

4 key considerations about courtesy delivery

Fleet managers and drivers alike experience challenges when it comes to courtesy delivery. It's hard not to ask the question, "Why is it taking so long to get a new vehicle?" We explain some common occurrences with this process below.

1 Fleet is not like retail

According to Automotive Fleet data, fleet vehicle sales have increased 10.9 percent for the first half of 2016. Dealerships around the country are facing the fact that fleet is demanding more attention than ever, virtually creating a need for a separate, distinct department.

At most dealerships, there is only one person in charge of courtesy delivery for fleets. If this person is out, it is unlikely anyone else can fill in.

2 The vehicle is being built from scratch

Keep in mind that when you place an order for a new car, the manufacturer will literally build a vehicle, from scratch, for your business needs.

The order is not going to the dealership around the corner. The car needs to be built at the factory, shipped and undergo several inspections once it gets to the dealer lot.

3 Pre-delivery inspections may delay the process

All vehicles, whether retail or fleet, will first have a pre-delivery inspection. This is a 200-point checklist to ensure the vehicle is working properly, has all the proper fluids and is safe to drive. Then, depending on the state, additional checks, such as safety or smog inspections may be required.

4 Some factors are outside your control

There is the inevitable. Those things outside you or your driver's control, like damage to the vehicle by acts of nature or transport before it gets to the lot. Hail damage is especially common. And these things will lengthen the process.



Questions? Call your LeasePlan account manager at 855-588-3677.

