

# SUBARU SERVICE PICK-UP & DELIVERY

Powered by  Xtime



Drive service revenue, differentiate your store from the competition, and provide a safe, convenient service experience for your customers with a valet pickup and delivery program for your retailer.



Subaru Service Pickup & Delivery provides a convenient service experience with valet that includes improved loaner forecasting and capacity management.

- **Convenient Scheduling** – Fully integrated with Xtime's SubaruSpectrum Schedule.
- **Maintain Control** – Set parameters for service area, services offered, pickups per day, and more.
- **Minimal Data Entry** – Loaner vehicles are automatically assigned to service appointments, and consumers can securely upload the required documents.
- **Precise Location & Pickup** – Consumers know precisely when their vehicle will be picked up or delivered.
- **Convenience is Currency** – Respecting a customer's time with flexible service options is an easy way to earn more business.

1. 2021 Cox Automotive Service Industry Study.

2. 2020 Cox Automotive Study.

**\$275** Customers who used Service Pickup & Delivery spent \$275 more per repair order.<sup>1</sup>

**82%** of vehicle owners who have used Service Pickup & Delivery are likely to base their choice of service provider on its availability when they schedule again.<sup>2</sup>

**51%** of vehicle owners who use Service Pickup & Delivery opt to have more maintenance or repairs performed during their service visit.<sup>2</sup>

## Features

- Integrates with Xtime Schedule appointment capacities
- Also available as a standalone product (Xtime Scheduler or SubaruSpectrum not required)
- Integrates with TSD dealer to sync loaner fleets
- Contactless document capture for license, insurance, and credit card
- Intelligent vehicle and concierge auto-assignment
- Custom service area mapping with time estimates
- Staff mobile workflow app features include:
  - › In-app messaging for customer and driver
  - › Ability to document vehicle condition, fuel, and mileage
  - › Allows for document capture during pickup
  - › Digitally sign loaner agreement in staff workflow app



# PROGRAM LEAD FORM



Please provide the following information in the fields below. Once completed, please submit this form to [DSTenrollments@subaru.com](mailto:DSTenrollments@subaru.com) to begin your store's lead process.

Retailer Name: \_\_\_\_\_ Retailer Code: \_\_\_\_\_

Form Completed By: \_\_\_\_\_

**Retailer Address:**

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP Code \_\_\_\_\_

Are you currently enrolled with an SOA Approved Scheduler?  YES or  NO (check one box)

If YES, which one?  Affinitiv Subaru Service Connect or  Xtime Subaru Spectrum? (check one box)

If NO, who are you currently enrolled with? \_\_\_\_\_

Are you currently offering pick-up/delivery services (shuttle, valet, etc.)?  YES or  NO (check one box)

If YES, are you using a supporting tool?  YES or  NO (check one box)

If YES, which provider? \_\_\_\_\_

DMS Provider (if planning data integration): \_\_\_\_\_

Do you utilize TSD?  YES or  NO (check one box)

**General Manager/Dealer Principal:**

Full Name \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

**Program/Day-to-Day Contact:**

Full Name \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

**Fixed Operations Director:**

Full Name \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

**Service Manager:**

Full Name \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

**Billing Contact:**

Full Name \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

**Service Advisor:**

Full Name \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

**SUBMIT FORM**

Or email to: [DSTenrollments@subaru.com](mailto:DSTenrollments@subaru.com) if using an iPhone/iOS.