MILEONE QUICK START PROMOTIONS

JANUARY 2017











JOB STARTER INFORMATION

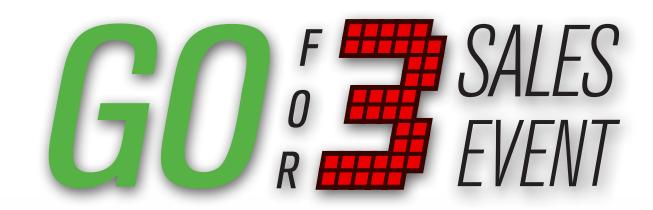
Please include this necessary information in all job starters



JOB SUBMITTED BY: RMM 3/3/3 QUICKSTRIKE CAMPAIGN

DATE: XX/XX/XXXX
RMM APPROVAL:
DIVISION APPROVAL:

- 1. High level description of the project The 3/3/3 Campaign is a "quick strike" campaign to be used at any time and for any store when they need to boost numbers during the month. The 3/3/3 Campaign symbolizes 3 days/3 models/payments under \$300. In this particular case we are using Herb Gordon Nissan and focusing on the Altima, Rogue, and Sentra as the main models and for the high lines it could be 5/5/5.
- 2. What are we trying to accomplish? (What is the challenge or problem that must be solved?) Trying to create a sense of urgency in a very short window. We want to let customers know about vehicles that are being featured for a limited time only (3 days) under \$300. We would like to try to incorporate some sort of live ticking clock to show the real time of how much time they have left during the sale.
- 3. Ideal target audience(s) (ie. prospect, customers who bought in the last 3 years, special financing, etc.)
 Prospects and current customers
 Adults: 25-54 who are ready to buy. They simply need a reason to be pushed over the edge.
- 4. What do we want the audience to do? What is the CTA? (ie. go online, visit dealership, look at specific model, etc.) We want the audience to go to the website to view the specific models that will be featured and call to make an appointment. The prices and vehicles from the email should be clear and concise and stand out.
- 5. What's the SINGLE most important message we need to communicate? (If you could only say one thing...) 3/3/3: 3 days/3 models/less than \$300 per month!!!
- **6. Support points** (How does this help main message? Please prioritize) **Feature the 3 vehicles that we are going to promote.**
- 7. Who are the main competitors? What are they doing? (ie. enticing offers, giveaways etc.) They will be running their standard month long promotions.
- 8. How will we evaluate our success? (ie. leads, sales, foot traffic, clicks) email open rate, clicks on website, # of incremental leads generated by the promotion.
- 9. Specific deliverables (What are we producing? What is TBC producing?) Email, Flash Frame, New Car Specials Page, Website Pop-Up and a Facebook feature.



GO F







GO FOR 3 // EXTERIOR POLE BANNERS











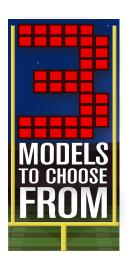












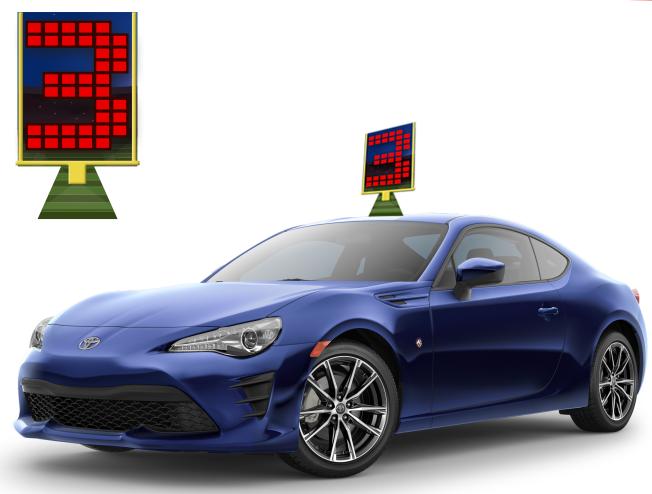






GO FOR 3 // VEHICLE TOPPERS





GO FOR 3 // BUTTONS AND TIE





GO FOR 3 // DEALERSHIP INTERACTIVE GAME





GO F SALES EVENT

CORNHOLE FIELDGOAL!

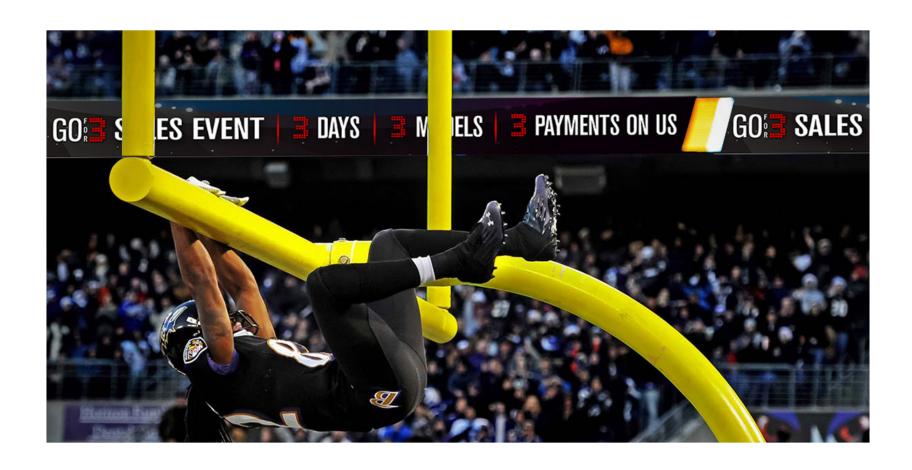
You get 3 tries to land a corn bag on the board to receive a discount on your next service!

YOU COULD SCORE UP TO 15% OFF YOUR NEXT 3 SERVICES

- Discounts equal the area in which the bag lands.
- If a bag is touching two areas, you recieve the larger discount!
- Land more than one bag and recieve that discount on your next service.
- Land all 3 and receive the largest discount scored on your next 3 services!







GO FOR 3 // EMAIL





JOB STARTER INFORMATION

Please include this necessary information in all job starters



JOB SUBMITTED BY: RMM

DATE: XX/XX/XXXX
RMM APPROVAL:
DIVISION APPROVAL:

- 1. High level description of the project The "Second Chance" promotion is a "quick strike" campaign to be used at any time and for any store when they need to bump up their numbers in service by offering a "second chance" to customers who have declined a service. When a customer comes in for service, there are times when the service advisor will recommend additional services that the customer can opt not to do. They will now be able to receive the service they declined at a discounted price for a very limited time.
- 2. What are we trying to accomplish? (What is the challenge or problem that must be solved?) The goal is to get the customers who declined a service to get the service completed as a result of a special offer personalized for them.
- **3. Ideal target audience(s)** (ie. prospect, customers who bought in the last 3 years, special financing, etc.) **Customers who have declined a service (assume in the last 90 days).**
- 4. What do we want the audience to do? What is the CTA? (ie. go online, visit dealership, look at specific model, etc.) We want the audience to schedule a service appointment for one of the service and/or services that they declined.
- 5. What's the SINGLE most important message we need to communicate? (If you could only say one thing...) We really want to entice the customer to schedule an appointment for whatever service(s) they had declined. So, the message must be clear and engaging to show that the service they declined is important and a great value, but for a very limited time.
- 6. Support points (How does this help main message? Please prioritize) Will be specific in the final word doc.
- 7. Who are the main competitors? What are they doing? (ie. enticing offers, giveaways etc.) Email and direct mail coupon offers designed to get the customers in the door for a regular visit.
- 8. How will we evaluate our success? (ie. leads, sales, foot traffic, clicks) email open rate, RO response from customers on declined op code list, # of calls from specific tracking phone number, incremental lift in declined service scheduled appointments
- 9. Specific deliverables (What are we producing? What is TBC producing?) Email, customer declined service videos to accompany email, videos are already produced by OEMs and vendors that are already available to dealers
- 10. Mandatories (Include specific disclaimers, URLs, phone numbers and addresses. If a logo must be used for an event,

QUICK START PROMOTION // SECOND CHANCE



AT HERITAGE AUTOMOTIVE

SECOND CHANCE // LETTER AND EMAIL





6324 Baltimore National Pike Catonsville, MD 21228

XXX XXX XXXX HeritageToyotaCatonsville.com

Dear <Customer First Name>,

Thank you for trusting us to take care of your most recent Honda service needs. For your car's health and the safety of you and your passengers, I'd like to get you back in here soon to have the additional services we recommended taken care of and get your Toyota On Track!

We'd like to offer you up to 30% off the <service type> service that was recommended for your <Vehicle Year> Toyota <Vehicle Model>. Plus, 10% off your next Oil and filter change.

If you would like to discuss this service in more detail with myself or your service advisor, <Service Advisor Name>, please feel free to contact us at xxx-xxxx.

Ron Filling

Ron Filling Service & Parts Director Heritage Toyota Catonsville



ON TRACK Keep your Toyota running

RECOMMENDED SERVICES
BY 1/30/17 AND RECEIVE SCHEDULE ADDITIONAL BY 1/30/17 AND RECEIVE

SCHEDULE ADDITIONAL

RECOMMENDED SERVICES
BY 2/30/17 AND RECEIVE

20% OFF

6324 Baltimore National Pike • Catonsville • HeritageToyotaCatonsville.com



Heritage Toyota Catons ville.com



RECOMMENDED SERVICES DISCOUNTS FOR YOUR TOYOTA



Keep your Toyota running

SECOND CHANCE // REMINDER TEXT



Reminder text from service advisor offering to extend offer for declined recommented services.

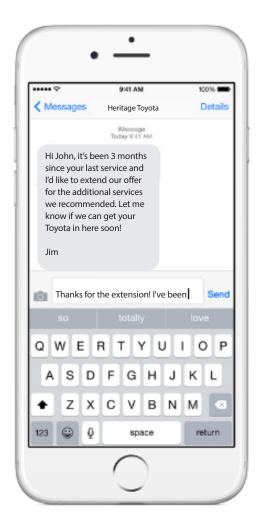
Example A

Hi John, it's been 3 months since your last service and I'd like to extend our offer for the additional services we recommended. Let me know if we can get your Toyota in here soon!

Jim

Example B

John, it's Jim at Heritage Toyota. Just wanted to remind you of our additional services discounts. It's been three months since we made our recommendation and we'd like to extend our discount to you a little longer. Please call to schedule an appointment so you don't miss out on this great offer!



SECOND CHANCE // DID YOU KNOW? CARD



Copy:

Have you declined recommended services within the last 6 months?

We know it's not always the best time to do some of the necessary services your vehicle needs to keep it running smoothly, but we are concerned about you and your safety while driving. Ask about our special discounts for declined services.

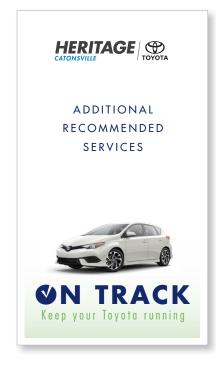
Infographic or list of consequences of not servicing your car regularly.

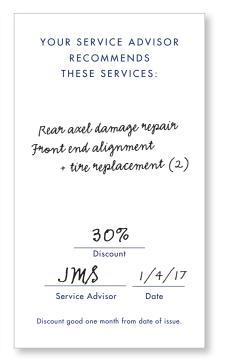




SECOND CHANCE // VOUCHER/PRINTED COME BACK CARD







SECOND CHANCE // BUTTON AND RO STICKER





Ask us how to SAVE up to

30%

WHEN YOU SCHEDULE
ADDITIONAL
RECOMMENDED
SERVICES

ON TRACK

Keep your Toyota running

JOB STARTER INFORMATION

Please include this necessary information in all job starters



JOB SUBMITTED BY: RMM

DATE: XX/XX/XXXX
RMM APPROVAL:
DIVISION APPROVAL:

- 1. High level description of the project The Red Dot promotion is a "quick strike" campaign to be used at any time and for any store when they need to move specific models or aged inventory. The red dots symbolize marked down prices, but only for vehicles marked by the red dot.
- 2. What are we trying to accomplish? (What is the challenge or problem that must be solved?) We are trying to push specific models or aged inventory in order to boost numbers for the month. The specific vehicles to be promoted would be determined by the store.
- 3. Ideal target audience(s) (ie. prospect, customers who bought in the last 3 years, special financing, etc.) Active & Inactive customers, and prospects. Adults: 25-54 who are ready to buy. They simply need a reason to be pushed over the edge.
- 4. What do we want the audience to do? What is the CTA? (ie. go online, visit dealership, look at specific model, etc.) We want the audience to go to the website to view the "red dot" vehicles and generate a lead or make an appointment to visit the dealership.
- 5. What's the SINGLE most important message we need to communicate? (If you could only say one thing...) We really want to emphasize to the customer that the red dot marked vehicles are at a terrific price, but for an extremely limited time (probably 24-72 hours).
- 6. Support points (How does this help main message? Please prioritize) Will be included in the word doc that lists all of the details and offers.
- 7. Who are the main competitors? What are they doing? (ie. enticing offers, giveaways etc.) Their standard monthly themes.
- 8. How will we evaluate our success? (ie. leads, sales, foot traffic, clicks) email open rate, clicks on website, # of appointments set and # of incremental leads generated during the promotional period.
- 9. Specific deliverables (What are we producing? What is TBC producing?) Email, Flash Frame, Website Pop-Up, Cling ons, and facebook post [Dealer.com will filter inventory on website, and RMC will post on FB].
- 10. Mandatories (Include specific disclaimers, URLs, phone numbers and addresses. If a logo must be used for an event,

QUICK START PROMOTION // RED DOT



RED DOT // EMAIL HEADER AND BUTTON

Header: 48 Hour Red Dot Sales Event

Headline: 48 Hours to Save Big!

Subhead: Every vehicle marked with a Red Dot is priced to sell!

Save thousands on already discounted models!

Visual: Show several vehicles in pods with red dots and

reduced prices

Button: View Red Dot Inventory





Email Header









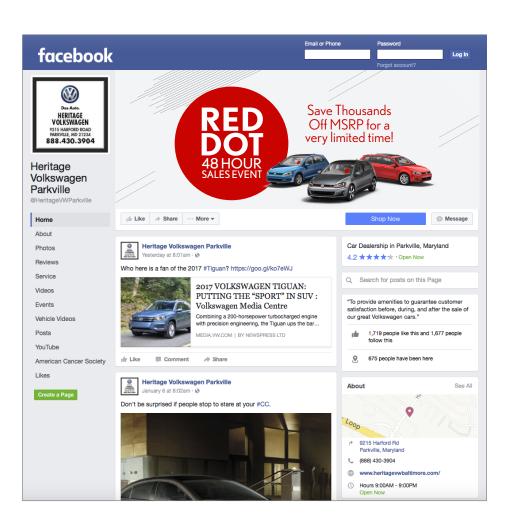


RED DOT // WEBSITE POP-UP



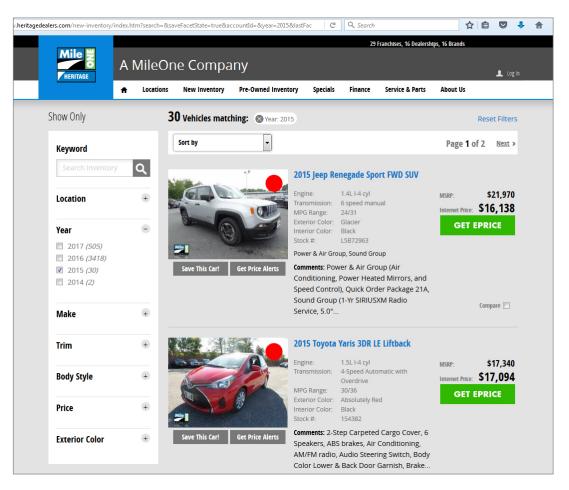


RED DOT // FACEBOOK



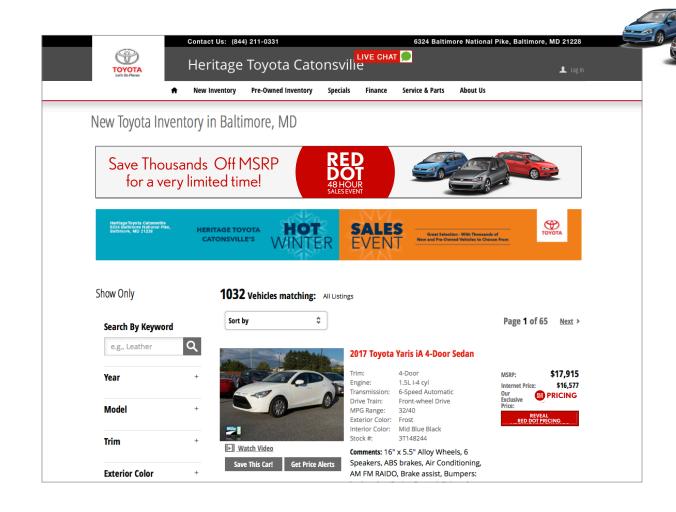


RED DOT // FILTERED INVENTORY



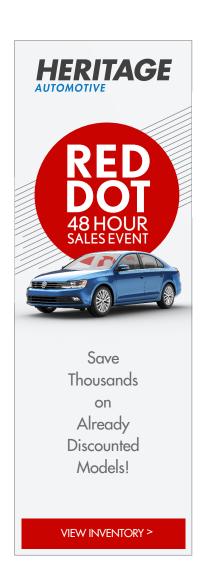


RED DOT // WEBSITE BANNER AND PRICING



RED DOT // WEBSITE DISPLAY BANNERS











RED DOT // GIVE-A-AWAYS









RED DOT // STORE INTERIOR MERCHANDISING



RED DOT // STORE EXTERIOR MERCHANDISING



RED DOT // ROOF TOPPERS AND VINYL BANNER



RED DOT // SCRATCH-OFF CARDS





RED DOT // BUS SHELTER ADVERTISING





RED DOT // SERVICE SPECIAL SPINNER

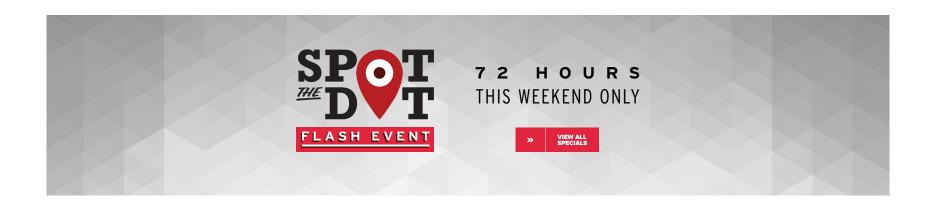






SPOT THE DOT // FLASH FRAME





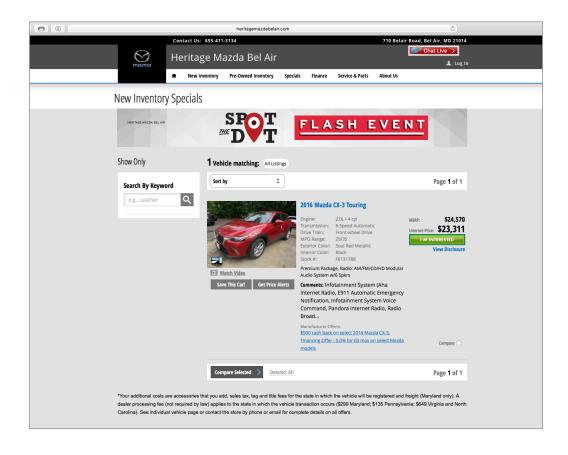
SPOT THE DOT // FACEBOOK





SPOT THE DOT // BANNER





SPOT THE DOT // EMAIL





SPOT THE DOT // BUTTON AND RO STICKER







SPOT THE DOT // STORE INTERIOR MERCHANDISING





SPOT THE DOT // BANNER











SPOT THE DOT // SERVICE SPINNER





SPOT THE DOT // GIFT CARDS







JOB STARTER INFORMATION

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JOB SUBMITTED BY: RMM

DATE: XX/XX/XXXX
RMM APPROVAL:
DIVISION APPROVAL:

1. High level description of the project Create a "quick strike" campaign to be used at any time and for any store when they need to create a sense of urgency or excitement to motivate people to come in and buy now. Main goal: generate leads, move inventory, specifically SUV/TRUCKS.

The focus is for winter and the idea that "Falling Temperatures Mean Falling Prices"!

- 2. What are we trying to accomplish? (What is the challenge or problem that must be solved?) When the weather gets cold, consumers tend to avoid going outside and as a result, shopping for vehicles. We are offering an added incentive/reason tied to falling temperatures for prospects to come out and buy, despite the cold weather.
- 3. Ideal target audience(s) (ie. prospect, customers who bought in the last 3 years, special financing, etc.) Active & Inactive customers, and prospects.

Adults: 25-54 who are ready to buy. They simply need a reason to be pushed over the edge.

- **4. What do we want the audience to do?** What is the CTA? (ie. go online, visit dealership, look at specific model, etc.) **We want to encourage the consumer to go to the website and fill out a lead form!**
- 5. What's the SINGLE most important message we need to communicate? (If you could only say one thing...) When the temperature drops, so do our prices! Every degree below a specific designated temperature you'll save an additional \$X off all SUV/TRUCKS. Promotion available for an extremely limited time (probably 24-72 hours).
- 6. Support points (How does this help main message? Please prioritize) For example, for every degree under Freezing (32 degrees) as of noon 1/21, we will give you (the prospect) \$100. So if the temperature at noon is 27 degrees, we will give an additional \$500 off the new vehicle of their choice for 48 hours.
- 7. Who are the main competitors? What are they doing? (ie. enticing offers, giveaways etc.) They will continue with their typical monthly promotions.
- 8. How will we evaluate our success? (ie. leads, sales, foot traffic, clicks) email open rate, clicks on website, # of appointments set and incremental leads.
- 9. Specific deliverables (What are we producing? What is TBC producing?) Email, Flash Frame, Website Pop-Up, POS Thermometer, and RMC will post on FB.

QUICK START PROMOTION // X MARKS THE TRUCK SALE



X MARKS THE TRUCK // POSTER





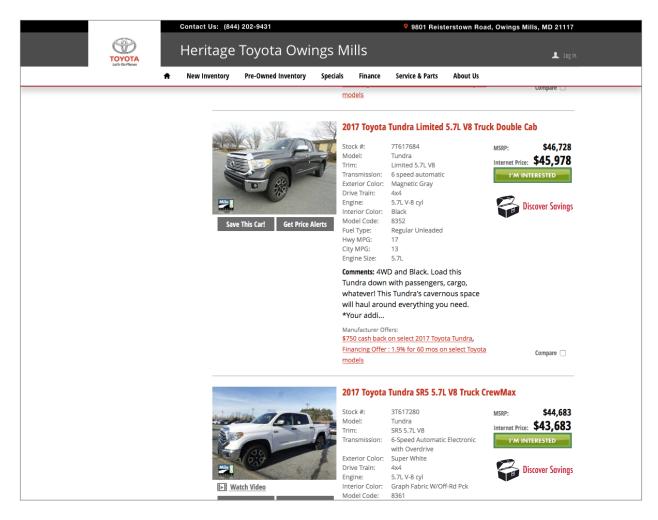
X MARKS THE TRUCK // FLASH FRAME





X MARKS THE TRUCK // WEBSITE PRICING

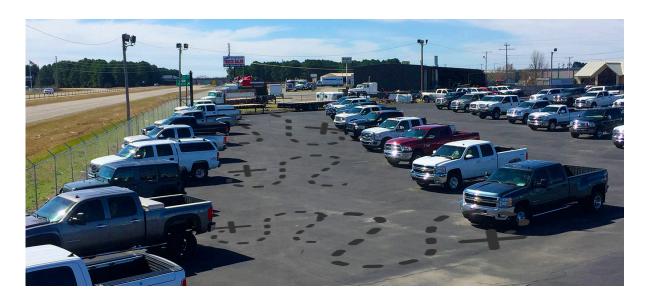




X MARKS THE TRUCK // VINYL LOT PATH







X MARKS THE TRUCK // TRUCK FLAG



X MARKS THE TRUCK // TRUCK BED SIGN











X MARKS THE TRUCK // STORE EXTERIOR BANNERS



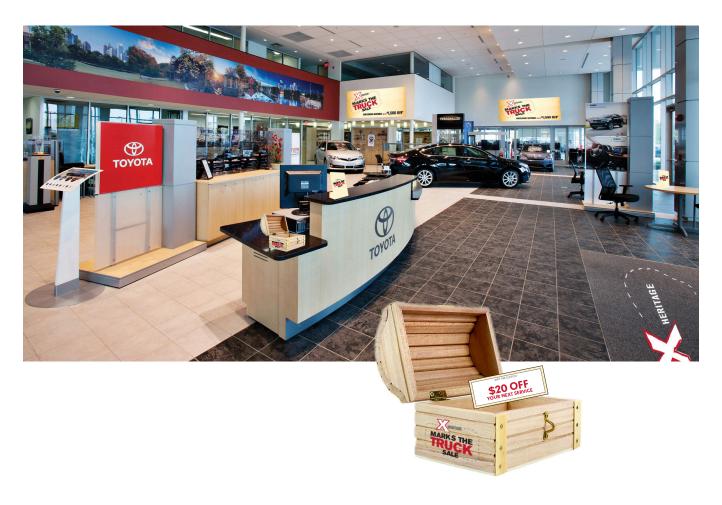






X MARKS THE TRUCK // STORE INTERIOR MERCHANDISING





X MARKS THE TRUCK // BUTTON



