

# Handover communication



# Priority

- Safety first
- No risks
- Check funds have cleared
- Customer confidence
- ITC compliance
- Part exchange condition
- Part exchange safety
- Social distancing

# Prior to delivery – Williams preparation

- A member of the valeting team will fully prepare the vehicle, taking all of the necessary precautions and ensuring all vehicles are professionally cleaned with the correct materials.
- Staff handling: All valeting employees and drivers must wear protective clothing and latex gloves at all times when handling a customer's car.
- Once a valet is complete a 'protection pack' will be fitted to the car. The pack consists of a steering wheel cover, front seat cover and a gear lever cover.
- As a final preparation process we will treat the vehicle with a GardX one shot air conditioner cleaner. The cleaner has a combination of concentrated air fresheners / deodorisers and anti-bacterial agents, all to protect the vehicle. (slide 10 provides a video and instructions for usage).
- The spare key is to be sanitised and placed in a sealed bag.
- The vehicle will be parked in an outbound lane, ready for dispatch/collection.
- The HoB on site will need to prepare the 'preparation for delivery' pack on the day of delivery and give to the individual handing the car over. Examples show on slides 11, 12 & 13.

# Protection pack – example



# **Prior to arrival – customer requirements – minimum 24 hours before delivery**

- All paperwork must be completed and signed. Where a signature is not possible, email confirmation to confirm details will be accepted.
- New vehicles must have registration confirmation/warranty information check.
- Used vehicles must have photo evidence of part exchange documents and service history.
- Finance documents must be completed. Pay out activated.
- Balance payments must be made via bank transfer only. No card payments are permitted for balance payments. Any credit card payments, where a customer is using this method as a balance transfer, must be authorised by the site and must fit within the company policy.
- Insurance product must be cross referenced and confirmed. If products are on 0% then all agreements need to be registered and direct debits set up. Mike Mason to support if there are any concerns.
- ITC process must have been started and pre-completed with the customer.
- HoB must give the final approval for the car to be delivered as a final safeguard.

# On the day – at customer's home

- Vehicle will be driven to the customers home address that is on the invoice with all of the protection pack still in place.
- The driver/handover individual must always wear latex gloves for protection.
- The driver will give the car a final sanitise of the vehicle, along with the main key they have used.
- On arrival the driver will re-clean the surfaces they have been in contact with in preparation for the handover. This will be done with anti-bacterial wipes. These are available at each site when collecting a vehicle.
- Due to the social distancing regulations the driver will not be able to do a full Williams handover. However, we are able to offer the following services:
  - Virtual handover by our product Genius team (see separate slide).
- Once we are fully open:
  - Full handover experience at the supplying retailer.
- The driver will ask the customer to inspect the vehicle, whilst maintaining the required 2 meter social distancing rule.
- Once the customer is happy with the vehicle, we will proceed with the taxation of the vehicle with the information supplied to us at point of order.
- The driver/handover individual must remove all of the protection pack and put it into a bin liner to dispose of on return to the business.
- The ITC process will be completed remotely and the customer will receive all the relevant information.

## Virtual handover by our product Genius team – BMW only.

- Once the handover is complete you need to advise the customer that they are able to contact the dedicated product Genius with their relevant details:
  - Name, Number
- The Genius will follow a simulation process at the dealership with a like for like vehicle and help the customer understand their new vehicle.
- The Genius will be able to answer any questions and offer support so that customer is confident with the basic functions of the vehicle.
- The Genius will also re-book the customer for a full handover experience and valet at the dealership when the retailer is open.
  - Once the time and date is confirmed they will email the HoB due to some managers on furlough.
- The Genius will also agree a follow-up call from sales exec to ensure the customer is happy with controls/phone/sat nav etc. This will also be when the retailer re-opens.
- The Genius will also agree a follow-up from the retention team to re-solicit any insurance products the customer might need in the future. This information will be passed to Mike Mason to manage.

# On the day – at the retailer

- Vehicle will be driven and parked in the customer car park, away from any other vehicles.
- At all times the handover individual will wear latex gloves for protection.
- The handover individual will give the car a final sanitise of the vehicle, along with the main key they have used. Anti-bacterial wipes are available at each site on day of collection.
- Due to the social distancing regulations the driver will not be able to do a full Williams handover. However, we are able to offer the following services:
  - Virtual handover by our product Genius team (see separate slide).
  - Receive online support tools to support customer's model.
  - Opportunity to ask any questions.
- Once we are fully open:
  - Full handover experience at the supplying retailer.
- The driver will ask the customer to inspect the vehicle, whilst maintaining the required 2 meter social distancing rule.
- Once the customer is happy with the vehicle, we will proceed with the taxation of the vehicle with the information supplied to us at point of order.
- The ITC process will be completed remotely and the customer will receive all relevant information.



# Part exchanges

- All part exchanges need re-appraising and any issues raised with a line manager or HoB at point of handover.
- For protection for home delivery or retailer collection, all part exchanges must be fitted with an interior protection pack.
- The driver/handover individual must wear latex gloves for protection.
- All keys must be sanitised with antibacterial wipes before handling them
- All part exchange documents are to be re-checked.
- For home deliveries an interior protection pack must be fitted to the vehicle and a GardX one shot air conditioner cleaner must be used in the vehicle before it is driven. The cleaner has a combination of concentrated air fresheners / deodorisers and anti-bacterial agents, all to protect the vehicle. (slide 10 for video and guide).
- Dave Buttle is to be notified once the part exchange is in stock so that he can dispose of the vehicle.
- Part exchange documents need to follow the same process as we do currently.
- For 1<sup>st</sup> response part exchange documents, where you are handing over a vehicle that is not from your site, the handover pack must be given to the HoB on site on your return.

# GardX air con shot guide

- Turn on the engine.
- Turn the air-con on full power.
- Turn on the recirculation button.
- Open all air vents.
- Ensure all windows are closed.
- Slide the passenger seat back as far as it will go.
- Position the GardX canister on the passenger side front floor, under the glove box area.
- Ensure the trigger on the canister is facing towards the back of the car.
- Press the trigger maintaining your distance from the nozzle as this will emit the gas instantly.
- Close the door and wait 3 minutes for the GardX canister to empty.
- Open the door after the 3 minutes and put the GardX canister into the bin bag.
- Leave the front doors open to air for 1 minute before driving.
- Please watch this video for guidance



IMG\_1680.MOV

# Preparation for delivery

## Customer deliveries at home – with a part exchange

- 1 x protection pack with gear lever cover, floor cover, hand brake cover for part exchange.
- 1 x steering wheel cover.
- 2 pairs of latex gloves.
- 1 x bin bag.
- 1 x GardX air con shot for part exchange.



# Preparation for delivery

## Customer deliveries at home – without a part exchange

2 x protection packs with seat covers, gear lever cover, floor cover, hand brake cover. One for driver and one for supporting driver.

1 x steering wheel cover as a spare.

2 pairs of latex gloves.

1 x bin bag.

1 x GardX air con shot as a spare.



# Preparation for delivery

## Customer collection from retailer – with part exchange

1 x protection pack with seat cover, gear lever cover, floor cover, hand brake cover.

1 pair of latex gloves.

1 x bin bag.



# Protection pack disposals

- After the completion of each handover the following must be adhered to:
  - Protection packs from cars delivered must be placed into the bin bag, along with latex gloves and the GardX air con shot from the part exchange, where applicable.
  - Bin bags need to be tied appropriately and placed into the main bins at the business.
- Part exchanges from customers – home deliveries:
  - Protection packs need to be left in the car for protection.
- Retailer handovers:
  - The individual handing the car over must remove all protection pack and place into a bin bag.
  - Bin bags need to be tied appropriately and placed into the main bins at the business.

# Health and Safety

- On the day on handover it will be our responsibility to ensure we protect both staff and customers.
- Before a handover can take place the site must contact the customer and ask the customer if they are displaying any COVID19 symptoms.
- If you have developed any symptoms we must delay any handover until all symptoms and any illness has passed.
- A list of symptoms can be found on the link below;

[Coronavirus \(COVID-19\)](#)