

Service Operations Technology
NCAR Service Workflow Suite (SWS) Rebrands to NCAR Service and Announces Program Incentives

Reference: NPSB/ 20-595

Date: August 31, 2020

Attention: Nissan Field and Dealers

NCAR Service Workflow Suite (SWS) Rebrands to NCAR Service and Announces Program Incentives

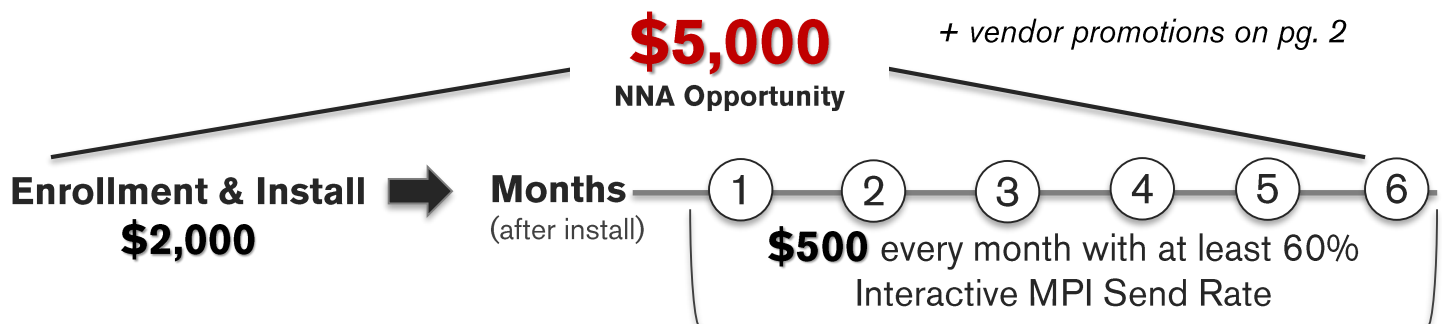
NCAR Service Workflow Suite (SWS) has officially changed its name to NCAR Service to better align with NCAR and ICAR Sales, as well as INFINITI ICAR-X Service. Supporting this change, dealerships that sign-up for NCAR/ICAR-X Service can **earn up to \$5,000** during the 6 months following enrollment in addition to program discounts from vendors up to 63% off program costs.

Not enrolled? Only dealerships that sign a contract by October 31, 2020 and are installed before January 1, 2021 will have the opportunity to take advantage of this offer. It is available for the first 50 dealerships that sign-up. If there is additional interest, NNA will evaluate an extension of the incentive.

The NCAR/ICAR-X Service platform, built for improving the customer experience, adapts to what customers want, including a touchless service experience. From online scheduling and mobile check-in to Interactive MPI and online payment features, customers feel supported and safe approaching the service experience right from their mobile device.

Now is the perfect time to enroll in the program, or for those dealerships enrolled, ensuring it is being used to its fullest potential to get the most out of the dealership's investment.

With continuous improvement and keeping up with changing customers key to program success, the Sales and Service platforms will remain separate and NCAR/ICAR-X Service will continue to be supported by certified vendors Dealerlogix, Dealer-FX and Xtime.



NCAR/ICAR-X Service Discount Program Details

Dealership Eligibility

Dealerships must be currently unenrolled in the program and enter into a contract with an **NCAR/ICAR-X Service** certified provider by **October 31, 2020**. The dealership must be completely installed with online service scheduling, tablet check-in, digital MPI and Interactive MPI before January 1, 2021.

Dealership Utilization Target

Dealerships have a chance to earn an additional \$500 a month following install of a certified program by obtaining at least a 60% Interactive MPI (IMPI) Send Rate by the end of each month enrolled for up to 6 months. IMPI is a feature within the program where the customer may be texted or emailed their MPI inspection prior to the completion of their service, so the customer can choose any additional services they wish to have performed.

- Monthly Target (\$500 a month) = ≥60% IMPI Send Rate
- Metric Calculation = IMPI Sent (text or email)/ CPROs with an MPI completed

NCAR/ICAR-X Service Discount Program Details (CON'T)

Payouts

Payouts will occur on a monthly basis to the dealership's non-vehicle account (NVA), based on whether the target for IMPI Send Rate is obtained. Targets are set monthly but tracked weekly. The description for the credit will be **NCARServ Incentive**. Initial payout for enrollment and installation of \$2,000 will be paid the month following complete installation of the program.

Program Rules and Guidelines

1. To participate in the discount program, a dealer must be an authorized NNA dealer of record as of October 31, 2020 and remain an authorized Nissan dealer of record through the final day of the month in which they receive their incentive. Any NNA dealership which terminates or is terminated by NNA during a month is immediately rendered ineligible effective on the date of termination and will not receive any bonus payments for the month.
2. IMPI reporting is connected to the sales point and will remain with that point in the event of a dealer code change (buy/sell), provided the point retains an active contract with a NNA-certified NCAR/ICAR-X Service provider.
3. Nissan reserves the right to amend, modify, change or cancel this program at any time at its sole discretion.

Performance Reporting

Dealerships have access to an assigned Fixed Operations Manager (FOM), who can consult on the best ways to leverage the program and provide reporting that corresponds with the target metrics associated with the incentive.

Partner Promotions

Now is the time for dealerships to enroll in NCAR/ICAR-X Service. For more information, refer to the additional vendor promotional information located at the end or use vendor contact information included.



Up to 63% off First 2 Months for New Enrollees

Dates: Dealership must sign up before October 2, 2020
Eligibility: Dealership not currently enrolled with Dealerlogix



No Payments for 90 Days + Setup Fees Waived

Dates: Dealership must sign up before October 2, 2020
Eligibility: Dealership not currently enrolled with Dealer-FX



50% Discount for first 2 months for Lite to Full Suite upgrade

Dates: September 2020 – October 2020
Eligibility: The discount will apply to Xtime products only and excludes any DMS or other third party fees
Condition: Participating dealers may not delay implementation beyond November 30, 2020

50% Discount off first 2 months for Full Suite Enrollment

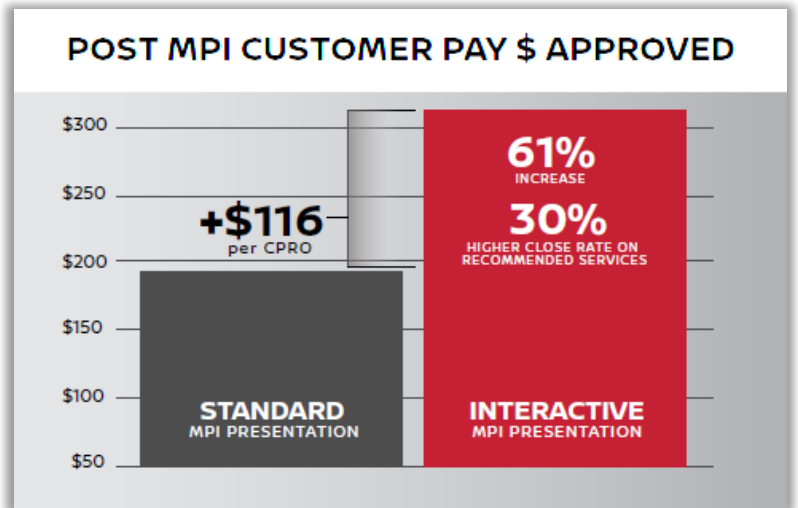
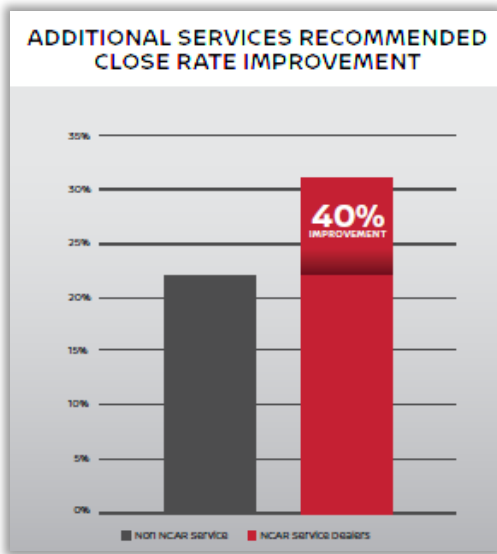
Dates: September 2020 – October 2020
Eligibility: Dealerships not currently enrolled with Xtime and excludes any DMS or other third party fees
Condition: Participating dealers may not delay implementation beyond November 30, 2020

FULL SUITE - Program Results & Benefits

The impact of the program financially and through CSI is substantial, but dealership have to USE the program to see the results. From tablet check-in to Interactive MPI, the best results are seen when the program is implemented from start to finish.

Financial Impact

Dealerships on the NCAR/ICAR-X Service program have a close rate **40% HIGHER** compared to non-enrolled dealerships.



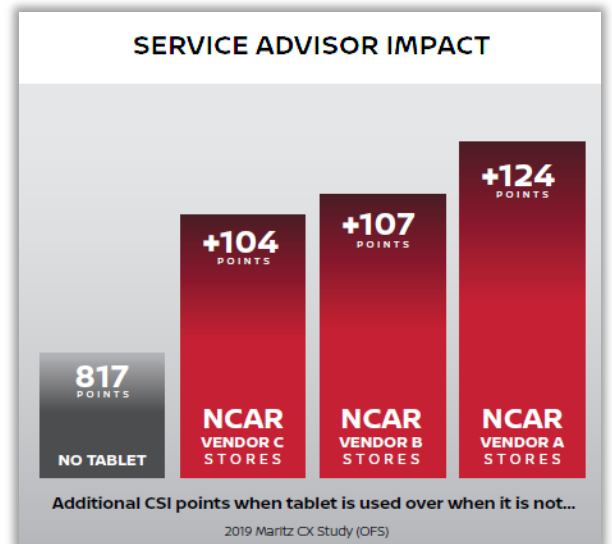
Dealerships using the Interactive MPI versus the Standard presentation can earn an extra **\$116** for each Customer Pay Repair Order, and improves close rates by **30%**.

CSI Impact

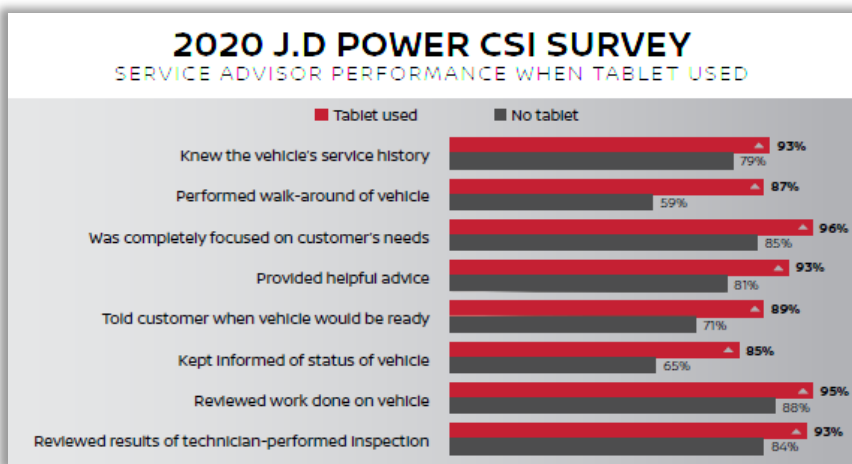
Customer satisfaction with regards to preferences and needs are the main reason why NCAR/ICAR-X Service is a standard at dealerships.

NCAR/ICAR-X Service Increases Service Advisor ratings for the J.D. Power study by an average of **15%**

+15% ↑



Service Advisors using a tablet are seeing at least 103 additional CSI points, and even more with NCAR/ICAR-X Service.






NCAR/ICAR-X SERVICE VENDOR CONTACTS

We've done all the hard work for you. Each software vendor has been rigorously vetted by NNA. The result is a powerful workflow software solution specifically designed for Nissan dealerships.

The NCAR/ICAR-X Service programs are supported by three key vendor partners. To schedule a demo, reach out to the contacts below or contact HQ directly (NissanServiceWorkflow@nissan-usa.com)

Click the below logo to visit the vendors website

	 dealerlogix®	 DEALER-FX	 xtime
<p>Sales To schedule a demo or discuss purchase</p>	sales@dealerlogix.com	sales@dealer-fx.com	insidesales@xtime.com
<p>Support or Performance To get help with program issues or learn more about your program</p>	Support@dealerlogix.com 303.223.6213 option 6	nissanhelp@dealer-fx.com 844.647.7888	Support@xtime.com 866.984.6355 Performance xti.dpsadmin@coxautoinc.com