

AMPD CRM

Automated Marketing Programmes for Dealers

Motorcentral® AMPD CRM automatically generates and sends emails, SMS messages and letters to your customers so you can stay in touch with them until their next vehicle purchase.

 **motorcentral**®

motorcentral.co.nz/ampd

AMPD CRM

AMPD CRM Plan

Touchpoints

- ✓ **Automatic marketing** to your customer base via email, SMS & posted mail
- ✓ **Consistent & regular touchpoints** over entire customer lifecycle
- ✓ **Personal & branded** messages
- ✓ **Automatically tries alternative communication** method if unable to send via preferred method
- ✓ **Enhance your standard** in-house follow up procedures



Customer retention made easy.

Attracting new customers can be expensive when compared to asking existing customers to buy from you again. Your existing customers already know about you, how great you are and have built trust in you and your team.

Keeping in touch regularly and reminding them that you, their trusted vehicle provider, are ready to help when they are ready to purchase again, can significantly increase your chances of selling them their next vehicle.

Managing the retention of your current customer base is an important component of any successful repeat business model. AMPD CRM helps manage the process with consistent touchpoints over the entire customer life cycle.

The importance of pre-sale follow up

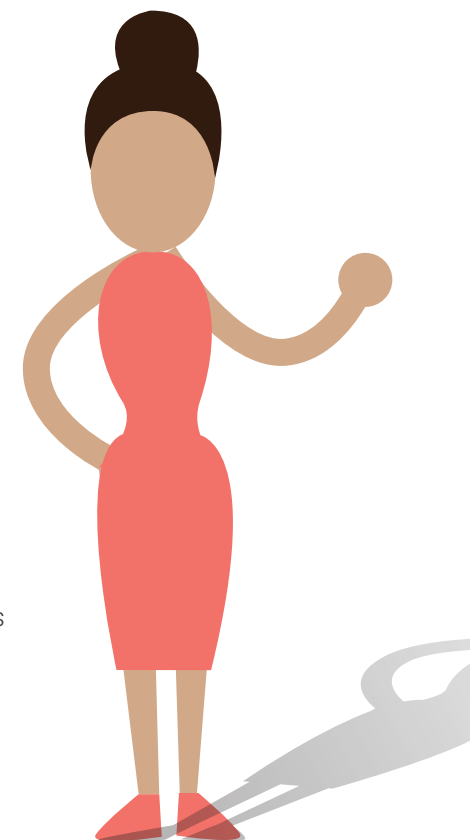
Customer retention begins right from the moment a new customer makes contact.

Every month dealerships have many prospective customers that make contact, enquire, go for a test drive - but don't end up purchasing.

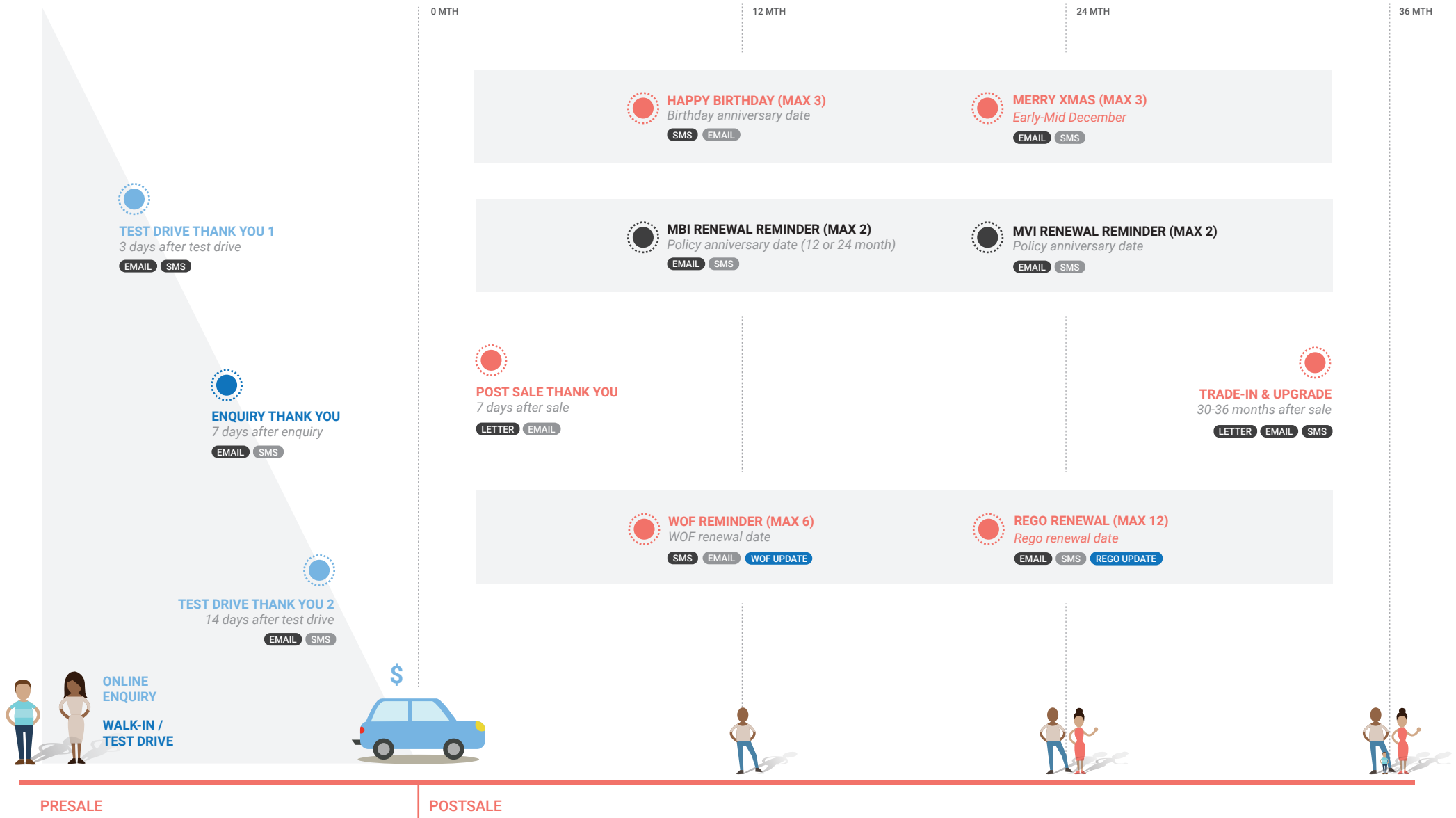
If you could recover just a fraction of these lost opportunities and turn them into wins, imagine the difference that might make to your bottom line.

The good news is a simple follow-up communication plan can have a major impact on your pre-sale conversions.

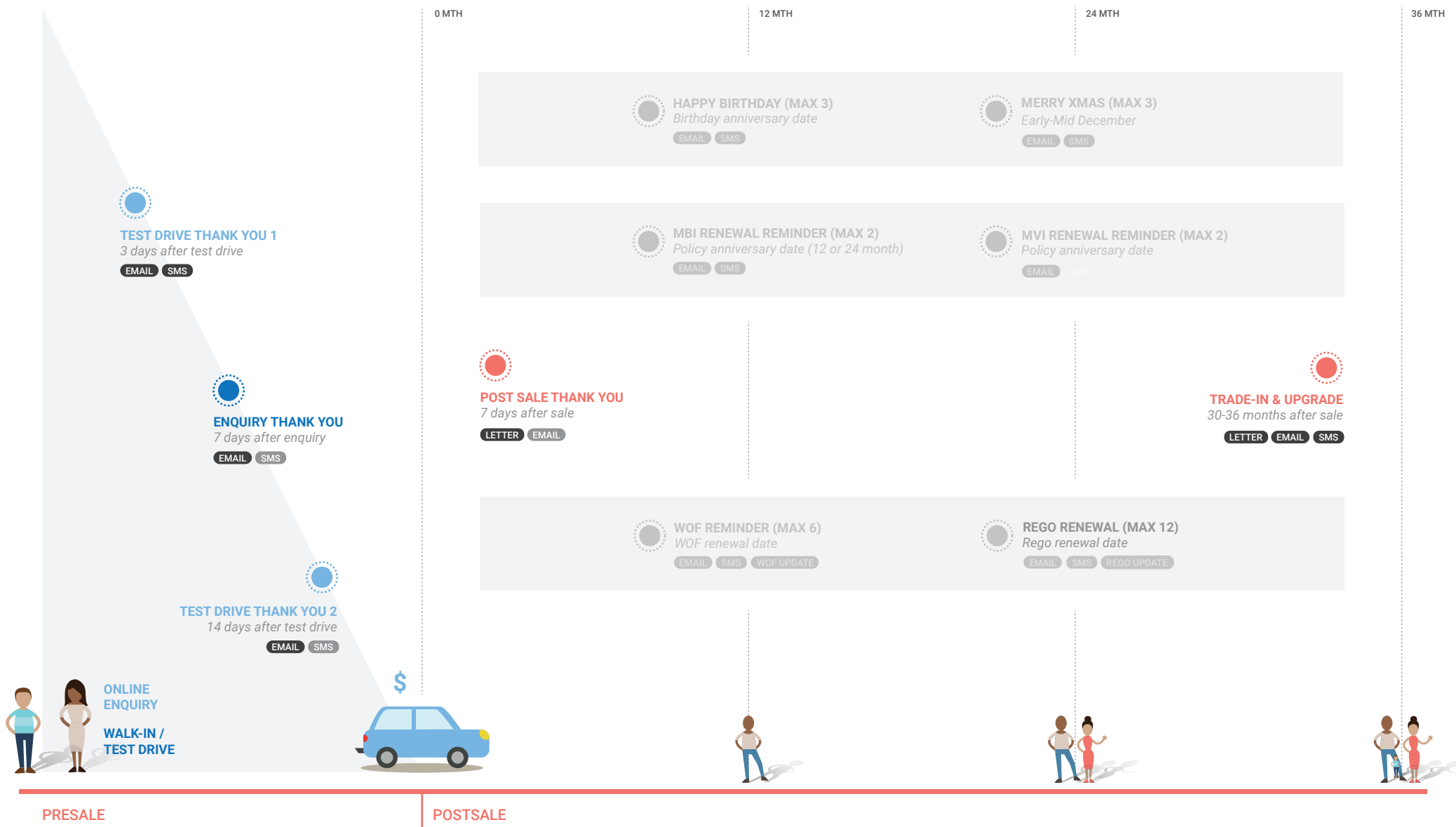
Motorcentral AMPD CRM has been designed to automatically follow up with your prospects without you needing to lift a finger, and enables you to maintain a relationship with your customer, so you can maximise the opportunities being presented to your dealership..



Professional Plan Touchpoints

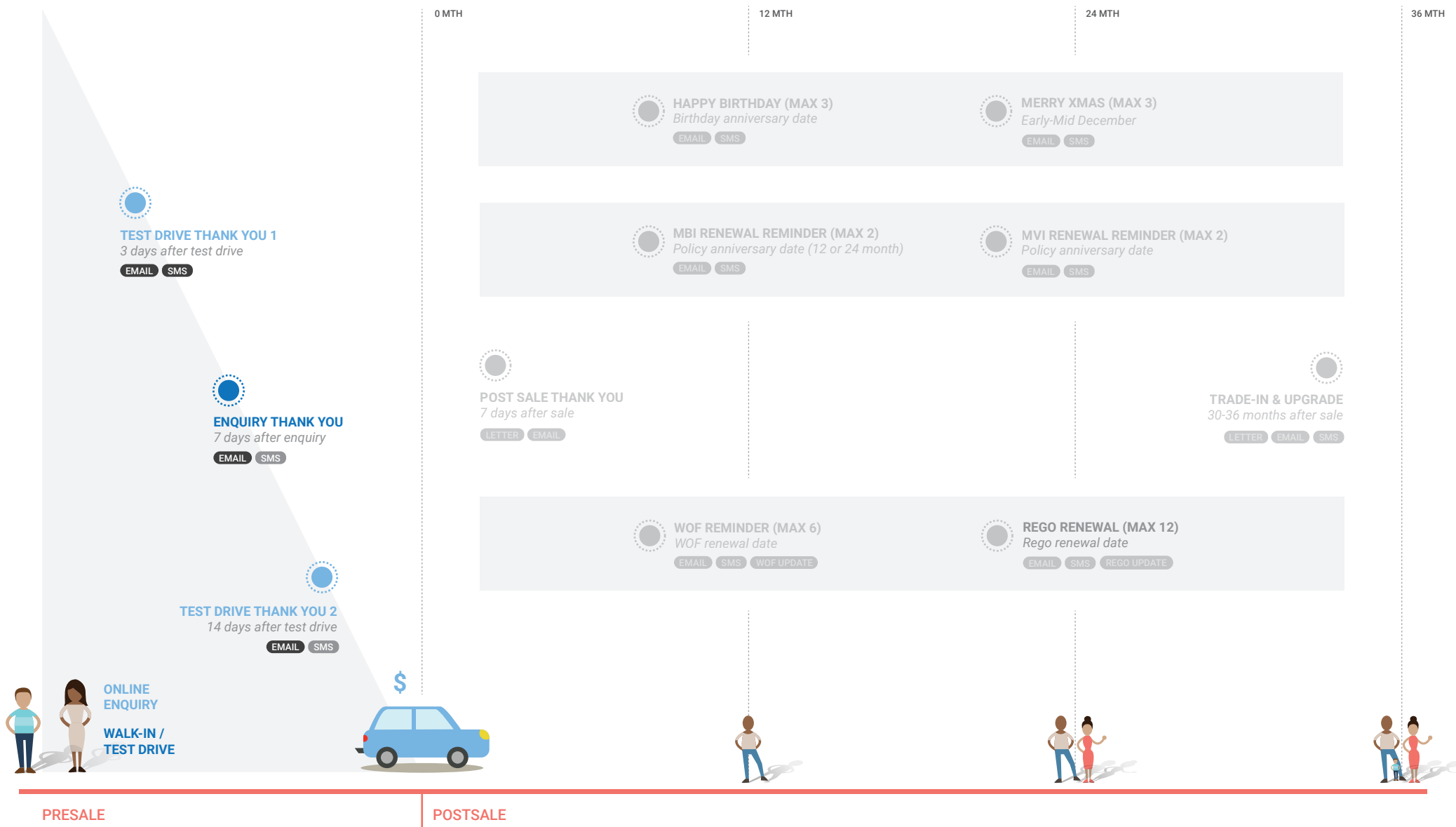


Essentials Plan Touchpoints



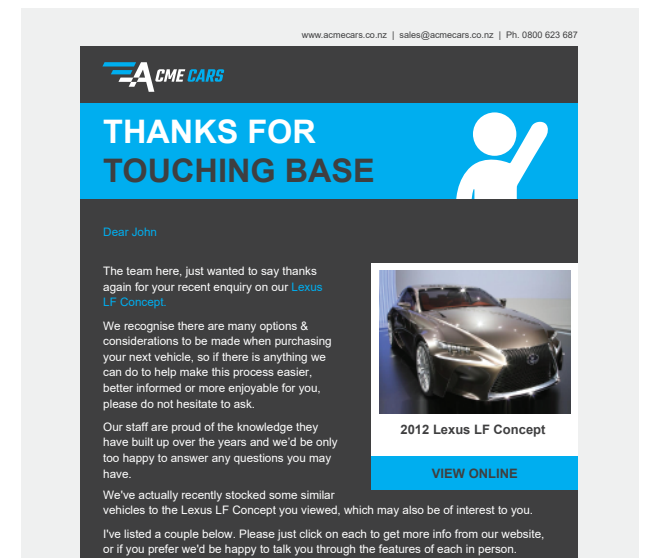
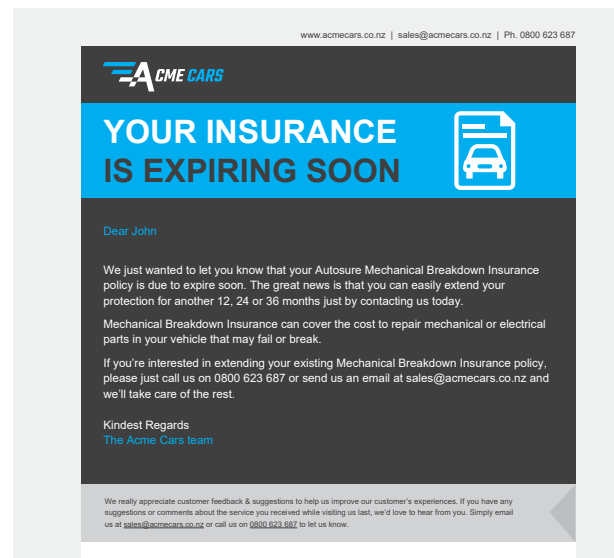
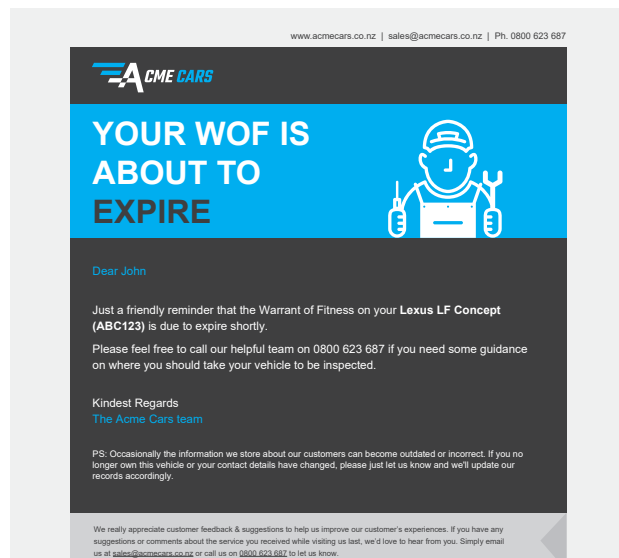
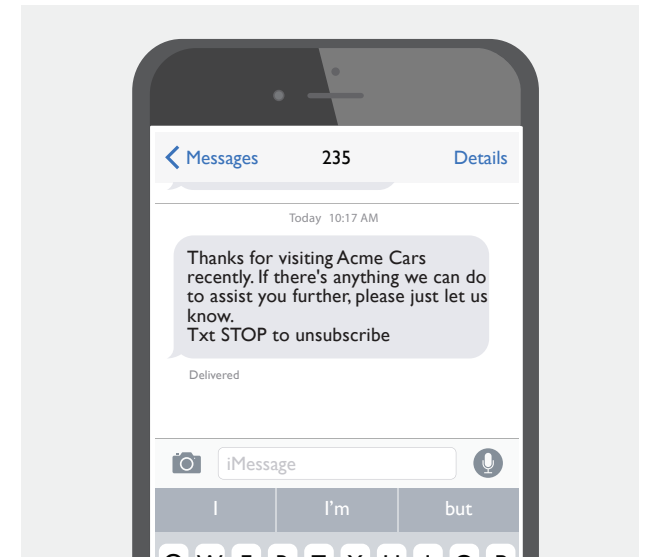
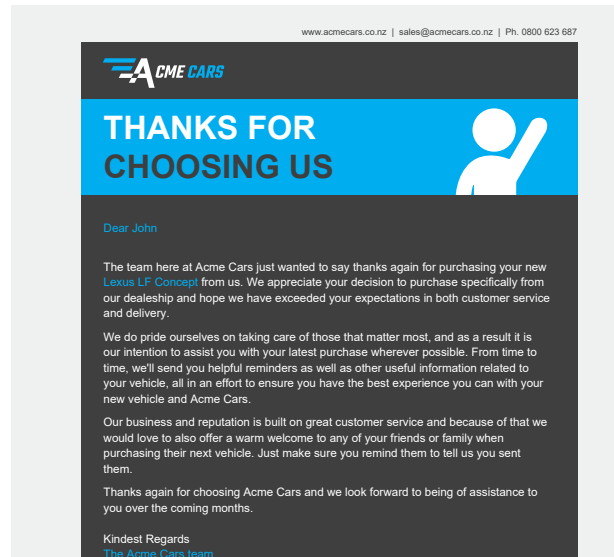
Note: Charges for AMPD CRM setup and communication touchpoints apply. Please contact your Motorcentral representative for further information.

Pre-Sale Plan Touchpoints



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Template Samples



Trade In & Upgrade

John Doe
123 West S Rd
Northridge
Whangarei 1130
New Zealand



Level 2
12 Hazeldean Rd
Addington
Christchurch 8025
New Zealand

Wednesday, April 1, 2016

Dear John:

We are excited to be able to offer you the opportunity to trade-in your current vehicle and drive away with a newer, later model vehicle.

In fact, we have a wide range of vehicles to choose from to suit any budget, including this one which we've handpicked for you.

Had a change in circumstance or lifestyle and look upgrade to something else? Let us know. Our large selection covers most customer requests, but we be more than happy to source you something outside our stock, if we don't quite have what you're after.

The team at Acme Cars would love to help! Contact us for more info. Txt STOP to unsubscribe

To take sales@acmecars.co.nz

Kind regards,
Your friend

PS: We Please



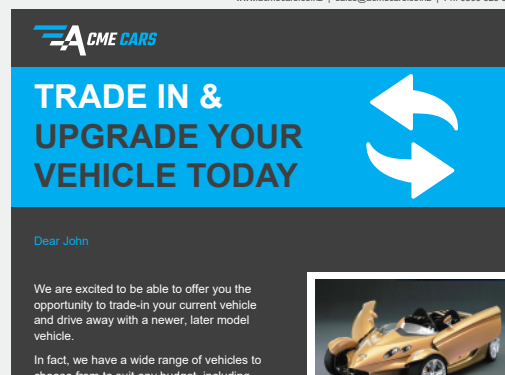
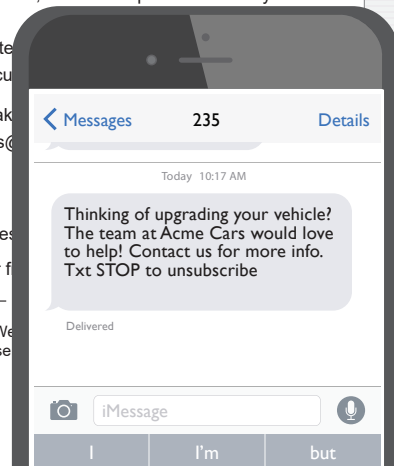
Send Chat Attach Address Fonts Colors Save As Draft

To: john@hotmail.com

From: sales@acmecars.co.nz

Subject: Trade-in & upgrade your vehicle today John!

Account: [dropdown]



✓ **Pinnacle communication piece** of customer life cycle

✓ Sent as **email, SMS & posted letter**

✓ **Automatically suggests** up to 3 vehicles in stock as possible trade ups



2012 BMW Vision EfficientDynamics
POA



1996 Ford Indigo Concept
\$9,000

✓ **Message changes** depending on whether customer purchased using finance previously

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