

# Toyota Fleet

## Policies & Procedures Toyota Executive Delivery Program

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### I. Program Type

The Toyota Executive Delivery program is for all Dealerships that are enrolled in the Fleet Enrollment Program.

### II. Participants' Roles & Responsibilities

1. **Toyota Motor North America, U.S.A., Inc. ("TMNA")** is the distributor of all Toyota vehicles in the United States, except Hawaii. TMNA provides vehicles to all TMNA dealers and Private Distributors (PD's).

#### **TMNA:**

- Establishes:
    - The policies and procedures
    - The secondary dealer code if requested by TMNA or PD selling dealer
  - Publishes:
    - Fleet incentives for vehicles meeting program criteria
    - The price protection and price assurance policy
  - Provides:
    - National Fleet Advertising
    - Vehicle specification information for ordering purposes
    - Access to fleet website [fleet.toyota.com](http://fleet.toyota.com)
    - Status information of order through [fleet.toyota.com](http://fleet.toyota.com)
    - Customer support group to assist customers in ordering and status information
    - Bid assistance analysis for governmental agencies and/or public or private utility companies upon request by selling dealer or Fleet Management Company (FMC)
    - Training materials on new products
  - Maintains the Fleet ordering systems
  - Approves and issues the Toyota Fleet Identification number (FID) and Customer Identification number (CID) for all Fleet Accounts
  - Negotiates with manufacturing plants to meet requested production volumes and delivery timelines
  - Creates and processes the dealer invoice and Manufacturer's Statement of Origin (MSO)/ Manufacturer's Certificate of Origin (COO) for sales generated by TMNA dealers
  - Audits policy compliance and implements chargebacks for fleet incentives for vehicles not meeting program criteria
2. **Distributor** – TMNA, Southeast Toyota (SET) and Gulf States Toyota (GST) are authorized distributors that service the franchised dealers in their designated areas. SET and GST are referred to as Private Distributors (PD) throughout this document.

#### **The Distributor:**

- Employs Fleet Field Managers to provide the face to face program explanation of the Toyota policies and procedures and to solicit new business with dealers, commercial customers (including government and utilities) and commercial leasing companies

- Assists the Fleet Account in applying for Toyota Fleet Identification number or Customer Identification number
- Creates and processes the dealer invoice and COO/MSO
- Applies the incentive credits to dealer invoice for vehicles meeting program criteria
- Contracts with the carrier to deliver vehicles to dealers or dropship locations
- Installs the post production/ port installed options (PPO)
- Responsible for coordinating with selling and delivering dealers to provide training
- Provides VIN status information to selling and delivering dealers through Dealer Daily network and [fleet.toyota.com](http://fleet.toyota.com)
- Provides Pre-Delivery Service (PDS) on all vehicles:
  - TMNA Delivering dealers perform PDS (excluding vehicles delivered to third-party dropship locations where PDS will be performed by Toyota Logistic Services (TLS))
  - SET and GST performs PDS prior to dealer or third-party dropship delivery location

### 3. Selling Dealer

To participate in the **Toyota Fleet** programs, each dealer must:

- Complete the [Fleet Dealer Enrollment Process](http://fleet.toyota.com) available through [fleet.toyota.com](http://fleet.toyota.com)
- Comply with all policies, procedures and guidelines for each applicable fleet program in effect
- Agrees to participate in the Toyota Executive Delivery Program by delivering vehicles sold by other Toyota Fleet Dealers

#### Once enrolled, the Selling Dealer:

- Assists the Fleet Accounts in applying for Toyota Fleet Identification number
- Negotiates the price with the Fleet Account or FMC
- Obtains a purchase order from the Fleet Account or FMC
- Registers for online access to TMNA fleet website for ordering and checking status of fleet vehicles
- Completes the [Dealer Pricing Approval Form](http://fleet.toyota.com) and [Fleet Dealer Approval for Fleet Account Ordering Access](http://fleet.toyota.com) allowing selected Fleet Accounts and Fleet Management Companies to enter orders directly through [fleet.toyota.com](http://fleet.toyota.com)
- Places order for the Fleet Account if the Fleet Account or Fleet Management/ Commercial leasing company does not have direct access to [fleet.toyota.com](http://fleet.toyota.com)
- Ensures the Fleet Account has sufficient financing to complete the fleet transaction
- Assists in arranging financing for the Fleet Account
- Ensures that a sufficient line of credit is available to accommodate fleet business
- Requests the secondary dealer code from TMNA with the appropriate documentation
- Assists in locating a TED dealer for commercial deliveries if the driver is more than 35 miles from the selling dealership
- Receives VIN status information through FTC or Dealer Daily
- Provides the vehicle information delivery packet to delivery dealer
- Reviews the dealer invoice to ensure that the published fleet incentive is reflected on the dealer invoice
- Receives the payment for the vehicle
- Notifies TMNA/ PD of any order Cancellations or modifications
- Coordinates with facing Region or PD and TMNA to gain approval for out of stock purchases (E to J)

### 4. Delivering Dealer – To deliver a vehicle sold by another dealership, a dealer must:

- Complete the online [Fleet Dealer Enrollment Process](http://fleet.toyota.com)

- Comply with all applicable fleet [policies, procedures and guidelines](#) in effect

**Once enrolled, the Delivering Dealer:**

- Negotiates the TED fee with the Fleet Account or selling dealer, not to exceed \$350 per delivery
- Provides a designated Toyota Executive Delivery (TED) Coordinator and registers the TED coordinator in the TMNA staff master
- Registers for online access to [fleet.toyota.com](http://fleet.toyota.com) for tracking courtesy delivery vehicles, in order to do so, you must log in to Dealer Daily →Vehicles→Fleet→User Registration
- Receives the vehicle information delivery packet from Fleet Account/ FMC/Commercial leasing company or selling dealer
- Receives and inspects the vehicle on behalf of the selling dealer per the transportation procedures as specified in the [TLS Transportation Claims Policy and Procedure manual](#)
- Notifies the customer that the vehicle has arrived
- Completes vehicle registration and title documentation, if applicable
- Performs the pre-delivery service (PDS) and installs a full tank of fuel on Commercial program vehicles in accordance with TMNA prescribed procedures, as outlined in the TMNA Warranty Policy and Procedure manual (<https://wrc.toyota.com/Toyota/Home.aspx> →Warranty Policy & Procedures Manual)
- Receives Warranty reimbursement for performing the PDS and adding a full tank of fuel on Commercial program vehicles
- Provides a quality delivery experience
- Stores the commercial program trade-in fleet vehicle for a maximum of 10 working days (M-F excluding National holidays)
- Charges a storage fee for commercial program trade-in vehicles remaining on their premises after 10 working days (with prior notification)
- Requests the registration/ title reimbursement from the Fleet Account or FMC/Commercial Leasing Company per the instructions given

**5. Fleet Account/ Government municipality:**

- If ordering directly through a dealer:
  - Requests a Toyota Fleet Identification number (FID)
  - Arranges the financing through a dealer or commercial lending institution or bank
  - Negotiates sales price with the selling dealer
  - Negotiates the courtesy delivery fee with the delivery dealer
  - Submits the orders to TMNA, or to dealer depending on dealer agreement
  - Pays the delivery dealer the courtesy delivery and registration/ title fees
  - Picks up the trade-in fleet vehicle
- If ordering through a Fleet Management Company (FMC):
  - Requests a Customer Identification number (CID)
  - Negotiates sales price with the FMC
  - Negotiates the courtesy delivery fee with the FMC
  - Submits the orders to Fleet Management Company, or to dealer depending on dealer agreement
  - Pays the FMC the courtesy delivery and registration/ title fees

**6. Fleet Management /Commercial Leasing Company (FMC):**

- Requests a Toyota Fleet Identification number (FID) for each program
- Assists the Commercial or RAC customers in applying for Toyota Customer Identification number (CID)

- Negotiates the sales price with selling dealer
- Negotiates the courtesy delivery fee with the delivery dealer
- Provides the financing and services to the commercial or RAC customer
- Submits the orders from the Commercial or RAC customers to TMNA
- Tracks the status of orders
- Provides the vehicle information delivery packet to delivery dealer
- Pays the delivery dealer the courtesy delivery and registration/ title fees
- Picks up the trade-in fleet vehicle

#### 7. Special Authorized Toyota Commercial Customers:

- Requests a Toyota Fleet Identification number (FID)
- Negotiates the price with selling dealer
- Provides the financial arrangement for purchase from dealer
- Submits the orders to TMNA or a dealer depending on the dealer agreement and/or financing arrangement
- Provides TMNA a monthly delivery matrix to ensure production capacity

### III. Vehicle Delivery – Through a TED Dealer

- Fleet Accounts can request courtesy deliveries on a nationwide basis, excluding Hawaii. A list of Toyota Executive Delivery (TED) dealers is available on [fleet.toyota.com](http://fleet.toyota.com) (FTC) →Toyota Executive Delivery →Participating Dealers.
- As key participants of the Commercial TED program, TED dealers will:
  - Perform quality courtesy delivery of vehicles
  - Appoint a dealership contact to coordinate deliveries
  - Negotiate a delivery fee not to exceed \$250.00 per vehicle

#### The TED delivery process is as follows:

1. **The selling dealer or FMC notifies the TED dealer when the vehicle is scheduled to arrive.** This is required since the Vehicle Information Delivery Packet (described below) will generally arrive at the dealership after the vehicle.

The TED dealer can access a list of incoming deliveries in two systems:

- FTC under “Order – Status” by selecting This Month’s Deliveries tab and entering the dealer code, dealer type as shipping dealer and pressing “Search”
- Dealer Daily under “Vehicle reports – Commercial Delivery, Delivery Dealer”

2. **The Fleet Account, FMC or selling dealer sends the TED dealer a Vehicle Information Delivery Packet.** The Delivery Packet must include:

- Dealer invoice/ Bill of Sale
- Manufacturer’s Certificate of Origin (if applicable) (COO/MSO)
- Contact information for Driver
- Title and registration instructions
- Power of Attorney for title and registration of vehicle (if applicable)
- Instructions for title and registration fees and courtesy delivery reimbursement
- Any special Instructions

3. **The delivering TED dealer notifies the Driver that the vehicle has arrived and is ready for pick up.**
4. **To the extent applicable, the Fleet Account or FMC confirms the turn-in arrangements with the delivering dealer.**
5. **The Driver picks up the new vehicle within 10 working days (M-F excluding National holidays) of being contacted by the delivering dealer.**
  - The dealer may charge a reasonable and customary storage fee for vehicles not picked up within that time. The storage fee must be disclosed to the Fleet Account/ FMC/Commercial leasing company prior to the arrival of the vehicle to exercise the right to charge a storage fee.
  - If the order has a specific delivery window and the vehicle arrives more than 10 working days (M-F excluding national holidays) prior to the first day of the delivery window, the Driver is not required to pick up the new vehicle in advance of the delivery window. The delivering dealer has the right to request compensation from TMNA Fleet for reasonable storage fees from the time of vehicle delivery at the dealership to the delivery window.
6. **(Optional) The Commercial Driver turns in the previously used vehicle at the delivering dealership.** The returned vehicle should be picked up from the dealership within 10 working days (M-F excluding national holidays).
  - The vehicle is stored in a secure spot on the dealership lot until it is picked up by an auction company or another authorized agent of the FMC.
  - The delivering dealer may charge a reasonable and customary storage fee for returned vehicles not picked up within the 10-day window. The storage fee must be disclosed to the Fleet Account/ FMC/Commercial leasing company prior to the arrival of the vehicle to exercise the right to charge a storage fee.
7. **The Selling Dealer, Fleet Account or FMC reimburses the TED dealer for vehicle registration and titling.**
8. **The TMNA Warranty department reimburses the TED dealer for performing the Pre-Delivery Service (PDS) and installing a full tank of fuel.**
  - **TMNA Dealers: Performs** the Pre-Delivery Service on all vehicles, including ship-thru upfit vehicles **(Must have PPO 9B (Auto Truck) or 9C (Knapheide) on the vehicle).**
  - **TMNA Dealers**
    - **Fleet and Ship-Thru** – Dealer performs a full PDS and provides a full tank of gas
    - **Ship-to** partial PDS by Toyota Logistics Services
  - **Private Distributors SET/GST Dealers**
    - **Fleet/Ship-Thru** – SET/GST performs partial PDS and dealer provides full tank of gas
    - **Ship-to** partial PDS performed by SET/GST

Please see table below for clarification of PDS and full tank of gas.

	Pre-Delivery Service	Full Tank of Gas
TMNA Dealers – Fleet/Ship-Thru	Full PDS by Dealer	Dealer
Private Distributor GST/SET Dealers Fleet/Ship-Thru	Full PDS by GST/SET	Dealer
TMNA Ship-To	Partial PDS by TLS	N/A
Private Distributor GST/SET Ship-To	Partial PDS by GST/SET	N/A