



Fleet Advantage

VIN _____

MODEL _____

COLOR _____

FMC/FLEET ACCOUNT _____

TFA PROFESSIONAL _____

TFA Process Checklist

1 | RECEIVE

- Incoming Delivery Schedule Confirmed (check FTC and/or Dealer Daily)
- Selling Dealer and/or FMC Identified (via VIN on FTC or Dealer Daily)
- FMC or Fleet Account Preferred Contact Method Determined
- Is Title & Registration Completed By Dealer? ____
- MSO and Other Applicable Documents Located and Filed in Deal Jacket
- Vehicle Marked as Fleet Upon Arrival
- Proper Vehicle Inspection Upon Arrival Confirmed
 - ▶ Claim for Any Damage Submitted and Repairs Scheduled
- Checklist Attached to Deal Jacket
- Accessories Checked and Finalized

2 | PREPARE

- PDS/Fueling Required? _____
- PDS Scheduled (if applicable)
- PDS Complete (if applicable)
- Vehicle Fueled (if applicable)
- Title and Registration Completed (if applicable)
- Vehicle Plated
- Delivery Scheduled. Note the Following:
 - ▶ Delivery Date/Time
 - ▶ Vehicle Features to Cover
 - ▶ Driver Turning in a Vehicle?
 - ▶ Requested Accessories

3 | DELIVER

- Delivery and Walk Around Completed
 - ▶ Date: _____
- Offered to Assist Setting Up Audio Multimedia/Connected Devices
- Informed Driver about Included ToyotaCare Services
- Introduced Driver to Service Department
 - ▶ First ToyotaCare Appointment (if scheduled)

4 | CLOSE

- Thanked Driver
- Asked about Referrals from Family & Friends
- Delivery Registered in Toyota Engage Hub (toyotaengagehub.com)
- Confirmed Storage Procedure of Turned-In Vehicle (if applicable)
- Turned-In Vehicle Appraised
- Offer Sent to FMC/Owner (if applicable)
- Disposition of Turned-In Vehicle Completed

Include this completed form in deal jacket.