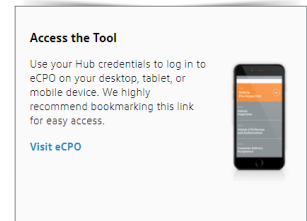


eCPO Process Flow

Access The Tool

- ▶ Enter wvcpo.track360.com into your desktop, tablet or mobile device browser using the most up-to-date versions of Safari, Firefox, Chrome, and Internet Explorer. Use your Hub credentials to log in.
- ▶ Visit the eCPO Product Page at <http://wvcpo-resources.track360.com/ecpo.php> and go to **Access the Tool**. Then, select **Visit eCPO**
- ▶ Visit the Volkswagen CPO Resource Center at vw-cpo.com
 - Go to the **Resources Tab > Operations > eCPO**



We highly recommend bookmarking this link for easy access

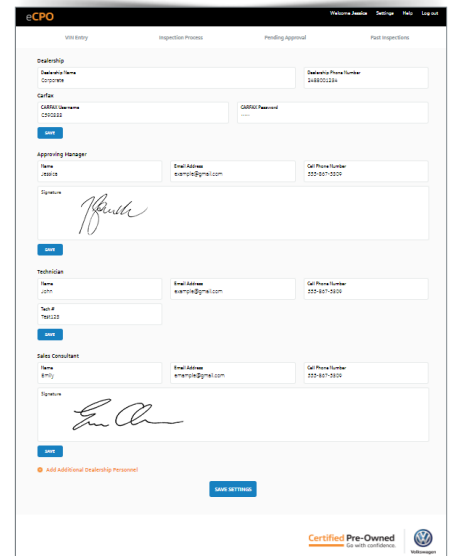
First Time Use

If it is your first-time logging into eCPO, please visit the Settings tab and follow the below steps:

- ▶ Enter in pertinent information (e.g., Dealership name, phone)
 - ▶ Enter in CarFax username and password
- Note: If you do not have a CarFax account, you will not be able to generate a final inspection and condition report during Step 4: Customer Delivery Acceptance
- ▶ Enter in the name, email, and cell phone number of the Manager responsible for approving CPO inspections
 - ▶ Enter in your digital signature
- Note: It may be easier to enter in your signature on a tablet
- ▶ You **must** select the **SAVE** button after each section is filled out
 - ▶ You may add additional dealership personnel
 - ▶ Select **SAVE SETTINGS** once finished

Note: You can go back and change this information at any time

For more information, please watch the [Navigating eCPO](#) video found on the eCPO Product Page.



VIN Entry

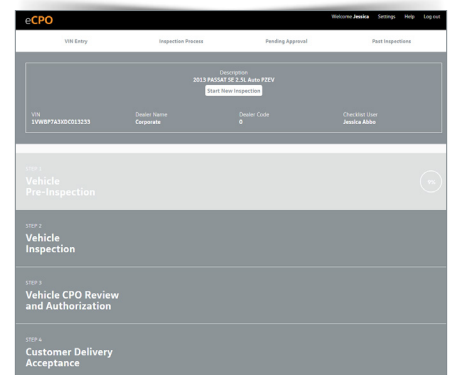
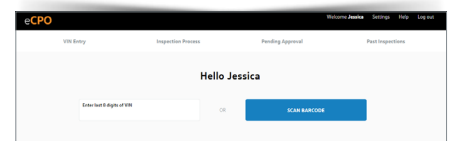
Select **VIN Entry** in the top navigation bar

- ▶ Manually enter in the last 8 digits of the VIN, OR
- ▶ Use the camera to scan the vehicles barcode

Once the VIN is entered and accepted, the VIN report card will populate with the vehicle's information

Underneath the VIN report card, all four Inspection Process Steps will populate:

1. Vehicle Pre-Inspection
2. Vehicle Inspection
3. Vehicle CPO Review and Authorization
4. Customer Delivery Acceptance



eCPO Process Flow

Step 1: Vehicle Pre-Inspection

Access Level: Managers and Technicians

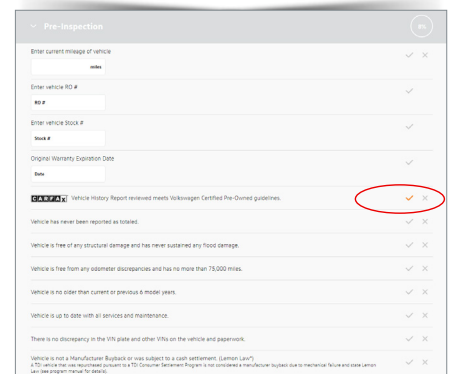
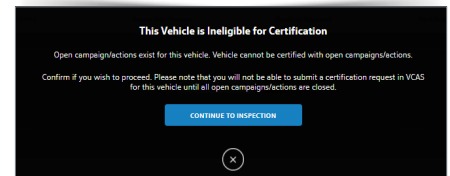
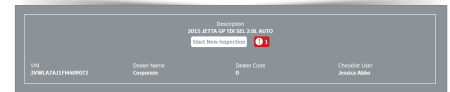
Once the VIN is entered and accepted, the VIN report card will populate with the vehicle's information. If there is a red exclamation point within the report card, this indicates that there is at least one outstanding recall or service campaign that must be completed in order for the vehicle to be certified

Note: You may continue with the inspection and complete the campaign later, but the campaign must be closed before entering into VCAS

Process:

- ▶ Check to make sure that the CarFax line item is populated based off the CarFax Pass/Fail data service (similar to VCAS). If the "X" is automatically selected, the vehicle is not eligible for CPO certification
- ▶ If the CarFax line item has passed, please proceed with the remaining pre-inspection checklist items. If any item does not meet CPO standards, the vehicle will not be eligible for CPO certification
- ▶ Every line item must be checked in order to complete the inspection
- ▶ Once finished, please select **SUBMIT VEHICLE PRE-INSPECTION** to move forward

For more information, please watch the [Vehicle Pre-Inspection](#) video found on the eCPO Product Page

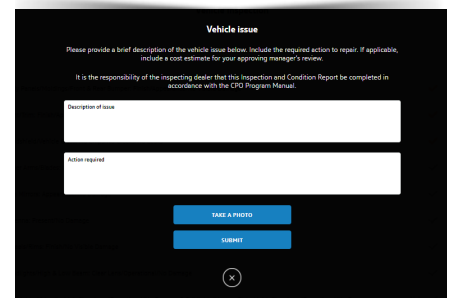
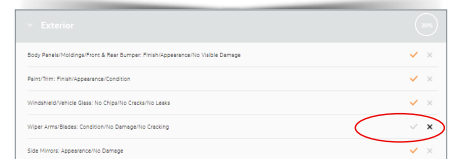


Step 2: Vehicle Inspection

Access Level: Managers and Technicians

Process:

- ▶ The checklist is broken down into 5 or 6 subsections depending on if the vehicle is a Hybrid/EV
- ▶ The sections can be completed in any order
- ▶ Every line item must be checked in order to complete the inspection
- ▶ If issues are discovered during the inspection, please select the "X" for that specific line item
 - Enter a description of the concern
 - You may document the issue with a photograph
 - Enter the recommended repair



eCPO Process Flow

- ▶ Select **N/A** if the line item does not apply to the vehicle
- ▶ Dropdown line items are available (e.g., brake pad thickness, tire tread depth)
- ▶ Once all sections are finished, select **SUBMIT VEHICLE INSPECTION** to save the form for review
- ▶ Click on **SEND APPROVAL REQUEST** which is located at the top of the form
 - Select whether you want to send the request via email or phone number (pre-populated from the Settings section)
- ▶ If this information is not pre-populated, enter any necessary email addresses or phone numbers and select **SUBMIT** to send for management approval
 - You cannot edit the form once it has been submitted. However, you can view in read-only mode
- ▶ Go back into Step 2 to view or send a draft PDF inspection form to your management

For more information, please watch the [Vehicle Inspection](#) video found on the eCPO Product Page

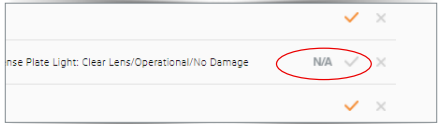
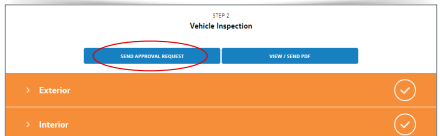
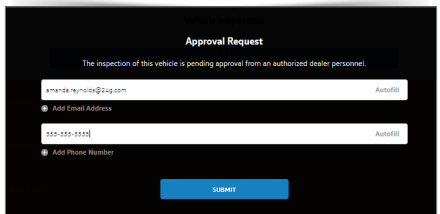
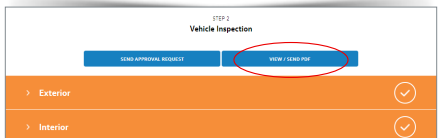
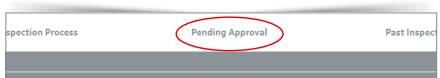
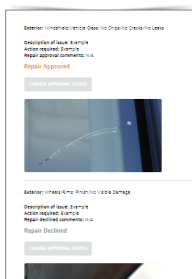
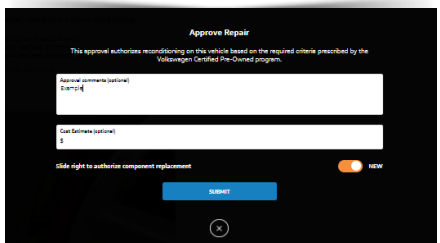
Step 3: Vehicle CPO Review and Authorization

Access Level: Managers

Process:

- ▶ Manager will receive an email and/or text to review and approve the inspection
- ▶ Saved and unapproved forms are found in the **Pending Approval** tab
- ▶ Any noted issues, repairs, or reconditioning recommendations will be displayed
- ▶ Each noted issue must be approved or declined individually
- ▶ Individual comments and estimated repair amounts may be entered upon selecting **APPROVE** or **DECLINE** – however, this is optional. Comments can be seen by the Technician
- ▶ In the comment section, the orange slider button allows you to authorize new replacement part components (e.g. tires)
- ▶ Once all items have been reviewed and approved/declined for repair, please select to approve or decline the entire vehicle for CPO Reconditioning
- ▶ Select **SUBMIT VEHICLE CPO REVIEW AND AUTHORIZATION** button
 - You cannot edit the form once it has been submitted for approval. However, you can view at any time in read-only mode
- ▶ Enter in the dealer code to complete Step 3

For more information, please watch the [Review and Authorization](#) video found on the eCPO Product Page

eCPO Process Flow

Step 4: Vehicle CPO Review and Authorization

Access Level: Managers and Sales Consultants

Process:

- ▶ The **Customer Acknowledgment** section should be read to or by the customer
 - Let the customer select the checkmark if they agree with the statements
- ▶ The **Customer Acceptance** section ensures that the customer understands the benefits of buying a Certified Pre-Owned Vehicle and that they have received a copy of the CPO Warranty Manual
 - Let the customer select the checkmark if they agree with the statements
- ▶ For TDI vehicles, the customer **must** initial next to TDI specific questions, to verify they are aware of purchasing a TDI vehicle with an Approved Emissions Modification (AEM).
 - Let the customer select the checkmark if they agree with the statements
- ▶ The Sales Consultant must ask the customer to sign their name after these acknowledgments

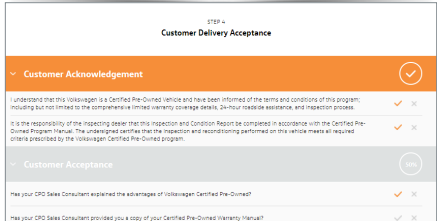
Note: The signature will populate on the final CPO inspection and condition report

- You may upload any other important documents (e.g., repair order, business card)
- These items will be included as attachments in the Customer Delivery Email
- ▶ You have the ability to take a photo of the customer with their vehicle if they desire
 - This will be included in the Customer Delivery Email
- ▶ The customer should enter in their name and email address
- ▶ Select **SUBMIT CUSTOMER DELIVERY ACCEPTANCE** button
 - You cannot edit the form once it has been submitted; however, you can view in read-only mode
- ▶ Select **SEND CUSTOMER EMAIL** button
- ▶ If you need to send the Inspection checklist to anyone, re-enter Step 4 and select **VIEW/SEND PDF**

All inspections will be saved in the **Past Inspections** tab

- ▶ You have the ability to search for a VIN using the search function
 - Search by VIN, model, mileage, model year, or any other information populated from the VIN report card

For more information, please watch the [Customer Delivery](#) video found on the eCPO Product Page



STEP 4
Customer Delivery Acceptance

Customer Acknowledgment

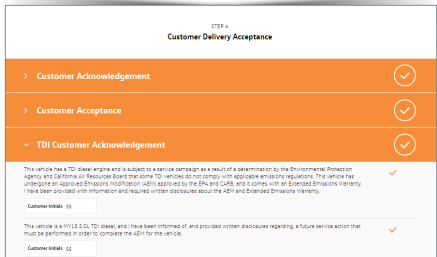
I understand that this Volkswagen is a Certified Pre-Owned vehicle and has been informed of the terms and conditions of this program, including but not limited to the comprehensive limited warranty coverage details, 24-hour roadside assistance, and inspection process.

It is the responsibility of the inspecting dealer that this inspection and Condition Report be completed in accordance with the Certified Pre-Owned Program Manual. The undersigned certifies that the inspection and reconditioning performed on this vehicle meets all required criteria prescribed by the Volkswagen Certified Pre-Owned program.

Customer Acceptance

Has your CPO Sales Consultant explained the advantages of Volkswagen Certified Pre-Owned?

Has your CPO Sales Consultant provided you a copy of your Certified Pre-Owned Warranty Manual?



STEP 4
Customer Delivery Acceptance

Customer Acknowledgment

Customer Acceptance

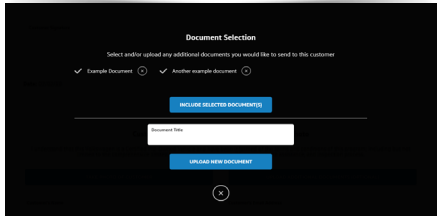
TDI Customer Acknowledgment

This vehicle has a TDI diesel engine and is subject to a service suspension as a result of a determination by the Environmental Protection Agency and California Air Resources Board that some TDI vehicles do not comply with applicable emissions regulations. This vehicle has undergone an approved Emissions Modification (AEM) approved by the EPA and CARB, and comes with an Extended Emissions Warranty. This AEM has been provided with information and required written disclosures about the AEM and Extended Emissions Warranty.

Customer Initial:

This vehicle is a 1913.23 TDI Diesel and has been informed of and provided written disclosures regarding a future service action that must be performed in order to complete the AEM for the vehicle.

Customer Initial:



Document Selection

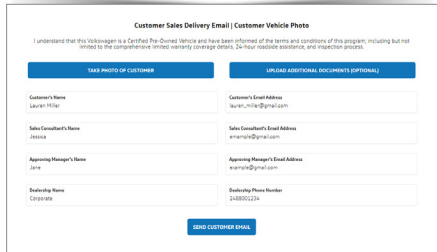
Select and/or upload any additional documents you would like to send to the customer

Complete Document Another example document

SECURE UPLOAD DOCUMENTS

Document File:

UPLOAD NEW DOCUMENT



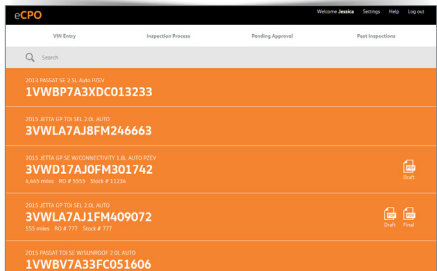
Customer Sales Delivery Email | Customer Vehicle Photo

I understand that this Volkswagen is a Certified Pre-Owned vehicle and has been informed of the terms and conditions of this program, including but not limited to the comprehensive limited warranty coverage details, 24-hour roadside assistance, and inspection process.

SEND PRINT OF CUSTOMER UPLOAD ADDITIONAL DOCUMENTS (OPTIONAL)

Customer's Name Laura Miller	Customer's Email Address laura_miller@gmail.com
Sales Consultant's Name Jennifer	Sales Consultant's Email Address jennifer@gmail.com
Approving Manager's Name John	Approving Manager's Email Address john@gmail.com
Business Name Company	Business Phone Number (800)555-1234

SEND CUSTOMER EMAIL



eCPO

Home Inspections Past Inspections

SEARCH

2013 FORD F-150 XL 4WD SUV
1VWBP7A3XDC013233

2013 FORD F-150 XL 4WD SUV
3VWLA7AJ8FM246663

2013 FORD F-150 XLT 4WD SUV
3VWD17AJ0FM301742

2013 FORD F-150 XLT 4WD SUV
3VWLA7AJ1PM409072

2013 FORD F-150 XLT 4WD SUV
1VWV7A33FC051606

eCPO Process Flow

Extra Support/Training

- ▶ An FAQ document is available in the **HELP** button within the tool
- ▶ Training videos are available on the eCPO Product Page: <http://vwcpo-resources.track360.com/ecpo.php>
- ▶ Contact the eCPO support desk at: vwecpo@track360.com or contact the Support Team directly at: [855-734-8722](tel:855-734-8722) extension 709

Monitor your inboxes for email announcements, upcoming webinars, and program enhancements

