

HOW IT WORKS

With Guaranteed Part-Exchange, you get powerful software in Portal that you can use anywhere, anytime with any deal that includes a part-exchange. The tool is also displayed in your adverts, so potential customers can get a guaranteed price for their part-exchange 24/7. Here's how both processes work.

1. Retailer generated part-exchange guarantee

A customer contacts you and they have a part-exchange.



You offer the service to provide a guaranteed price for their part-exchange.



Ask the customer a series of questions about the condition of their part-exchange (this might be done in person or over the phone).



The software will automatically generate a guaranteed price for the part-exchange based on the declared condition, locked in for 7 days.



If you've done the appraisal remotely, you'll need to do a physical appraisal during the handover to ensure it was correctly appraised.

Next Steps...



If correctly appraised, simply progress the sale as you would any other.



If the appraisal needs amending, make the necessary changes in Portal and we'll generate a new guaranteed price.



If the customer chooses to go ahead with the deal, you'll have two options



You choose what to do with the part-ex. Retail it on or dispose through any existing agreements you may have.



Dispose of it through the underwrite service. Get paid the guaranteed price within 5 working days of Manheim accepting the deal.

Additional Support

For more information and support, visit trade.autotrader.co.uk/gpx/how-it-works

GUARANTEED PART-EXCHANGE
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2. Customer generated part-exchange guarantee

A customer visits your Auto Trader advert and sees the option to get a guaranteed price for their part-exchange.



They answer a few simple questions about the condition of their part-exchange.



Fire up the software and ask the customer to answer the simple condition appraisal questions (this might be done in person or over the phone).



The customer can then choose to send their details to you or get in touch directly.



If the sale goes ahead, you'll need to appraise the part-exchange yourself to ensure its been correctly appraised by the customer.

Next Steps...



If correctly appraised, simply progress the sale as you would any other.



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