

6 REAL CASE STUDIES

showing how Dealer Pay's solutions solved actual problems and made significant improvements.

CHALLENGE:

Nightmare reporting, difficult and time-consuming reconciliation.



The Frank Leta Auto Group has Honda and Acura franchises along with a pre-owned store in both St. Louis and Springfield Missouri. This group had been using one processing company after another, with poor support, antiquated technology and unorganized transactions in each department. After they added Dealer Pay's POS for both card and Check/ACH, they have everything payments in one system. With local support, we help them with contactless, text/email payment requests, manage transactions and increase security and best practices in each department. Michael and Steve Brown are very happy with Dealer Pay's services, even with some added features to include Charity Round-UP!

DEALER PAY WIN!

All transactions are accounted for by user, department and RO#, bank and DMS reconciliation are a breeze!

CHALLENGE:

High rates/fees, no local representation, limited functionality, inadequate security.



Ritchey Cadillac Buick GMC in Daytona Beach FL also has 2 Subaru stores in Daytona and Melbourne FL. All 3 stores love the cost savings and transparency when it comes to pricing and fees. They really like that we have "behind the scenes" functionality and requirements to help reduce interchange rates on card not-present and corporate card transactions and can provide them best practices to reduce fraud and increase customer satisfaction. As a direct request from Ted Serbosek, owner/general manager, we also added IP filtering to further increase security across their stores.

DEALER PAY WIN!

Major monthly fee savings, in-person installation and training, customer security setup and mobile-friendly hardware options.

CHALLENGE:

Poor support/provider relationship, no options to accept payments outside the dealership



David Hobbs Honda, located in Glendale WI, had several issues with outdated technology and could not offer a contactless solution to their customers. They love both the terminal contactless feature, as well as send payment request, for text and email payment links. Office Manager, Julie Zykowski loves that they can track payment history for repeat customers and have just one deposit for all departments, including American Express, with easy to read reporting for reconciliation. Not to mention a savings for one store in the amounts of \$25,000!

DEALER PAY WIN!

Implementation was fast, on a user-friendly platform, with upfront pricing, easy-to-read statements and ongoing support!

CHALLENGE:

Slow transactions, unorganized billing and support, out-of-date hardware.



Dave Wright Nissan/Subaru, in Hiawatha, IA, was ready for an upgrade. This dealer group, which also has Buick/GM and Chrysler Dodge Jeep store in Marshalltown, was in dire need of an upgrade. They had in addition to their retail processing accounts, several eCommerce merchant accounts that set up incorrectly and overcharging. Additionally, since Dave Wright is on the board of IADA, he wanted to make sure the company the state was endorsing, truly met his standards and he was pleasantly surprised in the positive impact on both his staff and customers alike!

DEALER PAY WIN!

Convenient use for each department, organization, fast transaction speeds, and a reliable POS system.

CHALLENGE:

High rates and fees, compromised customer satisfaction.



Suntrup Automotive has six franchises in the St. Louis area: Hyundai, Nissan, VW, Kia, BMW and Genesis. They were not only paying their "trusted bank" increasing rates and fees, but they did not have a compliant solution to help with POS customer satisfaction. They have since greatly improved their CSI scores by offering several more ways to pay that are faster and more secure. A centralized accounting office is able to balance each store, each day. They are also now fully PCI compliant and have fewer chargebacks and are soon adding Pay Share to increase margins in both sales and fixed operations.

DEALER PAY WIN!

Huge cost savings and improved dealer-specific functionality, drastically increased customer satisfaction!

CHALLENGE:

Outdated system, no contactless payments or other integrations.



Bale Chevrolet, a high volume dealer in Little Rock AR, was a referral from a 20 group. They were about to sign with another provider before they realized our dealer-specific features and functions. They were impressed with how fast things worked and our knowledge in the industry to best accept payments, both inside and out. They had interest in integrating with other service lane technologies, while keeping consolidated reporting. Scott Bossier, their corporate controller was grateful for our ability to do most all of the work for him, through enrollment, onboarding, installation and training.

DEALER PAY WIN!

POS and terminal upgrade, mobile wallet options and more efficient operations, with options for 3rd party integrations.

We ♥ Dealers!



"We are advocates for dealers and recommended in the industry, Contact us today, for a no-obligation, cost & service analysis." - Julie Douglas, President

Check us out at dealer-pay.com
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