

TOYOTA EXECUTIVE DELIVERY



Participants in Promoting Excellence Through Customer Service

PROGRAM OVERVIEW

The Toyota Executive Delivery (TED) program is a new philosophy aimed at sustaining customer satisfaction, with participation exclusive to Toyota dealers that demonstrate a high standard of professionalism and integrity in customer service and are willing to commit to the requirements of the Toyota Executive Delivery program.



The all-new Toyota Executive Delivery program includes Toyota dealers, formerly known as “fleet minded” dealers, that were **invited to participate** in the program based on their **performance** and **recommendations** made by commercial

fleet accounts and our regional offices. Please visit fleet.toyota.com for more information regarding the Toyota Executive Delivery program. The site includes a list of TED dealers, which are also identified on our online ordering system as the premiere dealers of choice for your order and delivery needs.

The Toyota Executive Delivery program was developed with our Commercial Fleet customers in mind and the understanding that they have high expectations of Toyota. Toyota Fleet realizes that our customers prefer long-term relationships with **professional Toyota Fleet dealers** across the country who work to ensure that their clients’ drivers receive the highest levels of service. Communication between all participants is key in achieving these goals.

Key Participants

The key participants of the TED program include the (1) Corporate Client, (2) Commercial Leasing Company, (3) Selling Dealership and the (4) Toyota Executive Delivery Dealership. In order for the delivery process to be successful, and to achieve optimum levels of customer satisfaction, continuous **communication among all the participants** is required.

Corporate Client

Drives car/truck provided to them by company as a company vehicle
Vehicle chosen from a selector list



Fleet Management Company

Provides analysis, vehicle specs, financing and life cycle cost information to Corporate Client
Places order through a Selling Toyota Dealership



Selling Dealership

(designated by account)

Orders vehicles for commercial accounts



Toyota Executive Delivery Dealership

Delivers vehicle to Fleet Driver
Solidifies impression to Fleet Driver that Toyota has quality vehicles, dealerships and Toyota support through a quality delivery experience



Corporate Client Driver

Satisfied customer



FLEET MANAGEMENT COMPANY

To help ensure good communication with delivering dealers, many Commercial Leasing Companies have developed delivery packets that contain all the information required to title, license and deliver a vehicle properly. Toyota Fleet understands that Commercial Leasing Companies, just like Toyota Executive Delivery dealerships, want to ensure that every driver is treated properly. Although they have direct contact with their client at the corporate offices and are, therefore, somewhat able to “control” the level of customer satisfaction, the only way Commercial Leasing Companies can **ensure** that their clients’ drivers get the best professional customer service possible is to **“work harmoniously, especially at the time of delivery, with individual Toyota Executive Delivery dealerships.”** Communication is key in every aspect of the process.

TED DEALERSHIP COMMITMENT

As key participants of this program, Toyota Executive Delivery dealers will agree to:

- 1 Perform standard courtesy delivery of vehicles as outlined below:**
 - a. Check-in and inspection of vehicle for damage (repair if necessary)
 - b. Provide title and license service (except Colorado and Mississippi)
 - c. Clean and wash Fleet vehicle(s) prior to delivery
 - d. Provide a rewarding delivery experience to the drivers of a corporate account
 - e. Provide short-term storage for vehicle being replaced
- 2 Appoint a dealership contact to coordinate deliveries**
- 3 Limit the delivery fee charged to the selling dealer(s) or lease management company(ies) to an amount not more than \$350.00 per vehicle. ***
- 4 Acknowledge and abide by the guidelines set forth in the Toyota Executive Delivery Program Guide**

*** Change will go into effect on January 1, 2019 for existing TED Dealers.**

Maintaining a high level of service is a goal emphasized to Toyota dealers that choose to participate in the Toyota Executive Delivery program. Toyota Fleet’s vision is to ensure that this goal is continuously met by promoting excellence through customer satisfaction.

fleet.toyota.com
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