



How to Process the Sale of a Demo or Loaner

SUMMARY OF DEMO/LOANER SALE PROCESS

1. Retire demo/loaner in the Used Car Reporting (UCR) system, which creates a vehicle listing on the Volvo Cars Used Car locator.
2. Add Certification details (Repair Order number Technician, etc.) for Certified vehicles in the UCR system.
3. Process the second handover in VISTA.

DETAILED PROCESS STEPS

1. **Retire the demo/service loaner vehicle in the UCR system.**
 - a. Open the UCR system.
 - b. Click "Update Used Car" and search for the vehicle in question.
 - c. Click "OK" and make any necessary edits to vehicle details (mileage, price, stock number, etc.).
 - d. Be sure that Certification details are completed if applicable.
 - e. Click the box for "Remove Vehicle from Service Loaner Status" or "Remove Vehicle from Demo Status."
 - f. Click "Update" to update and save the information.
2. **Ensure certification details are correct (Certified units only).**
 - a. Ensure that certification details were included when the unit was retired OR use the "Update Used Car" link to add the certification details.
3. **Process the second handover in VISTA.**
 - a. Process the second handover in VISTA.
 - b. VISTA will automatically send the handover to the UCR system and remove the unit from your Used Car system inventory within 48 hours.
 - c. The Certified warranty will be added in QW90 within 48 hours (Certified units only).

CORRECTION OF CERTIFICATION STATUS

If a clerical error is made and the retailer needs to correct the Certification status of a retired demo/loaner unit that was already processed, they'll need to do the following:

1. Cancel the second handover in VISTA (must be within 7 days of handover).
2. Wait one night for the vehicle to return to your used vehicle inventory in the UCR system.
3. Use the "Update Used Car" link in the UCR system to correct the vehicle's certification status.
4. Reprocess the second handover in VISTA.