FRAM
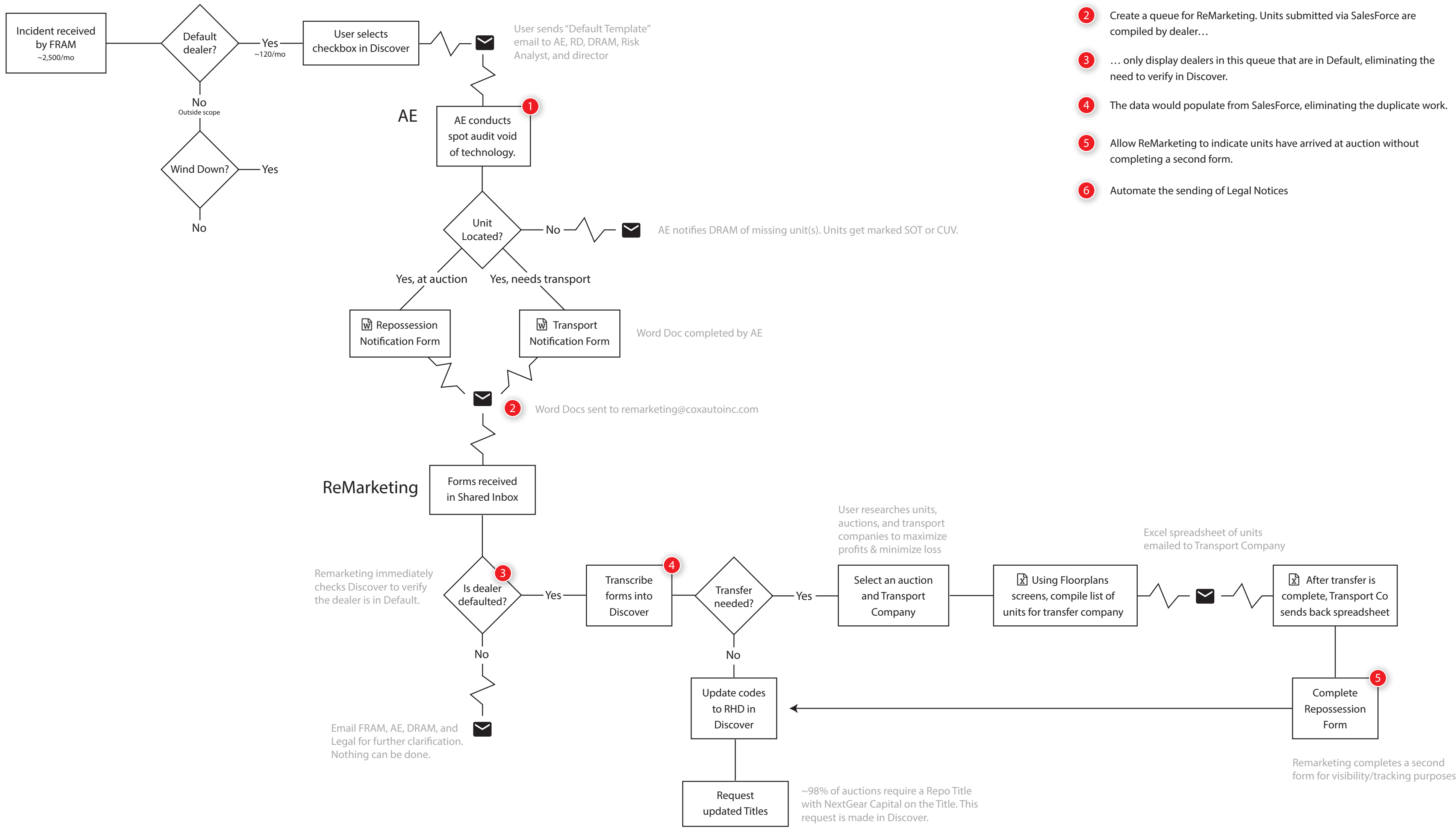
FRAM uses Discover, DealerHealth, WebFocus and SalesForce to research the dealer and their trends… the decision to default the dealer is usually a group decision made between FRAM and AE.

Incident received by FRAM
~2,500/mo

Default dealer? — Yes ~120/mo — User selects checkbox in Discover — ✉ User sends "Default Template" email to AE, RD, DRAM, Risk Analyst, and director

No
Outside scope

Wind Down? — Yes

No

AE

(1) Allow AEs to conduct audits in SalesForce… giving them the ability to mark units as Repossessed or Needs Transport. Removing the need for Word Documents (and later transcribing the data)

(2) Create a queue for ReMarketing. Units submitted via SalesForce are compiled by dealer…

(3) … only display dealers in this queue that are in Default, eliminating the need to verify in Discover.

(4) The data would populate from SalesForce, eliminating the duplicate work.

(5) Allow ReMarketing to indicate units have arrived at auction without completing a second form.

(6) Automate the sending of Legal Notices

(1) AE conducts spot audit void of technology.

Unit Located? — No — ✉ AE notifies DRAM of missing unit(s). Units get marked SOT or CUV.

Yes, at auction / Yes, needs transport

📄 Repossession Notification Form

📄 Transport Notification Form — Word Doc completed by AE

✉ **(2)** Word Docs sent to remarketing@coxautoinc.com

ReMarketing

Forms received in Shared Inbox

Remarketing immediately checks Discover to verify the dealer is in Default.

Is dealer defaulted? **(3)** — Yes — Transcribe forms into Discover **(4)** — Transfer needed? — Yes — Select an auction and Transport Company — 📊 Using Floorplans screens, compile list of units for transfer company — ✉ — 📊 After transfer is complete, Transport Co sends back spreadsheet

No

Email FRAM, AE, DRAM, and Legal for further clarification. Nothing can be done. ✉

User researches units, auctions, and transport companies to maximize profits & minimize loss

Excel spreadsheet of units emailed to Transport Company

No

Update codes to RHD in Discover ← Complete Repossession Form **(5)**

Request updated Titles

~98% of auctions require a Repo Title with NextGear Capital on the Title. This request is made in Discover.

Remarketing completes a second form for visibility/tracking purposes.

Legal Notices – ReMarketing

The sending of Legal Notices is done every day… starting at 3:00pm and can takes up to 3 hours.

🗄️

3:00p user pulls Repo Report **(6)** — 📊 Export and filters ≤1 Day — Check UCC Filings and Guarantors for each dealer in Discover — Convert list to Word 📄 — Send Legal Notices out via Click2Mail — Upload these docs to Business Config tab in Discover