

Tablet Program FAQs

Q: What is the expected order to delivery time?

A: Typically, Dealers should receive their orders within 2 weeks (10 business days)

Q: Can individual Sales Consultants order tablets through this program?

A: No. They must be ordered by the dealership, with the dealership being the holder of the order.

Q: Are devices required to be leased through iShowroom/Bizco to use iShowroom?

A: No, dealers can get their own ipads through their own channels.

Q: Most dealers have Dealer Management Systems (DMS) that they use to operate their business, i.e. CDK. These DMS providers often have a tablet supported application. Can the iPad lessee add apps to the iPad we ship? If yes, this will be a big selling point for dealers. If they can access iShowroom and their own DMS system, it's a no brainer for a dealer.

A: If the dealer orders a tablet without the Device Management option, the tablets will be fully "unlocked" meaning the dealer can install virtually any app they wish. If they choose the Device Management option, the standard iShowroom app will appear, and they can simply contact the BizCo help desk, and BizCo can allow any application they wish to be installed.

Q: What are the specifications of the iPad?

A: It is a 64GB tablet. MSRP is with the case is \$499

Q: Can we get additional information on the AppleCare coverage? I expect it covers a broken screen, but what if the tablet is lost or stolen?

A: Optionally, for a charge of \$7 per month, a Protection plan is available. It includes two components: AppleCare+ and BizCare+. AppleCare+ will cover damage to the tablet (subject to AppleCare+ T&C). Loss or theft will be covered by BizCare+, which is provided by Bizco.

Q: Do we have any tablet specific training courses available in PI?

A: Yes, there is training on iShowroom that is part of certification for Sales, and there are How-To videos on VideoCentral within the Learning Center.

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Q: What does the optional Device Management/Helpdesk support consist of?

A: This is technical support for the device itself. If the dealer selects this option, iShowroom will be installed prior to shipment. Also, if they're having trouble with the device, or having trouble with how iShowroom is working on the device, they can call BizCo at the 800# and get technical support. If the dealer doesn't select this option, they must install iShowroom following the simple instructions included with the iPad. Many dealers have their own technical support personnel to handle these issues.

Q: Is there a deductible with the optional \$7 Protection Plan? When you go to the Apple Support page from the form it talks about there being a service fee as well.

A: For Loss or Theft, there is no deductible, however, a police report is required. For damage, that is covered under AppleCare, and the deductible is per the AppleCare agreement, and the current deductible is \$49, and there is a limit of 2 incidences in a 24 month period.

Q: What is the optional Cellular Service, and why would I need it?

A: iShowroom requires a connection to the internet. The iPad can connect to the internet in a couple ways: 1. Via the iPad's integrated wi-fi connected to the dealer's wi-fi system. If the dealer's wi-fi system is sufficient, they can connect to the internet this way with no need for a cellular connection. 2. Via a cellular connection. The iPads come with a cellular modem installed, but the cellular service is not included. If the dealer's wi-fi system is not robust enough to make a reliable connection (especially on the lot, for instance), they can opt for a data plan for the iPad for more solid connection.

Q: Is this program run on an app available through Apple?

A: It is not through the Apple store, it is downloaded via a separate url. Instructions are sent in an email when you order your iPads. It is a very simple download and install process.

Q: Is there a DMS integration piece?

A: The integration that exists with iShowroom is a one-way integration, where if users enter customer information (name, email, phone, etc.), iShowroom can add this prospect to the CRM system. You cannot access the DMS or CRM systems with iShowroom. Due to the number of DMS and CRM systems that exist, it would be cost-prohibitive to integrate all of them.

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Q: If a dealer wanted to order some tablets with and some without the unlimited data, are they able to do that on the same order form somehow, or should we have them fill out two separate orders?

A: Have them do 2 separate orders. Regardless, dealers will get a call from Bizco to confirm their order(s).

Q: Is there an option to get accessories, specifically the keyboard, with the order or would they need to do that on their own?

A: Unfortunately, there is no lease program for accessories. The only accessory is the case, which they all come with. The dealer would have to invest in the accessories on their own.

Q: Is there a demo somewhere where dealers can view the features "in action"?

A: Yes, there are tutorial vids on Video Central:

<https://cms.chrysler.fcaperformanceinstitute.com/videocentral>

Q: What is the replacement cost of a lost or stolen iPad if the dealer does not purchase the additional insurance?

A: \$459

Q: Is there a predetermined buy-out offer at the end of the lease of the iPads?

A: The buyout amount is not predetermined, it is determined at the end of the lease due to the fact that as an electronic device, it's dependent upon the market value at the time the lease is up. If it helps at all, the iPads that are coming off lease right now are being offered to dealers for \$100.

Q: Is this program run on an app available through Apple?

A: It is not through the Apple store, it is downloaded via a separate URL. Instructions are available from Performance Institute.