enterviewed paid to in policy. Attach a speci Dealer Trade Yes No Yes No	e, business and e, business and Motors for board dealer sheet dealer and if the dealer dealer and if the dealer dealer and if the dealer dealer dealer and if the dealer dealer and if the dealer dealer dealer dealer dealer	disease understand choice, design coath, on any future claim carry future carry car
ultrands consumerant user activosis that the priests of the NOT consists and booking, with, by ageing this ago put booking, with, by ageing this ago All the solid limiter per account for 10% to stell limiter per account 10% to stell limiter per account 10% to stell limiter 10% to stell limit	odges recept of a private offer free in what program is an artist of the century. In advancement, the above remotioned data of the century, the above remotioned data stray incretifier norther better the century incretifier norther better the best program of the century incretifier norther better the century incretifier norther norther than the best program of the century incretifier in Color—	o Cemenal Motors. The or ice incertification less (in incertification less in marke is nelectaing Cleme audition, the above-ment or encourage paid to in loseler trade is involved in a processor of Desire Trade Yes No Yes No Yes No Yes No	e, business and e, business and Motors for board dealer sheet dealer and if the dealer dealer and if the dealer dealer and if the dealer dealer dealer and if the dealer dealer and if the dealer dealer dealer dealer dealer	disease understand choice, design coath, on any future claim carry future carry car
ultrande consumeration user activose in the temperature of a PCF comparison of the period of an PCF comparison of the period of	edges receipt of a private ofter from what only from the what any address after of edge of the control and of order of the control and of the control and offer of the control and order order of the control and order order order of the control and order or	Ceneral Motors. The old control Motors with the old control	returner are. bushes in Motors in Motors for Motors fo	J dealer understand of dealer understand of choice, dealer cash, on any future claim reimp is authorizing a substantial participation of the cash of t
ultrands consumerated user activosis un extra de la consumerate de la colonidad del la colonidad del la colonidad del colonidad de la colonidad de la colonidad del la col	odges recept of a private offer from the what yet offer of the what yet offer instead of de the what yet offer instead of the private was the control of the private of the control of the yet of the control of the yet of	Oceanic Motors. The older incomplete Motors and Complete Motors a	oraumer are business mai Motore to the total main main for the deal for the dea	J dealer understand of dealer understand of choice, dealer cash, on any future claim reimp is authorizing a substantial participation of the cash of t
ultrands consumerance user activose un activo de la consumerance de la	edges receipt of a private ofter from what only from the what any address after of edge of the control and of order of the control and of the control and offer of the control and order order of the control and order order order of the control and order or	Comment Motors. The other incomments of the comments of t	onsurer are business mid Motors in floored deals when dealers and if the deals adales of the deals of the deal	d cealer understand choice, dealer cash, on any fatter claim, on any fatter claim, on any fatter claim, on the cash of the cas



26

EMAIL PO with POA to dealership

If client has a GM CAP AGREEMENT, be sure to fax over "SPECIAL INSTRUCTIONS" and "CAP OUT-OF-STOCK PURCHASE AGREEMENT" to dealer. Request that dealer re-invoices to reflect CAP Discount. If FORD DCX advise dealer in your email when PO issued.

EMAIL order acknowledgement to customer

805 W. THORNDALE AVENUE (YASCA, L. 60/43-2505 (130) 150-7400 FA3 (630) 265-7108		Date: 06/05/2007	
TO: BLUE BONNET NOTORS ATTN: LINDA SOECHTING 351 IH 35 SOUTH NEW BRAUNFELS, TX 7812		VEH W: 757907 YEAR: 2007 MAKE: JEEP MODEL: GRD CHER LAREDO VIN: 1J8HS48P17C532994	
OUT O	F STOCK - PURCHASE OF DER		
COPY OF FACTORY INV COPY OF YOUR DEALE YOUR DEALER FEDERA	OICE R'S BILLING		
TITLE & REGISTRATION	" ALERT " ALERT " ALERT "	DRIVER INFORMATION	
PURCHASE (TX) PASSINGE PLATES. REGISTER TO: EMKAY INC. TRUST 688 W. THORNDAIR ITASCA, IL 60/43-1355	TURN IN VEHICLE INFORMATION NO ENKAY VEHICLE IS SCHEDULED TO BE LEFT AT DELIVERING DEALER IF AN EMRAY VEHICLE WILL BE LEFT AT THE DORALER CALL ENKAY PURCHASHING	PAUL WIKINS 200 COHO LANE 10 BOX 686 11 ELEMANTON, TA 78064 COUNTY: AT 38064 COUNTY: AT 38064 CHORE, (140) 370-4420	
TITLE TO:	DEPARTMENT INMEDIATELY WITH THE UNIT AND VIN NUMBERS.	NEW VEHICLE SPECIFICATIONS	
EMMAY INC. TRUST SINY, THORROBALE INSCA, L. 604-6-155 DO NOT LIEN THIS VEHICLE MAIL TO: EMMAY INC. TRUST SINY, THORROBALE EMMAY INC. TRUST SINY, THORROBALE EMMAY EMMAY BROOMPORATED SEPT. 1994	PALLINE TO GO SO MAY RESILT IN AGOTTOMAL PLES TO GLEMY.	STOCK ORDER ONE CHEMICATION 4 ON EVED ONE CHEMICATION OF THE CHEMICATION EXT. BRIGHT SILVER METALLIC .	
SALES TAX INFORMATION	INSURANCE INFORMATION		
VEHICLE IS SUBJECT TO UPFRONT SALES AND/OR USE TAX. USE DRIVER LOCATION FOR TAX PURPOSES.	LIABLITY COVERAGE ACE AMPRICAN INSURANCE CO FOLIF: ISAN 67960219 EXPIRES 0704/2007 PHOTO COPY OF INSURANCE CARD REQUINED FOR VEHICLE REQUIREATION		
		SCHEDULE DELIVERY LOCATION	
AGREED PURCHASE PRICE \$ 2 Emkay Floet # 51-00426 END USER FLEET # 22412 CARLISLE Report Sale as: Floet Retail	SYNTEG, INC.	BLUE BONNET HOTORS ATTN: LINDA SOECHTING 351 HI 35 SOUTH NEW BRAJUFELS, TX 7H30 PHONE (83Q) 904-9011	

GM CAP AGREEMENT



IT ALL ADDR UP		COMPET	ITIVE ASSI	STANCE PROGRAM
CAP Out-of-Stock Purcha PART 1 (to be completed by coulome)	ase Agreement	ALL OUT-O		ONPLETED FOR RANSACTIONS TOMERS
Customer Name	Outlomer FAN	CAP Code Field Man	agement Con	pary. If applicable
for units listed in this agreement, custom incentivesfrebates apply (i.e. business cho		and understands no a		
Print Name of Customer / Authorized Fleet Mana	gement Company Contact	Phone Number		70
Signature of Customer / Authorized Fleet Manage	enent Company Contact	Date		-
PART 2 (to be completed by desire)				
Dealership Name	City, State		Dealer Cor	
ultimate consumerend user acknowledges in that this private offer is NOT compatible" with pull boards, etc.). By signing this agreement, or obligation for incentive(s) on units purchas DM to debit his/her open account for any incr	ceipt of a private offer from any additional retail or de the above-mentioned deal ad with CAP incentives. In	i General Motors. The or aler incertives/retrates (i enable is releasing Gene addition, the above-men	orgumer and e. business nel Motors fr flored deals	dealer understand choice, dealer cash on any future claim rahip is authorizing
altimate consumentend user acknowledges in instruction in NPT competition. With full boards, set.). By signing this agreement, or obligation for incentive(s) on units purchas 3M to debt his/her open account for any increas- tive transaction.	iceipt of a private offer from any additional retail or de the above-mentioned deal ad with CAP Incontives, in movies that have be flease indicate by VIN if a Customer Delivery Report	is General Motors. The o aler incertives the bases (i emails) is releasing Gene addition, the above-mer en errorieously paid to hi dealer trade is involved a	oreumer and e. business nal Motors fo flomed dealer lather dealer and if the dea	dealer understand choice, dealer cash om any future claim riship is authorizing ship in reference to der trade transaction
ultimate consumerated user activated each intelligent of the NOT competible with built boards, etc.). By signing this agreement, or obligation for benefitively on untal purchase CM to debt historie open account for any intelligent the transaction. In transaction, it is the transaction below. It has been completed by the original dealer in — Wilks must be delivered Pleat in	iceipt of a private offer from any additional retail or de the above-mentioned deal ad with CAP Incontives, in movies that have be flease indicate by VIN if a Customer Delivery Report	is General Motors. The o aler incertives the bases (i emails) is releasing Gene addition, the above-mer en erroriscusty paid to hi dealer trade is involved a	orsumer and e. business nal Motors to Boned dealer softer dealer and if the dealer adaheat for a	dealer understand choice, dealer cash om any future claim riship is authorizing ship in reference to der trade transaction
ultimate consumerated user activated each intelligent of the NOT competible with built boards, etc.). By signing this agreement, or obligation for benefitively on untal purchase CM to debt historie open account for any intelligent the transaction. In transaction, it is the transaction below. It has been completed by the original dealer in — Wilks must be delivered Pleat in	iceipt of a private offer from any additional retail or de the above-mentioned deal ad with CAP Incontives, in movies that have be flease indicate by VIN if a Customer Delivery Report	is General Motors. The original incentives the bases (incentives in earlies is releasing General addition, the above-mer en entorreously peld to in dealer thade is involved a ing (CDR), Atlanta a spre-	orsumer and e. business nal Motors to Boned dealer softer dealer and if the dealer adaheat for a	dealer understand choice, dealer cash or any future claim rahip is authorizing ship in reference to der trade transaction dellional VINs.
The named diseive agrees to self the above on thinking consummation user active/rediges in the price of the self-of compatible* with all counts, etc.). Springer that agreement, counts are considered to the counts of the counts of the counts of the counts of the counts of the counts of the counts of the counts of the counts of the the counts of the counts of the the counts of the counts of the the counts of the counts of the the counts of the coun	iceipt of a private offer from any additional retail or de the above-mentioned deal ad with CAP Incontives, in movies that have be flease indicate by VIN if a Customer Delivery Report	in General Motors. The or incertiveshibutes (incertiveshibutes (incertiveshibutes) cantile is releasing Gene- addition, the above-mer- en entorseously poid to in- dealer Stade is involved a ing (CDR), Atlantia a spice Dealer Stade	e, business nat Motors to flored dealer and if the des adaheet for a Transac	dealer understand choice, dealer cash or any future claim rath place claim rathip is authorizing ghtlp in reference to der trade transaction dditional VINs. lion Completed No
ultimate consumerated user activated each intelligent of the NOT competible with built boards, etc.). By signing this agreement, or obligation for benefitively on untal purchase CM to debt historie open account for any intelligent the transaction. In transaction, it is the transaction below. It has been completed by the original dealer in — Wilks must be delivered Pleat in	iceipt of a private offer from any additional retail or de the above-mentioned deal ad with CAP Incontives, in movies that have be flease indicate by VIN if a Customer Delivery Report	o General Motors. The o size incorribation (i) enable is nelecting Gene addition, the above-men en encoreously paid to in beater finable is involved a ng (CDR). Albach a spec Desire Trade	e, business as Motors in Motors in Motors de Motors design and if the de- adaheet for a Transac Yes	decine understand choice, dissier cash on any fature dain many fature dain many in authorizing ship in reference to see trade thansaction distributed No
ultimate consumented user activated expensional to the physical to BOT competible "with publicated, etc.). By signing this agreement, or obligation for beneathway or untal purchase CM to debt histories open account for any intelligent to the publicate of the second for any intelligent to the publicate of the second to the	iceipt of a private offer from any additional retail or de the above-mentioned deal ad with CAP Incontives, in movies that have be flease indicate by VIN if a Customer Delivery Report	o General Motors. The o size incertification is described in a size incertification in the second in	orsumer and a. business and Motors for floaned dealer and if the dealer and if the dealer Transac Yes Yes Yes	decine understand choice, dissier cash on any fature dain many fature dain many in authorizing ship in reference to see trade thansaction distributed No
ultrands consumerancia user achiovelegae in anti- tra perior of in a DCC consustative float post device, with 3, by signing this significant participation of the significant significant (A) in a debit frainte perior social for any local 10 to section (in this frainteaction below the significant consustation of the the significant significant has been considered by the original dealer in — White most be deliberated Flexic In 1989.	iceipt of a private offer from any additional retail or de the above-mentioned deal ad with CAP Incontives, in movies that have be flease indicate by VIN if a Customer Delivery Report	Central Meters. The committee is controlled to committee in controlled to committee in controlled to	orsumer and a. business and Motors for floaned dealer and if the dealer and if the dealer Transac Yes Yes Yes	decine understand choice, dissier cash on any fature dain many fature dain many in authorizing ship in reference to see trade thansaction distributed No
ulfriede consumerence user activorelegae ne hant te period virie et la Occasional de 100 consultable 100 consu	cept of a private offer tool any additional state or do the story-medicand data microstration and private modes to the microstration to the state of the state to the state to the state to the state to the state to the state to the state to the state to the state to the state to the state to the state to the state to the state to the state to the state to the to the state to the state to the state to the state to the state to the state to the state to the state to the to the to the state to the state to the to the state to the to the to the state to the state to the state t	in Cement Metres. The control Metres The control Metres The control Metres The Cement Th	oreumer are a. business a. business and Motors in thorous deale isher dealer and if the dea adahaet for a Transac Yes Yes Yes	deside undendand choice, deside cash on say future dain any future dain any future dain any future dain and continue to the future dain and continue trade transaction diditional Virte. Sion Completed No No No
ultimak consumeranci user activorelogier in lutte president der 1800 consultation 18	coept of a private offer tool of the story and private offer tool be story and private offer of the story and private offer of the story and offer off	in Cement Metres. The control Metres The control Metres The control Metres The Cement Th	oreumer are a. business a. business and Motors in thorous deale isher dealer and if the dea adahaet for a Transac Yes Yes Yes	deside undendand choice, deside cash on say future dain any future dain any future dain any future dain and continue to the future dain and continue trade transaction diditional Virte. Sion Completed No No No
ultrands consumerated user activoredage in participation of the participation of the Companion of the Compan	copiet of a private offer to our any additional related or de any additional related or de any additional related or any additional related and with CAP Troumbress in these indicate by VINI if a Countries Detrivery Report COR —	s General Motors. The of control Motors and control	orouner are a business as business as Motors to Motors to Motors to Motors to Motors deals michael deals adahest for a Transac Yes Yes Yes	deside undendand choice, deside cash on say future dain any future dain any future dain any future dain and continue to the future dain and continue trade transaction diditional Virte. Sion Completed No No No
ultrands consumerated user activoredage in participation of the participation of the Companion of the Compan	copied of a private offer to one and a private offer to one of the copied of the copie	s Ceneral Motors. The control Motors The control The control Motors The control Motors The control The contro	oraurer are business mail Motors for thomes dealers for thomes dealers for the dealers for the dealers for Transaction of the dealers for Transaction of the dealers for Yes Yes Yes Yes Yes	dealer understand chronic, dealer understand chronic, dealer understand chronic, dealer under under understand und under dealer under dealer under understand und understand dealer und understand dealer und under understand und under understand und understand und understand und under understand und understand und under understand und und und und und und und und und u





EMAIL order acknowledgement to customer.

If there is an **UPFIT**, issue the upfit PO to the 3rd party upfitter (ARE, etc.)

CONFIRM RECEIPT with dealership

Begin to **LOG PERTINENT INFORMATION** in F8 notes

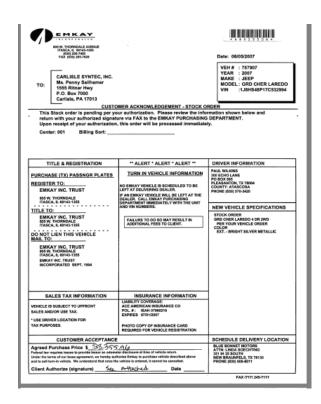
Carefully check **REGISTRATION AND TITLE INFORMATION**. **FORWARD** all purchase and disposal worksheets.

If the dealer we are purchasing the vehicle from is **NOT REGISTERING THE VEHICLE** make sure the dealer **ISSUES A TEMP TAG**. Have the dealer overnight the MSO to EMKAY immediately. Track the MSO and follow up with the dealer in the event we do not receive MSO promptly. Be aware if we have a service in the state where the driver resides.

If the state we are purchasing the vehicle in **REQUIRES AN ORIGINAL INSURANCE CARD**, contact the customer with the **VIN#** of the unit purchased. The customer should mail the insurance card to the appropriate dealer or driver. In some states vehicles cannot be released without an insurance card. The state of NY requires barcode on ins card. The state of NJ requires Corp Code.

If we manage or provide insurance, contact **EFM (IF IT IS A EFM ACCOUNT)** or call the insurance dept to determine the client's broker and contact them to issue insurance card. Make sure customer has **VALID INSURANCE CERTIFICATE**, **NO INSURANCE**, **NO DELIVERY**.

Insure that the **VIN#** is in the system along with the purchase price amount in line 10 of the vehicle maintenance program.





28

Once we are INVOICED FROM DEALER, pay Vendor. COMPLETE CHECK REQUEST FORM and send to Ellie. If you do not receive a CHECK FOR STOCK PURCHASE WITHIN ONE DAY you must follow up with Ellie. If the check is not returned within one day, there is probably a problem. Make sure you are on top of this to avoid delivery delays.

	A
STATE OF REG:/ TX CU	DAY'S DATE:G _a\01 T CHECK TODAY?
DESCRIPTION	AMOUNT
VEHICLE COST:	27,332-00
SALES TAX:	1,708.25
LICENSE & TITLE: TEMP TAG FEE:	72.30
TITLE FEE:	104.75
INSPECTION FEE:	
DOC FEE: OTHER TAXES ():	54.14
GRAND TOTAL:	29,276.44

From: 8309085	694 Page: 2/2	Date: 6/12/2007 3:12:06 PM	
	E-HAIL	-	DEAL # 106912
1 BLUEBONNET			
			30532394 -
Jeep		96/99/67	
201 84 35 South Mew Brownfels, TX 79120		Year 2007 Miles JEEP World	GR CHEROKE
Test Price (800) 575-3277 Ph. (800) 606-6015 * Pax (600) 606-	1152	Body GR Sunal No 1,304548P170	532994
www.bbmotors.com		sales	
ALLOWANCE FOR TRADE		BASE PRICE	
Sty Y, Major Model	-	ADDITIONAL SQUIPMENT	27332.00
Lic, No. Mileage			
Ser. No.			
Tife Name By Y: Make	-		1
Moss	1		
Lig. NO.]		+
Ser No. Title Name	-	-xx	
Title Name Creatives	+	CASH PRICE OF VEHICLE	4774
Uam To	1	TRADE ALLOWANCE	27332_00
Address			8
City Date Ze	-	Undersel, Arti-Tref Identification	27332.00 9100 98/A
Approved Record By	_	Stole's trunkly by	5155 QL/A
RETRUCTIONS	-	Salve Tex	1708.25
	-	Title, Deputy, Insurance and Inspection Free.	\$4.75. XXXX
Art of Safe Clan Clan	4	Documentary Fee and Deputy Fee	72.30 599 000 XXX
GASH Recat No. By Date		DELIVERY PRICE OF VEHICLE	29276.44
GASH Recpt No. By Date			
CASH Recal Me. By Cate		Extended Service Plan	H/A
The Dealer's Inventory Tax charge is intended	to reimburse the	Payoff On Trade-Good TX TOTAL AMOUNT GUE	29276.44
dealer for ad valorem taxes on its motor with	cle interestory. The	Down Payment	R/A
charge, which is paid by the dealer to the cou- collector, is not a tax imposed on a consumer b	y the government,	TOTAL OF FINANCE Payof To	29276.44
		Attent	+ +
A DOCUMENTARY FIRE B NOT AN OFFICIAL FIRE. A DOCUMENTARY LAW, BY MAY ME CHARACTER TO SURFING TO AN OFFICIAL STATE A DOCUMENTARY TO SURFINE TO A SALE A DOCUMENTARY AS A SALE AS A SALE AS A DOCUMENTARY AS	ENTS AND PERFORMAN	Phone City	
SIG FOR A MICHOR VEHICLE CONTINUE OF A PEASONABLE MICE PARTED FOR A HEAVY COMMANDIAL MICHOLE CONTINUE. THIS	NOTICE IS REQUIRED BY	Pacis, From By	
		NOTICE OF CREDIT BUYER	tuhaan oria. No contractual re
Undercost is applied to this vehicle. The undercost has from rust. The ord-fresh identification is etched into the gircle that. Any undercost change or enti-theft identification	ase to help deter vote	donate in arrested between the parties. Full devices you required by the F and the Texas Concurrent Greek Gods, will be made prior to remove the	ederal Consultor Probability of the of a small transmitten by a
cial change. These forms are an accessory.	gran social one	MOTICE OF CHEDIT SUTTED. This order brokes the Seater Cool, the large state to demonst a real to open the cool of the large state to demonst a real to open to the cool of the large state to the cool of the large state to the cool of	STARK.
SPECIAL INSTRUCTIONS DEMO	NSTRATION DRIVE	EMKAY INC TRUST	
ALL ALL INSTRUCTIONS COMMO		Purchaser This order is not valid unless accepted by an authorized BLUEBONNET MOTORS, INC.	representative of
Ha Crew Dawy		ELUCIONNET HOTORI, NO.	
		Registered Owner/Owners	
-0		Pro FREAY THE 18US1	
		manifolde gesting	
		Dec /	
NOTICE: SEE OTHER SIDE FOR IMPORTANT	TINFORMATION	(Sgraure)	
The warranties, coverages, terms, and agreements of are incorporated harein and made a pert hereof for a	d purposes.	Accress 805 W. THORNDALE AVE	State II
POURANCE		City	1-200 kg 601
AGENT PHONE			12020 001
F&I DK		8.9. No 55. No.	
TO DELIVER		Accepted Subject to Finance: SUJEBONNET MOTORS	NC.



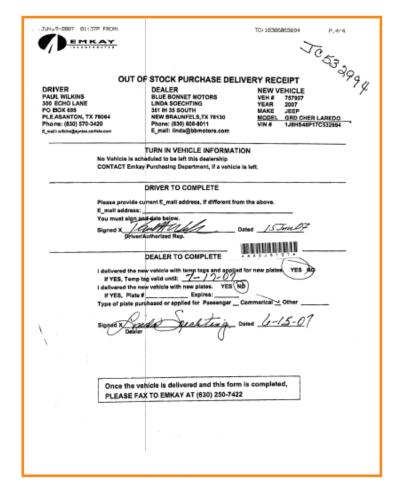


Once we are INVOICED FROM DEALER, pay Vendor. COMPLETE CHECK REQUEST FORM and send to Accounts Payable. If you do not receive a CHECK FOR STOCK PURCHASE WITHIN ONE DAY you must follow up with Accounts Payable. If the check is not returned within one day, there is probably a problem. Make sure you are on top of this to avoid delivery delays.

Confirm if the dealer **WILL RELEASE THE UNIT WITH THE PO ONLY**. If so, have the dealer contact the driver directly to arrange delivery.

Mail CHECK TO DEALER ALONG WITH POWER OF ATTORNEY OR ANY OTHER DOCUMENTS NECESSARY to register and title vehicle. Send regular mail if it is a dealership that is comfortable with us. Send it OVERNIGHT IF IMMEDIATE DELIVERY IS REQUIRED to release vehicle. UPDATE F8 NOTES to reflect check being sent to dealership.

FAX from dealer. If it is not received, follow up and confirm delivery date, plate info and whether there is a vehicle turn in. If there is a vehicle turn in forward a note to remarketing.







When **DELIVERY IS CONFIRMED**, input delivery date, CAP vehicle if trac lease order, if closed end scan file and give to Accounts Payable (add F8 notes indicating that file was passed to Accounts Payable). Send email to FA confirming delivery and plate information.

[Client],

I just wanted to send you a quick email to let you know that [driver name] picked up his new [vehicle] from [dealership name] on [date]. The vehicle was delivered on plate number [plate number] and expires on [expiration date].

As always, [client], it has been a pleasure working with you. Please feel free to contact me with any questions or concerns.

Sincerely,

Erin M. Haney

New Vehicle Buyer ehaney@emkay.com

EMKAY INC.

ph | 630.775.6481 fg | 630.875.5205

FLEET MANAGEMENT SINCE 1946

www.emkay.com

SCAN DOCUMENTS, forward closed-end files to Accounts Payable (add F8 notes indicating that file was passed to Accounts Payable) and file accordingly.





NOTES