



# Fleet Advantage

## Program Guide

# **GROW YOUR DEALERSHIP BY DELIVERING AND SERVICING FLEET VEHICLES**

Learn more about the TFA program and how to get started!



# Benefits That Can Drive Your Success

Some of the largest companies in the world are driving Toyota Fleet vehicles. Your dealership can benefit from this market of over 45,000 vehicles and growing by providing the same industry-leading delivery and services for fleet drivers that retail guests have come to expect.

## Revenue Opportunities

- Courtesy Delivery Fee (up to \$350)
- Pre-delivery Service (varies by series)
- Administrative fees (title, licensing, registration)
- Possible storage fees (for vehicles not picked up after 30 days)
- Maintenance and repair (e.g., via ToyotaCare)

## Additional Opportunities

- Retail referrals: A potential source of revenue from vehicle sales, service visits, and parts and accessory sales
- A new stream of potential used vehicles or TCUVs from returned vehicles
- Out-of-Stock sales: Potential revenue opportunities when fleet vehicles need to be replaced
- Fleet Management Companies (FMCs) probably track the quality of the fleet experience with different dealerships. So, your commitment to an exceptional fleet delivery and service experience could really pay off.

## ***Dealership Commitments***

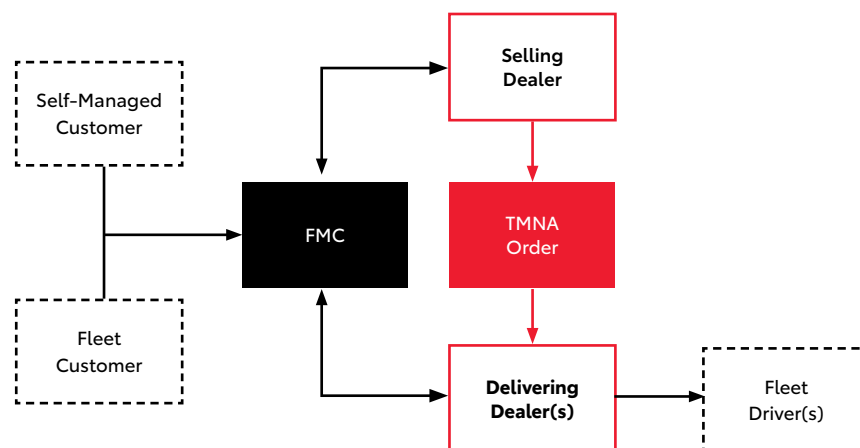
To help ensure that the TFA program is successful, dealerships are expected to:

- Coordinate and perform the same courtesy delivery experience for fleet drivers when they pick up their vehicles that our retail customers have come to expect.
- Appoint and register a Fleet Manager and at least one TFA Professional in StaffMaster.
- Limit the delivery fee charged to the FMC to an amount defined within the TFA procedures and guidelines.
- Acknowledge and abide by the guidelines set forth in the Toyota Fleet Advantage Program Guide and the Policies and Procedures Manual.

# Toyota Fleet At-a-Glance

For the TFA program to be effective, communication between all participants involved is essential:

- **Fleet Customer:** The company that owns or leases the fleet (usually a business, government, utility or non-profit)
- **Fleet Management Company (FMC):** Acts as the liaison between the Fleet Customer and the Selling and Delivering Dealers
- **Selling Dealer:** Sells vehicles to the FMC (or self-managed customer) and works closely with them to assist in all aspects of the purchasing transaction, including financing, ordering fleet vehicles and arranging delivery with a Delivering Dealer
- **Delivering Dealer(s):** Provides high-quality courtesy delivery experiences for fleet vehicle drivers
- **Drivers:** Are provided fleet vehicles by the customer



## What Is an FMC?

A Fleet Management Company manages fleets for commercial customers. An FMC will usually work with the customer, the selling Dealer and delivering Dealer(s) as needed through the life of the fleet contract:

- Supplies statistical analysis, detailed vehicle specifications and financing information to the customer so they can select fleet vehicles based on their needs
- Purchases the selected vehicles through a **selling** Toyota Fleet Dealer
- Coordinates delivery of fleet vehicles through one or more **delivering** TFA Dealers

# Getting Started

## To participate in the Toyota Fleet Advantage Program, each **SELLING** and **DELIVERING DEALER** must:

- Complete the Fleet Dealer Enrollment Process available via FTC ([fleet.TOYOTA.com](https://fleet.TOYOTA.com)).
- Comply with all policies, procedures and guidelines for each applicable fleet program
- Designate a Fleet Manager (job code 008) and at least one TFA Professional (job code 149) (which can be the same person) and register them as such in *StaffMaster*
- Agree to participate in the *Toyota Fleet Advantage Program*
- Agree to deliver both commercial and government units. Selling is not required, but any enrolled Dealer is entitled to also be a selling Dealer.

### Available Resources & Training

We are here to help you succeed as a TFA Dealer with comprehensive training courses and other valuable resources:

- **Fleet Field Manager:** Your FFM is your dealership's primary contact at Toyota for fleet information.
- **Region/PD:** Your District Manager and District Parts & Service Manager are your dealership's primary contacts with Toyota. They may not be able to assist with fleet-specific issues but can point you in the right direction.
- **engage.TOYOTA.com:** Toyota Engage vehicle and technology information to support deliveries.
- **fleet.TOYOTA.com:** The Toyota fleet website includes a variety of resources for fleet customers and TFA Dealers. From the Resources tab, you can download the fleet Policy and Procedures Manual.
- **Engage Hub:** You can track annual delivery rewards program progress here, and submit deliveries on the TFA Delivery Rewards page.
- **eModules:** We've provided several online courses for your Fleet Manager and TFA Professional(s). Employees with those roles in *StaffMaster* are strongly encouraged to complete the eModules to help you succeed as a TFA delivering Dealer.

### For More Information

Feel free to visit [fleet.TOYOTA.com](https://fleet.TOYOTA.com) to learn more about the Fleet program. You can also contact us at **1.800.732.2798** to learn more about the amazing benefits of TFA for your dealership and fleet drivers.