



## Sales & Customer Management

SCM Pro is a CRM built to operate at full efficiency for a seamless customer experience. Stellantis dealers can receive leads directly from the OEM and other sources.



### Manage sales leads in a single, unified workflow

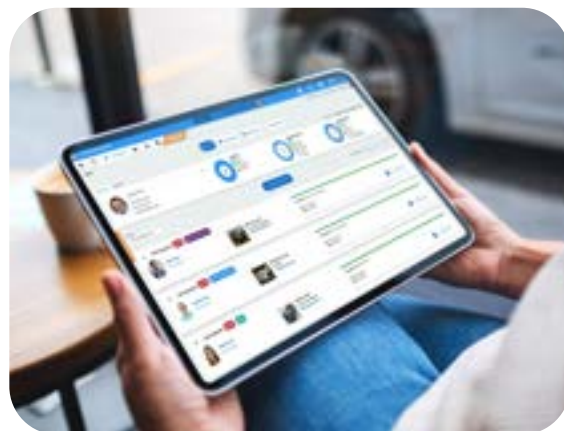
Take your leads from start to finish with a streamlined, Stellantis certified, easy-to-use system. SCM Pro helps improve lead volume and quality by automatically sending key lead disposition details back to Stellantis for conversion tracking.



#### Superior Customer Experience

Integrated CRM for a customer-centric workflow with organized records all in one place

- Manage sales leads and configure automation to track and assign tasks before and after the sale, from click-to-curb
- Communicate efficiently using dealer-specified criteria with templates via call, text or email
- View consolidated customer history and create customizable reports to manage all lead and customer activity



#### Integrated, Unified Platform

Manage customer activity across your entire dealership with no more duplicate entries.

- Provide efficient quotes with knowledge of open ROs, cost-of-sale adjustments and recap functionality
- Embedded F&I Menu and digital contracting with provider integration
- Complete deals and share vehicle history reports on any device, from anywhere on the lot
- Keep your F&I department secure with features that document OFAC compliance, red flag, privacy notice, risk-based pricing and adverse actions





## Features Overview

### Tier: SCM Lite



#### Easy Customer Management

Add, search and manage customer relationships from any device, any time



#### Loan Choices

Installment, Balloon, Single Payment, Ford Flex Buy and more



#### Integrated Taxes

Access detailed tax updates on each deal in every state



#### Robust Integrations

Support credit checks such as RouteOne, 700 Credit and CUDL from one platform



#### Real-Time eRating

View products and services for the vehicle being sold with direct-from-provider rates



#### Provider-Specific eContracting

View and input data into a live eContract from the provider to print, sign and submit



#### Simplified Desk Deals

Access real-time inventory, repair orders and easily configure taxes and fees from any device



#### Personalized Payment and Vehicle Scenarios

Create payment options that fit each customer's budget in a side-by-side view



#### Diverse Desking

Create deals with multiple interest rates or terms, different insurance combinations, fees or down payments



#### Driver's License Scanning

Easily scan the customer's driver's license data to verify identity and set up a test drive, all with a few simple clicks



#### Compliance Price Caps

System logic prohibits dealer from selling products higher than the regulated maximum price

### Tier: SCM Pro

Everything in Lite, plus:



#### Direct Communication

Email, text or call customers with ease and track all interactions from the Customer Record



#### Streamlined Workflow, Responsive Design

Work leads from the desk, through appointments and on the lot, taking advantage of one simple platform view from any device



#### Contact Templates

Create uniform messaging and eliminate redundancy by creating email and text templates with auto-fill merge fields



#### Stellantis & Third-Party Leads

Receive leads directly from Stellantis and third party lead providers, automatically parsed and added to the database



#### Custom Lead Assignment Rules

Custom Lead Assignment Rules: Track internet leads, floor traffic, and phone ups. Assign the leads to specific reps, add round-robin rules, and track the results of each



#### Lead Analytics and Communication Reporting

Customize dashboards and reporting to get the high-level or ultra-granular insights your dealership needs

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