



# TEXT2 DRIVE

DRIVEN BY VEHLO

## Automated Lifecycle Messaging

**75%**

Decrease in Advisor  
Phone Calls

**Payment  
Surcharging**

Optional at No  
Additional Cost

**20%**

Average Increase  
in CSI Scores

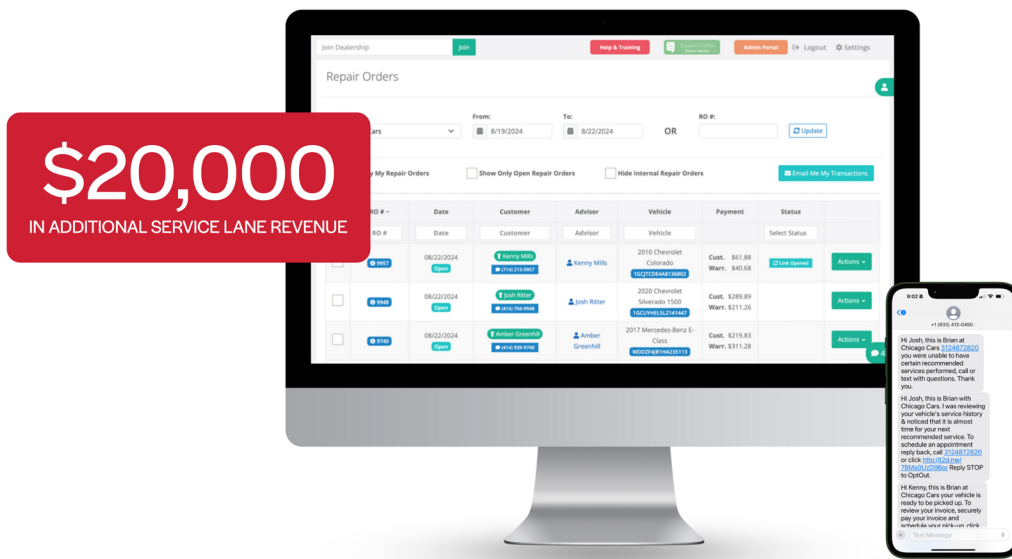
PAYMENTS INTEGRATION  
AVAILABLE THROUGH  


# FOR YOUR TEAM

TEXT2DRIVE unites dealership sales and service teams to acquire, convert, and retain customers.

With 18 automated text communications for tasks like follow-ups and appointment reminders, your team can focus on **high-value customer interactions**.

Simultaneously enhance customer communication and reduce service team effort. By streamlining everything from inspection to bill pay, TEXT2DRIVE helps your dealership unlock up to **\$20,000 in revenue each month**, saving time and increasing customer satisfaction.



## Drive additional service lane revenue

By combining data from your DMS and service team, automated text messages, including open recall notifications, service reminders, and live repair status updates, are sent to customers. This targeted communication boosts revenue by creating additional customer pay opportunities during recall repairs and revisiting declined services.

## Make better use of your team's time

Free your team from landlines and desktops, enabling advisors to focus on revenue-generating activities while automation handles follow-ups. Use status updates, ready-for-pickup, and online payment requests for a smooth pickup and checkout process. Our service reminders, recall messages and appointment alerts streamline your BDC's efforts, boosting inbound call capacity for your representatives.

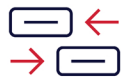
## Boost your dealership's CSI by up to 20%


Effective communication boosts customer satisfaction, and we simplify it for you. Our position on automated retention provides a smooth, transparent experience, keeping customers informed and engaged. Manage appointments and queries from one phone number and use the CSI Request message to increase OEM survey responses.




## CONTACTLESS CHECKOUT

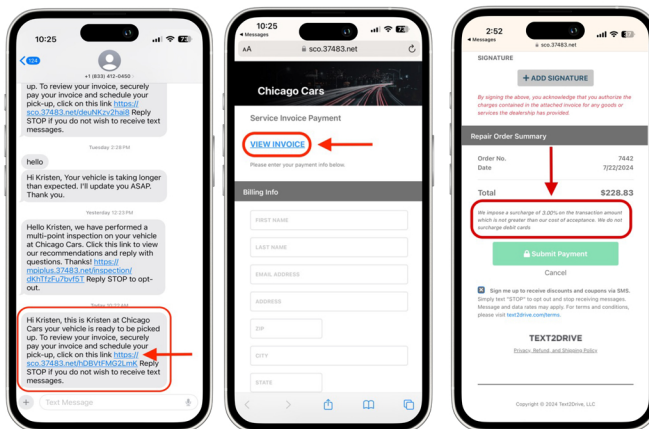
Speed CheckOut, Payment Processing, Surcharging And Advanced Fraud Protection

 **Speed CheckOut and Pickup Scheduling** - With Speed CheckOut, customers can pay bills and schedule vehicle pick-ups via text, avoiding lines and reducing wait times.

 **Payment Processing with Surcharging** - Completely eliminate credit card processing fees. TEXT2DRIVE ensures full compliance with major credit card regulations, applying a fixed 3% surcharge to transactions and displaying the charge on both the invoice screen and receipt.

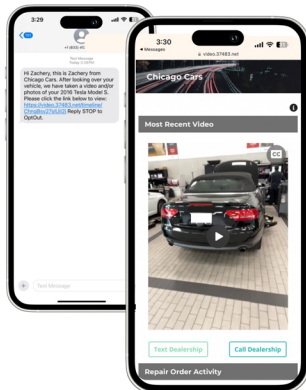
 **Advanced Fraud Protection through 3D Secure** - Automatically shift liability for fraudulent chargebacks to the customer's bank, protecting your business from payment disputes with fraud reason codes.

 **Vehicle Pick-Up Scheduler** - Customers can easily schedule a pick-up time for their vehicle. TEXT2DRIVE alerts the assigned service advisor of the appointment, allowing for a contactless experience. Service staff can track pick-up times, confirm online payments, and prepare the vehicle efficiently.



## TEXT2DRIVE Video Communication App

Accelerate service approvals and protect against false claims with TEXT2DRIVE's app. Your staff can easily record and send videos and texts to educate customers and enhance transparency. Detailed maintenance videos build trust and are shown to increase service revenue and customer pay.



- ✓ Speed Up Service Approvals
- ✓ Gain Customer Trust
- ✓ Sell To Customers Anywhere

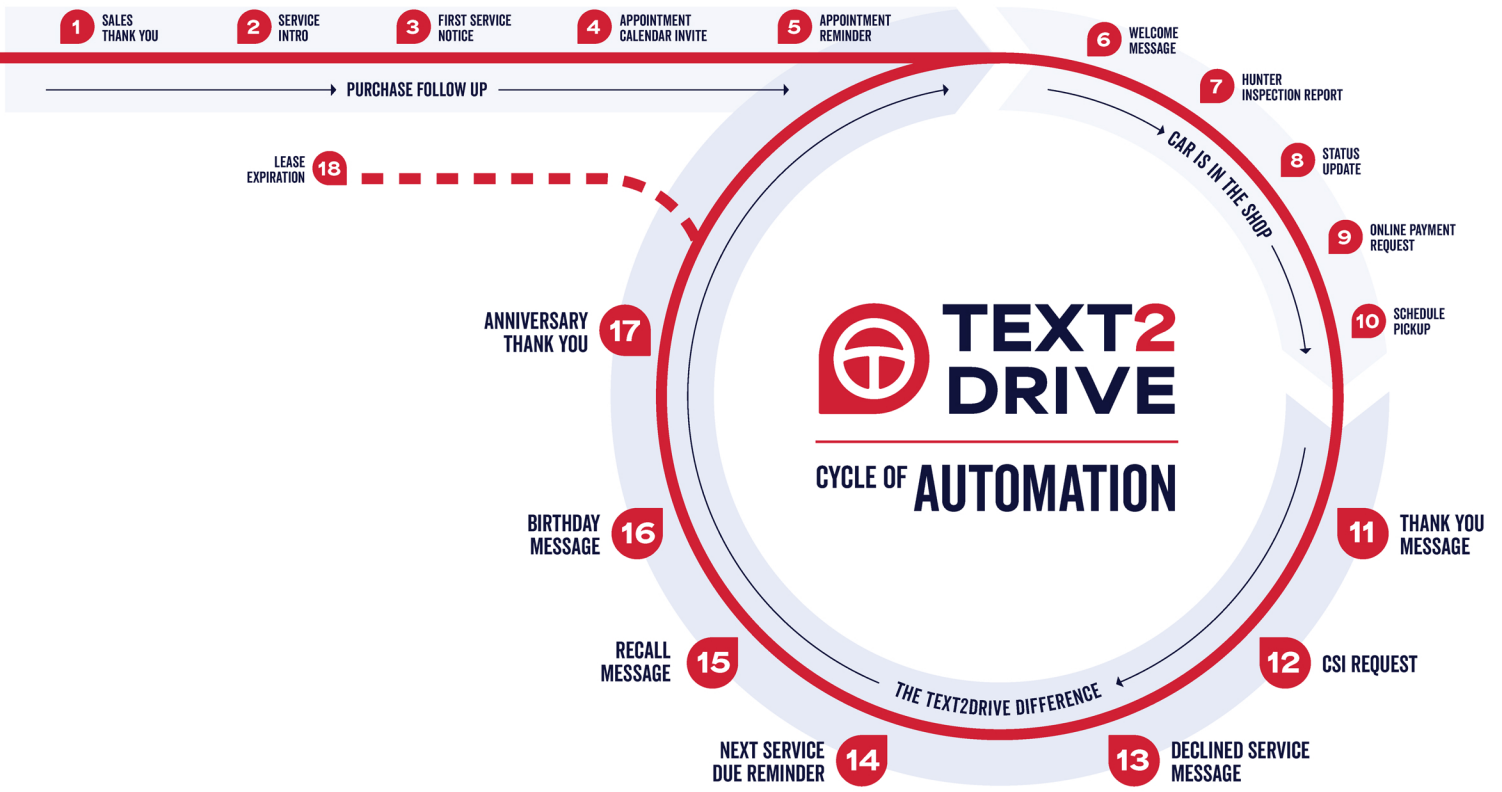
- ✓ Better Internal Communication Equals Better Customer Service
- ✓ Dependable Quality Control

"It's an easy product to use. It **saves time** so advisors can spend time with a person who needs it and has questions. The customer's time is honored and respected."

David Paraday - FOD Mazda



# TEXT<sup>2</sup> DRIVE



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