



NATIONAL  
AUTOMOBILE  
DEALERS  
ASSOCIATION

# Eliminate the F&I Bottleneck



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## Current Structure

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## Transaction Flow

An average time of the write-up process \_\_\_\_\_

Top factors that slow down the process:

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An average time at the sales desk \_\_\_\_\_

Top factors that slow down the process:

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F&I prep time \_\_\_\_\_

Top factors that slow down the process:

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## Transaction Flow

Time in the office \_\_\_\_\_

Top factors that slow down the process:

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Total Time \_\_\_\_\_

Top factors that slow down the process:

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Only \_\_\_\_\_% are completely satisfied.

Customers want to spend \_\_\_\_\_minutes less.

### Sales Satisfaction Index\* - Four Major Factors

**working out the deal = 17%**      salesperson = 13%  
delivery = 11%                      facility = 10%

### Sales Satisfaction Index\* - Working Out the Deal

- Ease of coming to agreement on a final price
- Fairness of a price paid
- Time of completing the final paperwork process
- Clarity of explaining documents
- Honesty of the person who handled your paperwork

# F&I Challenges – Internal Perspective - Top Ten 10

- *Approval times* ● *Sophisticated consumers* ● *Process breakdown*
- *Credit* ● *Expectations* ● *Quoting rates* ● *Hand-off to F&I*

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

Notes \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Think with Google – Five Micro Moments

“Which car is best?”  
“Is it right for me?”

**“Can I afford it?”**

“Where should I buy it?”  
“Am I getting a deal?”

\_\_\_\_\_ % would like to start \_\_\_\_\_ online

Notes \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Technology

### Your website – Can a customer:

Participate in activity at <http://www.surveygizmo.com/s3/2553940/NADA>

Yes/No

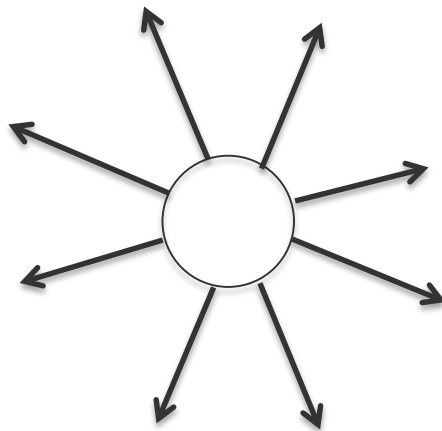
- Start a deal?
- See a trade-in offer?
- Choose accessory options?
- See information about protection products?
- See accurate payment info (buy/lease)?
- Fill out and e-sign a secure credit application?
- Receive actual approval?

### What is Your Current Online F&I Strategy?

Research tools vs. Process tools

Online experience matching in-dealership process

### Technology – Data Entry



 What's my data entry count? \_\_\_\_

## Hi-Tech & Hi-Touch – Rate Your F&I Team (Rate on the scale of 1 to 5)

Participate in activity at <http://www.surveymzmo.com/s3/2553985/NADA-2>

- Lender skills \_\_\_\_
- Technology \_\_\_\_
- Process \_\_\_\_
- Organized \_\_\_\_
- Managing expectations \_\_\_\_
- Sense of urgency \_\_\_\_
- Early involvement \_\_\_\_
- Proactive \_\_\_\_
- Attitude \_\_\_\_

### The Disconnect

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Notes \_\_\_\_\_

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**Best Practices – Streamline your process**

**Sales – Deal write-up**

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**Sales Desk – Quality control**

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**The F&I Prep/Sign-out**

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## The New World

Disruptions # 3 \_\_\_\_\_

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Disruption # 2 \_\_\_\_\_

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Disruption # 1 \_\_\_\_\_

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## From Best Practices to Next Practices

Notes \_\_\_\_\_

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**Hybrid Sales/F&I Process**

Notes \_\_\_\_\_  
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**Variations**

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**Benefits**

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**Built-in Challenges**

Organizational transformation

Ongoing education

Notes \_\_\_\_\_

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**Takeaways** \_\_\_\_\_

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