

Used Cars User Guide

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Table Of Contents

ABOUT THIS USER GUIDE	1
About this User Guide	1
Conventions	1
ABOUT THE USED CARS APPLICATION	2
System Requirements	2
Accessing the Used Cars Application	2
Getting Help	3
USING THE USED CARS APPLICATION	5
Acquiring a Used Car	6
Updating Used Cars	7
Print CPO Limited Warranty	8
Print Protection Plus Contract	9
RDR Used Cars	10
RDR Cancel Used Cars	11
Wholesaling Used Cars	11
Retiring a Vehicle	12
REPORTS	13
PreOwned Volvo Retailer Sales Report	13
PreOwned Volvo Retailer Inventory Report	14
PreOwned Volvo Vehicle Inquiry Report	15
Reprint CPO Limited Warranty	16
FREQUENTLY ASKED QUESTIONS	17
INDEX	19

About this User Guide

About this User Guide

This User Guide provides a summary description of the Used Cars application and detailed instructions on how to perform Used Cars tasks.

Revision History

Version:	Description:	Date:
Version 8.0	Changes to reports. Added Reprint CPO Limited Warranty report.	03/05
Version 10.0	Changes to RDR Cars and Frequently Asked Questions.	02/06
Version 11.0	Changes to Updating Used Cars	08/06
Version 14.0	Changes to add Promotion Codes to RDR Screen	01/09
Version 15.0	Changes to Protection Plus+ coverage and PreOwned Reports	12/10

Conventions

This guide uses the following conventions:

- Compulsory steps (something you **MUST** do) are numbered and begin with an action. For example, “Press **Enter** to return to the Main Menu.”
- Optional steps (something you can do, but do not have to do) are usually numbered and begin with a result. For example, “To exit Used Cars, click **Exit**.”
- Things you press or click appear in boldface text. For example, “Enter a password and click **OK**.”

About the Used Cars Application

Used Cars is a web-based application available to all Retailers, that displays core information about preowned vehicles. The Used Cars application provides a means by which used cars can be managed, tracked and reported on. It provides the means to acquire and update acquisition information, RDR, RDR cancel, and wholesale used vehicles. It also allows you to view and print reports pertaining to your current used car inventory, sales and a specific vehicle.

All preowned vehicles can be placed into inventory using this system. Only preowned vehicles that meet the current model year and mileage criteria (for the Certified program) and passed the Comprehensive Inspection can be classified as "CERTIFIED."

System Requirements

To run the Used Cars application you need a connection to the Internet and Internet Explorer 5.5. Your local administrator must grant you access to the Used Cars application and assign you a security role in Security Maintenance.

Accessing the Used Cars Application

Before you can access Used Cars, your local administrator must grant you access to the application in Security Maintenance. Your local administrator must also assign the security role you require in Security Maintenance.

To access the Used Cars application:

1. Access the **Volvo Retailer Center (VRC²)** through your browser.
2. Select **Used Car Reporting** from the **Sales** menu.

Hint: If you do not see the **Used Car Reporting** menu selection, make sure your local administrator has granted you the application with the security role you require.

3. Enter your User ID and Password and click **Enter**.

Getting Help

If you have a question about the VRC² site or any of your business applications:

1. Click the **User Guide** link from the Used Cars application.
2. You can also click **Help** from the **Support** menu on the VRC² site.
3. If you cannot find the answer, contact the Volvo Support Center. The Volvo Support Center offers high-quality technical support options so you can get the help you need.

Note: If you have comments or suggestions on the VRC² site, you can send feedback by clicking the Feedback link on the What's New page on the VRC² site.

You can reach the Volvo Support Center using the toll-free number (888) 426-3658 from 8:00 AM to 9:00 PM (EST) Monday through Saturday. The Volvo Support Center phone menu selections will help you to receive assistance quickly. If there are any system or network outages, messages providing detail about these issues will be provided before the Volvo Support Center phone menu items.

Note: When leaving a voicemail message, please remember to include your Retailer Code, Name, phone number, and a detailed description of the problem you are experiencing.

Having a problem after hours?

If you are experiencing a problem and it is after the normal Volvo Support Center hours, call the Volvo Support Center and leave a message in the "After Hours Mailbox." You can leave a message for a call back within 2 hours of the start of the next business day. If the problem is urgent, you will be given instructions on how to leave a message and page a Volvo Support Center Agent for help.

Using the Used Cars Application

The Used Cars application is a menu-based application. To select a menu item, click on it. The following table lists the Used Cars menu items and a brief description of each.

Menu Item:	Description:
Acquire Used Car	Allows you to add a previously sold vehicle to your used car inventory.
Update Used Car	Allows you to modify selected information that was entered at time of acquisition for vehicles in your inventory.
Print CPO Limited Warranty	Allows you to print a CPO Limited Warranty for a CPO vehicle that is in your used car inventory (prior to it being RDR'd)
Print Protection Plus+ Contract	Allows you to view/print/save the Protection Plus+ Contract.
RDR Used Car	Allows you to RDR a used car.
RDR Cancel	Allows you to cancel an RDR.
Wholesale Used Car	Allows you to remove a vehicle from your used car inventory.
Used Car Reports	Allows you to view and print used car reports.

Acquiring a Used Car

All PreOwned vehicles back to 1983 can be placed into inventory using this system. Only PreOwned vehicles that meet the current model year and mileage criteria (for the Certified Program) and passed the Comprehensive Inspection can be classified as "CERTIFIED."

To acquire used cars:

1. Select **Acquire Used Car**. The **Acquire Used Car** window opens.
2. Enter the model year, the type and the chassis

OR

Enter the vehicle identification number.
Note: If you make a mistake entering the fields, click **Reset**.
3. Click **OK**. The **Volvo Used Car Acquisition Entry** window opens.
4. Enter the appropriate information:
 - Click the drop-down arrow to choose the source for the used car.
 - Enter the date you acquired the used car or accept the current date that is displayed.
 - Enter the current mileage on the used car you are acquiring. Do not enter any decimals or commas when entering the mileage.
 - Enter the suggested retail price excluding tax, title, and license for the used car you are acquiring. Do not enter any decimals or commas when entering the suggested retail price.
 - Enter your stock number for the used car.
Note: The stock number must be unique and can't be reused.
 - Click **Yes** if you want the car shown for sale on the internet.
 - If the car is a CERTIFIED PreOwned vehicle, click Yes and enter the comprehensive inspection date, who inspected the vehicle (click the drop-down arrow for a list of available entries), the recondition cost, and the repair order number. When entering the recondition cost, do not enter any decimals or commas. If the car is NOT a CERTIFIED PreOwned vehicle, click No and make sure that the other "certified" fields (Comprehensive Inspection Date, Inspected By, Recondition Cost and Repair Order #) must be blank.
Note: If you make a mistake entering the fields, press **Reset**.
 - Click **Yes** if the vehicle has Protection Plus+ Coverage.
Note: Vehicle must be Certified to have Protection Plus+ Coverage.

Protection Plus+ Coverage is only removed when a vehicle is no longer Certified.

5. Click **Acquire**.
Note: An RDR Section displays the last used sale for the vehicle, but only if it has been previously sold as used.

Updating Used Cars

You can update the information about a used car that is in your inventory.

To update used car information:

1. Click **Update Used Car**. The **Update Used Car** window opens.
2. To search for a used car, click the drop-down arrow to select a stock number from the list of vehicles currently in your used car inventory.

OR

Enter the model year, type and chassis.

3. Click **OK**. The **Volvo Used Car Update** window opens.
4. Enter changes to any of the following information:
 - Source Type
 - Acquire Date
 - Current mileage
 - Suggested retail price (excluding tax, title and license)
 - Stock #
 - Whether you want the car shown for sale on the Internet.
 - If the Certified section appears, specify whether the car is certified. If the car is certified, Comprehensive Inspection Date, who inspected it (click the drop-down arrow for a list of available entries), the recondition cost, and the repair order number must be entered. If the car is not certified, the "certified" fields (Comprehensive Inspection Date, Inspected By, Recondition Cost and Repair Order #) must be blank.

Note: If the inspection date is changed, a new repair order number must be entered. When entering the Suggested retail price, mileage or recondition cost do not enter any decimals or commas.

- Click **Yes** if the vehicle has Protection Plus+ Coverage.
Note: Vehicle must be Certified to have Protection Plus+ Coverage.
Protection Plus+ Coverage is only removed when a vehicle is no longer Certified.

5. Click **Update** to update the used car information.

Note: To reset the Used Car information, click **Reset**.

Print CPO Limited Warranty

A CPO Limited Warranty document can only be printed for "CERTIFIED" vehicles that are in your used car inventory and which are sold to customers on or after 1/1/2005. The information that is printed on the CPO Limited Warranty document can be entered and/or updated within this function and then printed.

To print a Limited Warranty document:

1. Click on **Print CPO Limited Warranty**. The **Print CPO Limited Warranty** window opens.
2. To search for a used car, click the drop-down arrow to select a stock number from the list of vehicles in your used car inventory.

OR

Enter the model year, type and chassis.

3. Click **OK**. The **Volvo CPO Limited Warranty** window opens.
4. Enter or change any of the following information:
 - Vehicle Sale Date (cannot be more than 7 days from the current date)
 - Actual Retail Price
 - Actual Mileage
 - Owner Title
 - Owner First Name
 - Owner Last Name
 - Address
 - City
 - State
 - Zip/Postal Code
 - Home Phone
 - Work Phone
 - Email Address
 - Lienholder Name

Note: To reset the Limited Warranty information, click **Reset**.

5. Click **Update and Format Limited Warranty** to update the information and format the limited warranty document for printing.
6. Once the formatted Volvo Certified Limited Warranty document is displayed, click the **"Print Limited Warranty Document"** button. The Print window opens.

7. Click **Print** to print the CPO Limited Warranty Document.

Print Protection Plus+ Contract

The Certified Preowned Program has been enhanced with Protection Plus+, which provides Free Scheduled Maintenance when associated with a CPO vehicle prior to the sale of the vehicle. The terms of the Free Scheduled Maintenance Contract can be viewed/printed/saved.

To view the Protection Plus+ Contract:

- Click on **Print Protection Plus+ Contract**. A new window opens in Adobe Reader, with the document detailing the terms of the Protection Plus+ Contract.

To print the Protection Plus+ Contract:

1. Click on **Print Protection Plus+ Contract**. A new window opens in Adobe Reader, with the document detailing the terms of the Protection Plus+ Contract.
2. Choose **File/Print** from the top menu bar. The **Print** window opens.
3. Click **OK** to print the document

To save the Protection Plus+ Contract:

1. Click on **Print Protection Plus+ Contract**. A new window opens in Adobe Reader, with the document detailing the terms of the Protection Plus+ Contract.
2. Choose **File/Save A Copy** from the top menu bar. The **Save A Copy** window opens.
3. Select a location for the document and type a file name, then click **Save**.

RDR Used Cars

A "CERTIFIED" car cannot be RDR'd if it has exceeded the current program rules for the number of days between the last Comprehensive Inspection Date and the Sale Date that is entered. All "CERTIFIED" vehicles that are sold after 2004 must have a "CPO Limited Warranty" document requested before the RDR can be entered.

To RDR a used car:

1. Click **RDR Used Car**. The **RDR Used Car** window opens.
2. To search for a used car, click the drop-down arrow to select a stock number from the list of vehicles currently in your used car inventory.

OR

Enter the model year, type and chassis.

3. Click **OK**. The **Volvo RDR Used Car** window opens.
4. Enter the following information:
 - Click the drop-down arrow to select a salesperson.
 - Enter a sale date (which is the date that the vehicle was sold to customer).
 - Enter an actual retail sales price excluding tax, title and license. Do not enter any decimals or commas when entering the actual retail sales price.
 - Click the drop-down arrow to choose the type of sale.
 - If the car qualifies for the AXZ Program, enter the 7-digit AXZ Pin#.
 - If the car qualifies for any of the Incentive Promotions, up to 10 promotion codes can be entered in the Promotion Code Section.
 - Enter owner/customer/driver information. You may have to scroll down to view owner/customer/driver information.

Note: "CERTIFIED" vehicles which have had a "CPO Limited Warranty" document requested will have some of the customer information already filled-in when the RDR screen is displayed.

5. Click **OK** to RDR the car.

RDR Cancel Used Cars

You can RDR Cancel any vehicle that you previously RDR'd, but it can only be done within one year of the used car RDR date.

To cancel an RDR:

1. Click **RDR Cancel**. The **RDR Cancel** window opens.
2. To search for a used car, click the drop-down arrow to select a stock number from the list of vehicles that you have RDR'd.

OR

Enter the model year, type and chassis.

3. Click **OK**. The **Volvo Used Car RDR Cancel** window opens.
4. Verify that this is the RDR for the vehicle that you want to cancel and click **OK**. If this is not the RDR for the vehicle that you want to cancel, click **Exit**.

Wholesaling Used Cars

You can use the wholesale function to remove a vehicle from your used car inventory.

To wholesale used cars:

1. Click **Wholesale Used Car**. The **Wholesale Used Car** window opens.
2. To search for a used car, click the drop-down arrow to select a stock number from the list of vehicles currently in your used car inventory.

OR

Enter the model year, type and chassis.

3. Click **OK**. The **Volvo Wholesale Used Car** window opens.
4. Verify that this is the vehicle you want to wholesale and click **OK**. If this is not the vehicle you want to wholesale, click **Exit**.

Retiring a Vehicle

You can use the update function to remove a "Service Loaner" or "Demo" vehicle from service. The "Retire a Vehicle Section" will only be shown when the selected vehicle is a Service Loaner or Demo and has not already been retired.

To retire a vehicle:

1. Click **Update Used Car**. The **Update Used Car** window opens.
2. To search for a used car, click the drop-down arrow to select a stock number from the list of vehicles currently in your used car inventory.

OR

Enter the model year, type and chassis.

3. Click **OK**. The **Volvo Used Car Update** window opens.
4. Enter changes to any of the following information:
 - Current mileage
 - Suggested retail price (excluding tax, title and license)
 - Stock number
 - Whether you want the car shown for sale on the Internet
 - If the Certified section appears, specify whether the car is certified. If the car is certified, Comprehensive Inspection Date, who inspected it (click the drop-down arrow for a list of available entries), the recondition cost, and the repair order number must be entered. If the car is not certified, the "certified" fields (Comprehensive Inspection Date, Inspected By, Recondition Cost and Repair Order #) are blank.
 - Click **Yes** if the vehicle has Protection Plus+ Coverage.

Note: Vehicle must be Certified to have Protection Plus+ Coverage.

Protection Plus+ Coverage is only removed when a vehicle is no longer Certified.

- Click the box for "Remove Vehicle from Service Loaner Status" or "Remove Vehicle from Demo Status" from service

Note: If the inspection date is changed, a new repair order number must be entered.

5. Click **Update** to update the used car information.

Note: To reset the used car information, click **Reset**.

Reports

PreOwned Volvo Retailer Sales Report

The PreOwned Volvo Retail Sales report lists the PreOwned vehicles you retail sold for the reporting period, showing the stock number or VIN, model year, sales version, type, chassis, color, whether the used car is "CERTIFIED," whether the used car has Protection Plus+ Coverage, Sale Date, RDR Entry Date, mileage, price and whether the CPO Limited Warranty was printed for a CPO vehicle. It also lists the total number of used car sales for the reporting period.

To view/print a PreOwned Volvo Retailer Sales Report:

1. Click **Used Car Reports**. The **Used Car Reports** window opens.
2. In the Report List, click on the **PreOwned Volvo Retail Sales Report**.
3. To select a **Report Period**, click the drop-down arrow and select a reporting month, and then click the drop-down arrow and select a reporting year.

Note: If you do not select a report period, the system uses the current month and year.

4. Click **OK** to view the report. The **PreOwned Volvo Retailer Sales Report** is displayed in the report window.
5. To print the report, click on any area within the body of the report and then choose **Print** from the **File** menu.

PreOwned Volvo Retailer Inventory Report

The PreOwned Volvo Retailer Inventory report lists your current inventory of PreOwned vehicles, showing the stock number or VIN, model year, sales version, type, chassis, color, whether the used car is "CERTIFIED," whether the used car has Protection Plus+ Coverage, date vehicle was acquired, the certification inspection date, the number of days in inventory, mileage, price, whether the vehicle is to be shown on the internet and whether CPO Limited Warranty document has been printed for a CPO vehicle. It also lists the total number of vehicles in your inventory. The number of days in inventory is from the inspection date for "CERTIFIED" vehicles and from the acquire date for non-certified vehicles.

Note: An asterisk (*) denotes that the number of days since the last inspection date for a "CERTIFIED" vehicle has exceeded the current program rules. The "CERTIFIED" vehicle must be re-inspected before it can be RDR'd.

To view/print a PreOwned Volvo Retailer Inventory Report:

1. Click **Used Car Reports**. The **Used Car Reports** window opens.
2. In the Report List, click on the **PreOwned Volvo Retail Inventory Report**.

Note: When running a **PreOwned Volvo Retail Inventory Report**, you do not need to specify a reporting period. The system automatically provides the inventory as of the current date.

3. Click **OK** to view the report. The **PreOwned Volvo Retailer Inventory Report** is displayed in the report window.
4. To print the report, click on any area within the body of the report and then choose **Print** from the **File** menu.

PreOwned Volvo Vehicle Inquiry Report

The PreOwned Volvo Vehicle Inquiry Report lists basic identification information for the specified vehicle (type, chassis, VIN#, model year, variant, color, interior, etc.), current vehicle acquisition information (retailer, stock number, source, acquire date, whether the vehicle is certified or not/inspection date/repair order number, and odometer) and all used car sales information that exists for the vehicle (retailer, stock number, type of sale, Sale Date, RDR Entry Date, whether the vehicle is certified or not/inspection date/repair order number, and odometer), and whether the used car has Protection Plus+ Coverage.

Note: If the vehicle is currently not in any Retailer's used car inventory, a message appears in the Vehicle Acquisition section. If the vehicle has not been sold as a used car yet, a message appears in the Vehicle RDR section. If the information displayed under Vehicle Acquisition and RDR sections is for a U.S. Retailer, then the odometer denotes mileage. If the information displayed is for a Canadian Retailer, then the odometer denotes kilometers.

To view/print a PreOwned Volvo Vehicle Inquiry Report:

1. Click **Used Car Reports**. The **Used Car Reports** window opens.
2. In the Report List, click on the **PreOwned Volvo Vehicle Inquiry Report**.

Note: When running a **PreOwned Volvo Vehicle Inquiry Report**, you do not need to specify a reporting period. The system automatically provides the vehicle information as of the current date.

3. Click **OK** to view the report. The **PreOwned Volvo Vehicle Inquiry Report** is displayed in the report window.
4. To print the report, click on any area within the body of the report and then choose **Print** from the **File** menu.

Reprint CPO Limited Warranty

The CPO Limited Warranty is a document that lists basic identification information about the customer, vehicle, retailer and Volvo Limited Warranty contents associated with the specified CPO vehicle. The following information is formatted for print:

Section:	Description:
Customer	Name, Address, Phone, Email
Vehicle	VIN, Odometer, Price, Make, Model, Model Year, Sale Date
Selling Retailer	Name, Number, Address, Phone, Lienholder Name

To reprint a CPO Limited Warranty:

1. Click **Used Car Reports**. The **Used Car Reports** window opens.
2. In the Report List, click on the **Reprint CPO Limited Warranty**.

Note: When reprinting a CPO Limited Warranty, you do not need to specify a reporting period. .

3. Click **OK**. The **Reprint CPO Limited Warranty** window opens.
4. To search for a used car, click the drop-down arrow and select a stock number from the list of vehicles in your used car inventory.

OR

Enter the model year, type and chassis.

5. Click **OK**. The formatted Volvo Certified Limited Warranty document is displayed.
6. Click the "**Print Limited Warranty Document**" button. The Print window opens.
7. Click **Print** to print the CPO Limited Warranty Document.

Frequently Asked Questions

1. I am experiencing long web loading times. Why?

This is due to network traffic and amount of data in the databases. Web loading times will improve as network traffic decreases.

2. I am receiving errors in many windows of the application. What is wrong?

The network connection is probably down.

3. How do I access the Used Car Reporting application?

In order to access Used Cars, you must first have your local administrator grant you access to the Used Car Application via Security Maintenance. Then you can access the Used Cars application from VRC². In VRC², select Used Car Reporting from the Sales menu.

4. How do I exit the application subsystem to return to the main menu?

Click the 'X' in the upper right hand corner of the application or click File-> Exit.

5. I am unable to acquire a used car. I get a message "Vehicle Not Found For Model Year/Type/Chassis or VIN."

Verify that the model year, type and chassis or VIN is correct.

Verify that the vehicle has been sold as a new car.

Review on-line HELP for the Acquire function.

6. I am unable to acquire a used car, the message that "Vehicle Has Already Been Acquired By Retailer xxxxx" appears.

The used car already exists in used car inventory for another retailer.

The message will show the code of the retailer who currently has the vehicle. That Retailer should be contacted and asked to remove the car from their inventory (wholesale).

7. Why do I get a message that "Stock number already exists", when trying to acquire a car?

A vehicle already exists in your used car inventory or sales with the same stock number.

Check your Preowned Vehicle Inventory Report or Vehicle Inquiry Report (under Used Car Reporting).

Assign a new stock number.

8. Why are there no salespeople to choose from, when I try to enter an RDR for a used car?

Someone at your retailership must be setup for used car sales, from within Personnel Master.

The Used Car application uses the following job titles for someone who can RDR a used car:

General Manager

Sales Consultant

Sales Employee

Sales Manager

Preowned Manager

Internet Sales Consultant

Internet Marketing Manager

9. I entered used car RDR's this month, but none are showing as "Certified".

Upon acquisition, you must specify "YES" under the Certified section. It can also be changed prior to the RDR, by using the "Update Used Car" function.

10. Why don't I see a section that allows entry of "certified" information for a used car?

This will occur if the vehicle does not meet the "Certified" program criteria.

11. I entered used car RDR's, but the vehicle details are not showing on the "Preowned Volvo Retail Sales Report".

Total RDR's for the month and year are always shown. Used Car retail sales details are only shown for RDR's that were entered in the specified month.

12. How do I "retire" a Service Loaner or Demo vehicle?

Access the "Update Used Car" function, for the service loaner/demo vehicle that is to be retired. Enter the updated information, as needed. Then in the "Retire A Vehicle Section" of the screen, click on the box to "**Remove Vehicle from Service Loaner Status**" or "**Remove Vehicle from Demo Status**". Then click, OK. The source of the vehicle will change to "Retired Service Loaner" or "Retired Demo" and all other updates will be applied.

13. Why can't I change the "Acquire Date" that is associated with a vehicle?

Access the "Update Used Car" function, for the vehicle you want to change. Then enter the correct acquire date. Click OK for updates to be applied.

14. Why can't I change the "Source Type" that is associated with a vehicle?

Access the "Update Used Car" function, for the vehicle that is to be changed. Then select the correct source type from the list that is displayed. Then click, OK for updates to be applied.

Note: Source Type can not be changed for Service Loaner or Demo vehicles that are being sold as used for the first time.

15. Why can't I wholesale a vehicle? The message "Vehicle cannot be Wholesaled - Incentives may be affected. Contact Regional Manager for help." appears.

This message appears when you try to remove a vehicle that is identified as a "Service Loaner" or "Demo" from your inventory during their **first** used car sales cycle. Contact the Regional Manager for your retailership and they can perform this function.

16. Why can't I get a CPO Limited Warranty document for a vehicle that is CPO? The message "Since the Sale Date of mm/dd/yyyy is before 2005, a Pre-printed CPO Limited Warranty Form must be used for this CPO vehicle".

This message appears when you are in the Print CPO Limited Warranty function and the sale date for the CPO vehicle selected is before 2005. A CPO Limited Warranty document can only be printed for CPO vehicles that have been sold on or after 1/1/2005.

Index

A	
About	
Used Cars Application	3
Accessing	
Used Cars Application	3
Acquiring	
Used Car	5
C	
Conventions	1
F	
Frequently Asked Questions	15
G	
Getting	
Help	3
H	
Help	
Getting	3
P	
PreOwned Volvo Retailer Inventory Report	11
PreOwned Volvo Retailer Sales Report	11
PreOwned Volvo Vehicle Inquiry Report	12
R	
RDR Cancel Used Cars	8
S	
RDR Used Cars	8
Retiring	
Vehicle	9
S	
System Requirements	3
U	
Updating	
Used Cars	6
Used Car	
Acquiring	5
Updating	6
Wholesaling	9
Used Cars Application	
About	3
Accessing	3
Using	5
V	
Vehicle	
Retiring	9
W	
Wholesaling	
Used Cars	9
Wholesaling	9